CARERULEBOOK KANSAS MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Kansas manual builder asks: 12 decisions and 23 details, 35 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/kansas/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 [Parent 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:

- Governing body

- Administrator
- Alternate administrator
- Manager who supervises caregivers
- Person who covers when the manager is away

PART 1

Part 1. Decisions to settle first

These 12 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. What is your business?

The governing body has bylaws or an operating agreement, renewed every year (K.A.R. 28-51-103(a)(1)). A corporation or LLC registers with the Kansas Secretary of State.

☐ An LLC (operating agreement) (builder default)
☐ A corporation (bylaws)
☐ Another form (sole proprietor or partnership)

What it changes:

- Changes the wording of Policy 1.1 Governing body, bylaws and appointments.

Q2. How many separate clients do you expect to serve in your first year?

This sets KDHE's fee: $250 to apply and $100 a year to renew under 100 clients, or $500 and $350 for 100 or more (K.A.R. 28-51-101). A client served on several occasions counts once. These are KDHE's fees, not CareRulebook prices.

☐ Fewer than 100 (builder default)
☐ 100 or more

What it changes:

- Changes the wording of Policy 1.5 License, renewal, changes, ownership and closure.

Q3. Will you have branch offices?

The application lists branch offices, and the attestation says none may be more than 200 miles from the parent office.

☐ No (builder default)
☐ Yes, within 200 miles of the parent office

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.4 Parent office, office hours and service area
  - Policy 5.1 Client records: contents, notes, retention, safeguarding and release

Builder step: Services and clients

Q12. Who will you serve?

Children bring child abuse reporting to DCF (K.S.A. 38-2223). Caregivers are not on that statute's mandatory list, so the manual makes reporting agency policy.

☐ Adults only (builder default)
☐ Adults and children under 18

What it changes:

- Changes the wording of 4 policies:
  - Policy 3.1 Abuse, neglect and exploitation: reporting, training and investigation
  - Policy 4.1 Client acceptance and admission criteria
  - Policy 4.11 Discharge, transfer and referral
  - Policy 5.1 Client records: contents, notes, retention, safeguarding and release

Q13. Will you serve clients who live in assisted living or another adult care home?

For residents of adult care homes, suspected abuse is reported to KDADS under K.S.A. 39-1402, not to DCF under K.S.A. 39-1431.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 4 policies:
  - Policy 3.1 Abuse, neglect and exploitation: reporting, training and investigation
  - Policy 4.1 Client acceptance and admission criteria
  - Policy 4.6 Communication with the manager and changes in a client’s condition
  - Policy 6.1 Clients’ bill of rights and acknowledgment

Q14. Will caregivers help clients with medication reminders?

Caregivers may only ask, prompt, hand over and open reminder containers that the client, family, a nurse or a pharmacist has filled. They never set up or give medication (K.A.R. 28-51-117(g)(1); -104(c)(3)(H)). KDHE asks for a medication policy either way.

☐ Yes, within the rule's limits (builder default)
☐ No, caregivers do not help with medication at all

What it changes:

- Changes the wording of 6 policies:
  - Policy 4.1 Client acceptance and admission criteria
  - Policy 4.2 Provision of supportive care services and the supportive care worker’s scope of practice
  - Policy 4.4 Written assignments
  - Policy 4.5 Assigned duties: the 16 task areas
  - Policy 4.8 Medications: reminders only, no set-up or administration
  - Policy 5.1 Client records: contents, notes, retention, safeguarding and release

Q15. Will caregivers assist with transfers using a mechanical lift?

Allowed only for caregivers with training and demonstrated competency (K.A.R. 28-51-117(g)(14)). KDHE's drafted rewrite would remove this task; in April 2026 KDHE said it was reviewing that change.

☐ No (builder default)
☐ Yes, after training and demonstrated competency

What it changes:

- Changes the wording of 5 policies:
  - Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files
  - Policy 2.6 Orientation, training and competency
  - Policy 4.1 Client acceptance and admission criteria
  - Policy 4.2 Provision of supportive care services and the supportive care worker’s scope of practice
  - Policy 4.5 Assigned duties: the 16 task areas

Q16. Will caregivers set oxygen flow when changing a client's oxygen tank?

Caregivers may always remove and replace a cannula or mask to wash or shave the client's face. Setting oxygen flow needs specific training and demonstrated competency (K.A.R. 28-51-117(g)(16)). Respiratory care is never allowed.

☐ No (builder default)
☐ Yes, following written instructions, after specific training and demonstrated competency

What it changes:

- Changes the wording of 7 policies:
  - Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files
  - Policy 2.6 Orientation, training and competency
  - Policy 4.1 Client acceptance and admission criteria

- Policy 4.2 Provision of supportive care services and the supportive care worker's scope of practice
- Policy 4.3 Client assessment, admission note and plan of care
- Policy 4.5 Assigned duties: the 16 task areas
- Policy 4.9 Nursing services (not provided) and no prefilling of insulin syringes

Builder step: How you'll operate

Q28. Will all your caregivers be your employees?

The statute defines a supportive care worker as an employee (K.S.A. 65-5101(l)). Contractors need a written contract with seven provisions (K.A.R. 28-51-103(f)), and staffing agency workers need KDADS checks too. KDHE asks every applicant for a contract personnel policy either way.

☐ Yes, all employees (builder default)
☐ We will also use hourly or per-visit contractors or staffing agencies

What it changes:

- Changes the wording of 17 policies:
  - Policy 1.6 Surveys, records for surveyors and plans of correction
  - Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files
  - Policy 2.2 Hiring, interviewing, reference checks and credentials
  - Policy 2.3 Criminal record checks and provisional employment
  - Policy 2.4 Performance evaluations
  - Policy 2.5 Employee health assessments and TB testing
  - Policy 2.6 Orientation, training and competency
  - Policy 2.7 Hourly and per-visit contract personnel
  - Policy 3.1 Abuse, neglect and exploitation: reporting, training and investigation
  - Policy 4.2 Provision of supportive care services and the supportive care worker's scope of practice
  - Policy 4.4 Written assignments
  - Policy 4.5 Assigned duties: the 16 task areas
  - Policy 4.6 Communication with the manager and changes in a client's condition
  - Policy 4.7 Manager on call
  - Policy 4.8 Medications: reminders only, no set-up or administration
  - Policy 4.9 Nursing services (not provided) and no prefilling of insulin syringes
  - Policy 4.10 Supervision of supportive care workers

Q29. Who trains your caregivers?

Training covers the 10 competency areas, the plan of care, abuse recognition at hire and every year, and the services and equipment you use (K.A.R. 28-51-103(g)(1), -104(c)(3)(D), -117(c)-(d)).

☐ We train them ourselves (the manager) (builder default)
☐ An outside training provider
☐ Both, depending on the topic

What it changes:

- Changes the wording of Policy 2.6 Orientation, training and competency.
- Decides whether the builder asks Q32.

Q30. How will you keep client and personnel records?

Client records are kept in retrievable form for at least five years after the last discharge, and produced to a surveyor within 30 minutes of a request (K.A.R. 28-51-110(d), -101(i)).

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

What it changes:

- Changes the wording of 6 policies:
  - Policy 1.2 Adopting, revising and approving policies; the KDHE folder index
  - Policy 1.6 Surveys, records for surveyors and plans of correction
  - Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files
  - Policy 2.5 Employee health assessments and TB testing
  - Policy 4.4 Written assignments
  - Policy 5.1 Client records: contents, notes, retention, safeguarding and release

Q31. Include recommended practices?

Some policies end with steps that go beyond Kansas's current rules, such as an emergency preparedness plan, an incident log with an investigation using KDHE's HHA Reporting Form, and items from KDHE's drafted rewrite (a care capacity statement, background re-checks every 2 years), each labeled as not yet a rule. Once adopted they are your policies and KDHE can expect you to follow them, so leave them out if you won't.

☐ Yes, include them (builder default)
☐ No, only what the rules and KDHE's checklist require

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 28 policies. Once adopted, recommended practices are the agency's own commitments, so only keep them if the agency will follow them.

- Changes the wording of 2 policies:
  - Policy 1.2 Adopting, revising and approving policies; the KDHE folder index
  - Policy 3.1 Abuse, neglect and exploitation: reporting, training and investigation

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.

- Q9. Posted office hours (pre-filled: Monday to Friday, 8:00 a.m. to 5:00 p.m.)
- Q19. Month the governing body renews the bylaws or operating agreement each year (pre-filled: January)
- Q23. Job title of that person (pre-filled: Client Care Manager)
- Q33. Days to finish looking into a grievance (pre-filled: 14)
- Q34. Days for caregivers to turn in signed visit notes (pre-filled: 7)
- Q35. Days of written notice before you end a client's services (pre-filled: 14)

PART 2

Part 2. Agency details

These 23 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

Builder step: Your agency

Q4. Agency legal name

Required.

Exactly as on your KDHE application and as filed with the Kansas Secretary of State, including LLC or Inc. KDHE wants every policy under the agency name on the application, not a parent company or other trading name (KDHE Instruction Guide).

Example: Sample Home Care, LLC
Prints in: the cover page and 31 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q5. Parent office address

Required.

The parent office needs a local street address and cannot be a PO box (K.A.R. 28-51-100(hh)). The license is posted in a conspicuous place in your main office (K.S.A. 65-5104(d)).

Example: 100 Main Street, Suite 200, Wichita, KS 67202
Prints in: the cover page and 12 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q6. Office phone (a local number)

Required.

The parent office needs a local telephone number (K.A.R. 28-51-100(hh)). Tell KDHE before you change it (K.A.R. 28-51-101(f)).

Format: a full phone number, with area code
Example: (316) 555-0100
Prints in: 13 policies (including 1.2, 1.4, 3.1 and 4.1)

Answer: _____

Q7. On-call number caregivers use to reach a manager

Required.

A manager is on call to help staff providing supportive care services (K.A.R. 28-51-104(c)(3)(J)) and available to caregivers for questions at all times (K.A.R. 28-51-117(e)(1)). It can be the office number if calls are forwarded.

Format: a full phone number, with area code
Example: (316) 555-0199
Prints in: 10 policies (including 2.1, 2.6, 3.1 and 4.4)

Answer: _____

Q8. Agency email address

Required.

Printed in client notices so clients and families can reach you in writing. KDHE sends its reviewer emails and your file transfer login to the address you apply from.

Example: office@samplehomecare.com
Prints in: policies 1.2, 1.4, 3.1, 4.1, 6.1 and 6.3

Answer: _____

Q9. Posted office hours

Pre-filled if left blank.

The parent office is continuously staffed during the office hours you post and advertise, and the hours are posted for public view (K.A.R. 28-51-100(hh)). The rules set no minimum; choose hours you can always staff.

Format: days and times
Example: Monday to Friday, 8:00 a.m. to 5:00 p.m.
If left blank, prints as: Monday to Friday, 8:00 a.m. to 5:00 p.m.
Prints in: 10 policies (including 1.2, 1.4, 2.1 and 4.4)

Answer: _____

Q10. Kansas counties you serve

Required.

The application lists the Kansas counties you serve. You may serve clients only within your service area, a 200-mile radius of the parent office (K.A.R. 28-51-100(vv), -101(m)), and KDHE's attestation says no branch offices beyond 200 miles either.

Example: Sedgwick, Butler and Harvey counties
Prints in: the cover page and 7 policies (including 1.4, 2.1, 2.2 and 4.1)

Answer: _____

Q11. KDHE license ID

Optional.

Leave blank if you are still applying: the manual prints [KDHE license ID] wherever the ID goes, for you to replace once KDHE issues your license.

Example: A000000
Prints in: policies 1.1, 1.2, 1.3, 1.4, 1.5 and 1.6

Answer: _____

Builder step: Services and clients

Q17. Your charges

Required.

Write it the way a client would read it. Clients are told your policies and charges, and how much they may have to pay, before care starts (K.A.R. 28-51-111(a)(11)). These are your prices, not a state fee.

Example: $32.00 per hour, with a 3-hour minimum visit
Prints in: policy 6.2

Answer: _____

Builder step: People and dates

Q18. Governing body

Required.

The body with legal authority to operate the agency. It has bylaws or an operating agreement renewed every year, employs the administrator and alternate, and adopts, revises and approves the policies (K.A.R. 28-51-103(a)).

Example: Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen
Prints in: the cover page and 12 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q19. Month the governing body renews the bylaws or operating agreement each year

Pre-filled if left blank.

The rule says renewed annually. Choose a month you will keep. KDHE asks for a complete copy of the bylaws or operating agreement, dated and signed (K.A.R. 28-51-103(a)(1); KDHE Instruction Guide, Governing Body (1)).

Example: January
If left blank, prints as: January
Prints in: policies 1.1, 1.2, 1.3 and 6.3

Answer: _____

Q20. Administrator

Required.

At least 21, one year as an employee of a home health agency or in a related health care service, and a bachelor's degree, an associate degree or a certificate from a KDHE-approved administrator course. Lives in the service area; KDHE asks for evidence of an address within 200 miles of the parent office (K.A.R. 28-51-103(b)(2), (b)(4)).

Example: Jordan Lee
Prints in: the cover page and 30 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q21. Alternate administrator

Required.

Meets all the administrator's requirements and takes over every duty when the administrator is not available (K.A.R. 28-51-103(c)). Tell KDHE in writing within five days if either changes (K.A.R. 28-51-101(e)).

Example: Casey Morgan
Prints in: the cover page and 16 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q22. Manager who supervises caregivers

Required.

An employee with at least one year of experience providing home health, HCBS or supportive care services (K.A.R. 28-51-100(aa)). The manager assesses clients, writes the admission note, plan of care and written assignments, and visits each client every three months. Not a nurse: this license allows no nursing (K.A.R. 28-51-105(e)).

Example: Avery Quinn
Prints in: the cover page and 27 policies (including 1.1, 1.2, 2.1 and 2.2)

Answer: _____

Q23. Job title of that person

Pre-filled if left blank.

The rules call the role "manager". Choose the title you use everywhere; avoid nursing titles. Used throughout the manual, in the job description KDHE asks for (Instruction Guide, Personnel Policies (3)) and on your organizational chart.

Example: Client Care Manager
If left blank, prints as: Client Care Manager
Prints in: 30 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q24. Person who covers when the manager is away

Required.

Name who covers when your manager is away: another employee who meets the manager's qualifications, such as a second manager or the administrator. A manager must be available to caregivers at all times, and the three-monthly supervisory visits and 60-day plan of care reviews keep running when your manager is away. This person needs the same one year of experience. Named in the on-call and supervision policies (K.A.R. 28-51-104(c)(3)(J), (K); -117(e)).

Example: Riley Chen
Prints in: policies 4.7 and 4.10

Answer: _____

Q25. Person who receives and handles client grievances

Required.

Clients have the right to voice grievances without fear of reprisal and to be told in writing of KDHE's toll-free complaint number (K.A.R. 28-51-111(a)(10), (14)).

Example: Jordan Lee, Administrator
Prints in: policies 6.1 and 6.3

Answer: _____

Q26. Date the governing body adopts the manual

Required.

KDHE says it must be clear that submitted policies have been approved by the governing board and are enacted (KDHE Instruction Guide, Additional Help).

Format: a date
Example: November 1, 2026
Prints in: the cover page and policies 1.2 and 2.1

Answer: _____

Q27. Next review date

Required.

The rules set no review interval for policies. Our suggestion: review them every year, when the governing body renews the bylaws or operating agreement.

Format: a date
Example: November 1, 2027
Prints in: the cover page and policies 1.2, 4.12, 5.1 and 6.1

Answer: _____

Builder step: How you'll operate

Q32. Outside training provider you use

Only asked, and then required, if Q29 is not "We train them ourselves (the manager)".

The rules do not require approval of outside trainers for supportive care workers. You still check each worker's competency yourself before they work without the manager present (K.A.R. 28-51-117(c)).

Example: Sample Caregiver Academy
Prints in: policy 2.6

Answer: _____

Q33. Days to finish looking into a grievance

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. Complaints are among the records a surveyor can ask to see within 30 minutes (K.A.R. 28-51-101(i)). KDHE can hold you to the number you choose.

Format: a whole number of up to three digits
Example: 14
If left blank, prints as: 14
Prints in: policy 6.3

Answer: _____

Q34. Days for caregivers to turn in signed visit notes

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. Each visit's progress note is signed by the client and kept in the client record, with check-in and check-out times (K.A.R. 28-51-100(rr), -110(c)(5)).

Format: a whole number of up to three digits
Example: 7
If left blank, prints as: 7
Prints in: policies 2.4, 2.7, 4.4 and 5.1

Answer: _____

Q35. Days of written notice before you end a client's services

Pre-filled if left blank.

No rule sets this number for a single client. Choose one you can always meet, with exceptions for emergencies and safety. A client denied services for any reason has the right to be referred to another home health agency (K.A.R. 28-51-111(a)(9)). Closing the agency needs 30 days' written notice to KDHE (K.A.R. 28-51-101(k)).

Format: a whole number of up to three digits
Example: 14
If left blank, prints as: 14
Prints in: policies 4.11 and 6.2

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	What is your business?	An LLC (operating agreement)
Q2	How many separate clients do you expect to serve in your first year?	Fewer than 100
Q3	Will you have branch offices?	No
Q4	Agency legal name	Sample Home Care, LLC
Q5	Parent office address	100 Main Street, Suite 200, Wichita, KS 67202
Q6	Office phone (a local number)	(316) 555-0100
Q7	On-call number caregivers use to reach a manager	(316) 555-0199
Q8	Agency email address	office@samplehomecare.com
Q9	Posted office hours	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Q10	Kansas counties you serve	Sedgwick, Butler and Harvey counties
Q11	KDHE license ID	A000000

Builder step: Services and clients

	Question	Sample answer
Q12	Who will you serve?	Adults only
Q13	Will you serve clients who live in assisted living or another adult care home?	No
Q14	Will caregivers help clients with medication reminders?	Yes, within the rule's limits
Q15	Will caregivers assist with transfers using a mechanical lift?	No
Q16	Will caregivers set oxygen flow when changing a client's oxygen tank?	No
Q17	Your charges	$32.00 per hour, with a 3-hour minimum visit

Builder step: People and dates

	Question	Sample answer
Q18	Governing body	Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen
Q19	Month the governing body renews the bylaws or operating agreement each year	January
Q20	Administrator	Jordan Lee
Q21	Alternate administrator	Casey Morgan
Q22	Manager who supervises caregivers	Avery Quinn
Q23	Job title of that person	Client Care Manager
Q24	Person who covers when the manager is away	Riley Chen
Q25	Person who receives and handles client grievances	Jordan Lee, Administrator
Q26	Date the governing body adopts the manual	November 1, 2026
Q27	Next review date	November 1, 2027

Builder step: How you'll operate

	Question	Sample answer
Q28	Will all your caregivers be your employees?	Yes, all employees
Q29	Who trains your caregivers?	We train them ourselves (the manager)
Q30	How will you keep client and personnel records?	Partly on paper and partly electronically
Q31	Include recommended practices?	Yes, include them
Q32	Outside training provider you use	Not asked with these answers
Q33	Days to finish looking into a grievance	14
Q34	Days for caregivers to turn in signed visit notes	7
Q35	Days of written notice before you end a client's services	14

What these answers do to the manual

- In 26 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.

Q28. Will all your caregivers be your employees?

In Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files, the sample answer "Yes, all employees" prints:

> 15. **Employees only.** Sample Home Care, LLC uses its own employees to provide supportive care services. If it ever uses individuals or businesses under hourly or per-visit contracts, it does so only as Policy 2.7 sets out, and keeps a file for each contracted person with the same contents as an employee's.
>
> `Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files, sample answer`

The answer "We will also use hourly or per-visit contractors or staffing agencies" prints this instead:

> It also covers individuals who work for Sample Home Care, LLC under an hourly or per-visit contract, and workers supplied by a staffing agency, as item 15 sets out. Policy 2.7 covers their contracts.
>
> `Policy 2.1 Job descriptions, organizational chart, staff roster and personnel files, other answer`

Q16. Will caregivers set oxygen flow when changing a client's oxygen tank?

In Policy 2.6 Orientation, training and competency, the sample answer "No" prints:

> 12. **Masks and oxygen flow.** Any worker may temporarily remove and replace a client's cannula or mask to shave or wash the client's face, and every worker is trained to do so. Sample Home Care, LLC's workers do not set oxygen flow (Policy 4.5), and they are trained to tell the Client Care Manager when a tank needs changing or the client's oxygen seems not to be working, and to call 911 if the client is in distress.
>
> `Policy 2.6 Orientation, training and competency, sample answer`

The answer "Yes, following written instructions, after specific training and demonstrated competency" prints this instead:

12. **Masks and oxygen flow.** Any worker may temporarily remove and replace a client's cannula or mask to shave or wash the client's face, and every worker is trained to do so. A worker sets a client's oxygen flow, according to written instructions, when changing tanks only after being specifically trained and demonstrating competency in setting a client's oxygen flow. The Client Care Manager records that training and demonstration on the competency checklist before the worker changes any tank.

`Policy 2.6 Orientation, training and competency, other answer`

See it printed. The free sample policy uses exactly these answers: Policy 6.1, Clients' bill of rights and acknowledgment, as it prints in the Kansas manual: https://www.carerulebook.com/samples/us-kansas-home-care.pdf