CARERULEBOOK MAINE MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Maine manual builder asks: 16 decisions and 23 details, 39 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/maine/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 [Maine site 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:

- Administrator

- Acting administrator when the administrator is away

PART 1

Part 1. Decisions to settle first

These 16 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 1.2 then ends with a What to do now checklist: each area DLC gave registered agencies a deadline for, what the rule requires today, and the policy that answers it.

☐ Applying for a new license (builder default)
☐ Already licensed (including agencies registered before August 2024)

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.2 Our operations manual and the Section 5(A) crosswalk
  - Policy 1.3 License, renewal, changes, ownership, sites, inspections, waivers and plans of correction

Q2. What is your Maine site?

A home site must be a separate and distinct space that keeps conversations confidential and has locked storage for records (Ch. 129 § 2(A)(6)). DLC says storage areas, shared bedrooms, garages, sheds and rooms open to the household do not qualify.

☐ An office in a non-residential building zoned for business (builder default)
☐ A dedicated room in a home

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records
  - Policy 3.4 Confidentiality of records and services, devices, and transporting and storing records

Q3. Will you have more than one site?

A new site needs an application before it opens and written notice to DLC at least 60 calendar days ahead (Ch. 129 § 2(H), 2(J)). Adding a site costs a $10 processing fee (state fee).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records
  - Policy 1.3 License, renewal, changes, ownership, sites, inspections, waivers and plans of correction
  - Policy 3.7 Emergency and disaster plan
- Decides whether the builder asks Q7.

Builder step: Services and clients

Q15. What will your employees help clients with?

Employees who give hands-on ADL care must be active CNAs, or have completed or enrolled (within 60 days of hire) in the Personal Support Specialist course or another approved program (Ch. 129 § 4(A)). That training is not required when services are limited to meals, money, shopping, light housework and communication (§ 4(A)(2)). On our reading, IADL-only agencies still need the license; DLC has not said so in writing.

☐ Hands-on personal care (bathing, dressing, toileting, transfers and other ADLs), with or without household help (builder default)
☐ Only meals, managing money, shopping, light housework and communication

What it changes:

- Changes the wording of 10 policies:
  - Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records
  - Policy 1.2 Our operations manual and the Section 5(A) crosswalk
  - Policy 1.4 Job descriptions for all positions
  - Policy 2.1 Client referrals and admissions
  - Policy 2.4 Service plans
  - Policy 2.11 What our employees do and do not do, and medication reminders
  - Policy 4.1 Direct care qualifications and verifying them before hire
  - Policy 4.3 Orientation and the description of our orientation program

- Policy 4.5 Supervision, call-outs, and smoking, alcohol and illegal drugs
- Policy 4.6 Performance management, discipline and annual performance reviews

Q16. Will employees remind clients to take their medication?

DLC lists medication reminders among personal care agency services, and Chapter 129 says nothing about any other medication task. Employees may only do what their CNA or approved training covers (Ch. 129 § 4(D)). This manual covers reminders only: no opening containers, filling pill organizers or giving medication.

☐ Yes, reminders only (builder default)
☐ No

What it changes:

- Changes the wording of 5 policies:
  - Policy 1.4 Job descriptions for all positions
  - Policy 2.4 Service plans
  - Policy 2.5 Documenting services at each visit
  - Policy 2.11 What our employees do and do not do, and medication reminders
  - Policy 4.5 Supervision, call-outs, and smoking, alcohol and illegal drugs

Q17. Will you serve MaineCare members?

Your application lists your payment sources (Ch. 129 § 2(F)(1)). MaineCare program rules add duties of their own that this manual does not cover; it covers the licensing rule.

☐ No, private pay and insurance only (builder default)
☐ Yes

What it changes:

- Changes the wording of 6 policies:
  - Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records
  - Policy 1.6 Contingency planning and closing the agency
  - Policy 2.1 Client referrals and admissions
  - Policy 2.2 Client contract and notice of price changes
  - Policy 2.7 Referral or reassessment when a client may need a higher level of care
  - Policy 3.6 Keeping client and business records, while operating and after closure

Q18. Will you serve clients under 18?

Allegations involving a client under 18 go to Child Protective Services instead of Adult Protective Services (Ch. 129 § 6(A)(2)). Employees must report suspected child abuse in every manual, whoever the client is (22 M.R.S. § 4011-A).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 4 policies:
  - Policy 2.3 Agency expectations (what clients can expect from us)
  - Policy 2.7 Referral or reassessment when a client may need a higher level of care
  - Policy 3.1 Reporting abuse, neglect, exploitation and misappropriation of client property
  - Policy 4.4 Annual training, in-service training and mandated reporter training

Q19. May employees accept gifts from clients or families?

The rule asks for a restriction on accepting gratuities, loans and gifts (Ch. 129 § 5(A)(1)(d)(ix)); it does not set one. Loans are never allowed under either option.

☐ No gifts, gratuities or loans of any kind (builder default)
☐ Small gifts only, up to a value you set and reported to the administrator; never cash, gratuities or loans

What it changes:

- Changes the wording of Policy 1.8 Ethical business relationships, gifts and loans.
- Decides whether the builder asks Q23.

Builder step: People and training

Q24. Will someone act for the administrator when they are away?

Chapter 129 does not require this role, but abuse allegations must reach the administrator immediately (§ 6(A)(2)), so someone should cover when the administrator cannot be reached.

☐ Yes (builder default)
☐ No, the administrator covers all hours

What it changes:

- Changes the wording of 8 policies:
  - Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records
  - Policy 1.4 Job descriptions for all positions
  - Policy 1.6 Contingency planning and closing the agency
  - Policy 2.8 Client emergencies
  - Policy 2.9 Grievances and complaints to DLC
  - Policy 3.1 Reporting abuse, neglect, exploitation and misappropriation of client property

    - Policy 3.2 Investigating allegations
    - Policy 4.4 Annual training, in-service training and mandated reporter training
- When Q24 is "No, the administrator covers all hours", job titles change throughout: "the administrator or acting administrator" reads "the administrator".
- Decides whether the builder asks Q29.
- Changes what the manual's cover page lists.

Q25. How does your main supervisor qualify?

Any of the four routes qualifies (Ch. 129 § 5(D)). No nurse is required, and a nurse supervisor does not make your agency a health care agency: the supervisor oversees personal care, not nursing.

☐ Registered as a CNA (builder default)
☐ Completed the Department-approved personal care course and has a year's experience providing personal care
☐ Licensed practical nurse or registered nurse in good standing
☐ At least five years of education or experience in a related field

What it changes:

- Changes the wording of 2 policies:
    - Policy 1.4 Job descriptions for all positions
    - Policy 4.5 Supervision, call-outs, and smoking, alcohol and illegal drugs

Q26. After the first three months, how often will a supervisor observe each employee at work?

The rule requires on-site supervision every 30 days for each employee's first three months, then an annual performance review (Ch. 129 § 5(D)). It names no visit frequency after that, so this is your choice and becomes your policy.

☐ Once a year, with the annual performance review (builder default)
☐ Every six months
☐ Every three months

What it changes:

- Changes the wording of Policy 4.5 Supervision, call-outs, and smoking, alcohol and illegal drugs.

Q27. Will new employees ever start before their final background check report arrives?

Conditional employment lasts up to 60 calendar days and needs, among other things, the employee entered in the Maine Background Check Center as conditional, their biometric data submitted, and direct personal supervision (22 M.R.S. § 9057(4)). MBCC says fingerprint checks are delayed, so ask MBCC how to meet the biometric condition before relying on it.

☐ No, never (builder default)
☐ Yes, under the conditional employment rules

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.7 Quality Improvement Plan
  - Policy 4.2 Screening owners and employees: MBCC, APS and CPS checks, registry, background file
  - Policy 4.5 Supervision, call-outs, and smoking, alcohol and illegal drugs

Builder step: How you'll operate

Q34. How will you keep client and staff records?

Records may be paper or electronic, and all administrative and client records must be stored so unauthorized people cannot get to them (Ch. 129 § 9(A)(1), 9(B)(1)).

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

What it changes:

- Changes the wording of 4 policies:
  - Policy 2.5 Documenting services at each visit
  - Policy 3.4 Confidentiality of records and services, devices, and transporting and storing records
  - Policy 3.5 Client records and client access to records
  - Policy 4.7 Owner and employee records

Q35. Will employees use their own phones or tablets for client information (schedules, messages, visit notes)?

Personal devices used to store or send client information must have software or apps that keep it from unauthorized people (Ch. 129 § 9(A)(1)).

☐ Yes (builder default)
☐ No, client information stays on agency devices and paper

What it changes:

- Changes the wording of 3 policies:
  - Policy 3.4 Confidentiality of records and services, devices, and transporting and storing records
  - Policy 4.6 Performance management, discipline and annual performance reviews
  - Policy 4.7 Owner and employee records

Q36. How long will you keep client records?

The rule says client records are kept for no less than five years (Ch. 129 § 3(C)(2)). Six or seven years goes beyond the rule and becomes your own commitment. The manual uses the same period for owner, employee and business records, which the rule sets no period for.

☐ Five years (the rule's minimum) (builder default)
☐ Six years
☐ Seven years

What it changes:

- Changes the wording of Policy 3.6 Keeping client and business records, while operating and after closure.

Q37. Include recommended practices?

Some policies end with steps that go beyond Maine's rules, such as a yearly policy review or a client satisfaction call. Once adopted they are your policies and DLC can expect you to follow them, so leave them out if you won't.

☐ 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 33 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 Our operations manual and the Section 5(A) crosswalk
  - Policy 2.10 Discontinuing services and involuntary discharge

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.

- Q20. How clients pay for services (pre-filled: Private pay)
- Q22. Billing method, payment options and due dates
- Q23. Largest gift an employee may accept (pre-filled: $20)
- Q31. Hours before a shift an employee must call in if they cannot work it (pre-filled: 2)

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 DLC application. A personal care agency may not advertise that it is a home health agency or that it provides "health" or "healthcare" services that need a licensed medical professional (10-144 C.M.R. Ch. 129 § 2(A)(2)), so avoid those words in your name and advertising.

Example: Sample Home Care, LLC
Prints in: the cover page and 33 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q5. Assumed business name, if different

Optional.

A change of agency name needs written notice to DLC at least 14 calendar days before the change, a change application and the $10 processing fee (state fee) (Ch. 129 § 2(E)(3), 2(H)).

Example: Sample Home Care
Prints in: the cover page

Answer: _____

Q6. Maine site address

Required.

Every personal care agency needs a physical site in Maine, where services are coordinated and managed, administrative staff work and records are kept (Ch. 129 § 1 "Site", § 2(A)(6)). DLC does not allow virtual sites or sites shared with another personal care agency.

Example: 100 Main Street, Suite 200, Augusta, ME 04330
Prints in: the cover page and 11 policies (including 1.1, 1.2, 1.6 and 2.2)

Answer: _____

Q7. Second site address

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

Apply to DLC before opening a new site and give written notice at least 60 calendar days before it opens, with its hours and how your main location will supervise it (Ch. 129 § 2(H), 2(J)).

Example: 25 Water Street, Bangor, ME 04401
Prints in: policies 1.1, 1.3 and 3.7

Answer: _____

Q8. Dedicated agency phone line

Required.

The agency must have a dedicated phone line and tell DLC of any change within seven calendar days (Ch. 129 § 3(A)(1)-(2)).

Format: a full phone number, with area code
Example: (207) 555-0100
Prints in: 11 policies (including 1.1, 1.6, 2.2 and 2.3)

Answer: _____

Q9. Dedicated agency email address

Required.

The agency must have a dedicated email address and tell DLC of any change within seven calendar days (Ch. 129 § 3(A)(1)-(2)).

Example: office@samplehomecare.com
Prints in: policies 1.1, 1.6, 2.2, 2.3 and 2.9

Answer: _____

Q10. Office hours posted at the site entrance

Required.

Designated office hours are posted on the entrance of the site containing the office space (Ch. 129 § 3(A)(1)).

Format: days and times
Example: Monday to Friday, 8:00 a.m. to 4:00 p.m.
Prints in: policies 1.1, 2.2, 2.3 and 2.8

Answer: _____

Q11. Contact number posted on the door when no one is at the office

Required.

It can be the office number if calls are forwarded. The manual also uses it as the number employees call when they cannot work a shift. If no one is at the office during the designated office hours, a contact phone number must be posted on the door (Ch. 129 § 3(A)

(1)).

Format: a full phone number, with area code
Example: (207) 555-0199
Prints in: policies 1.1, 2.6, 2.8, 3.7 and 4.5

Answer: _____

Q12. Area you serve (towns or counties)

Required.

Printed in the agency overview. Chapter 129 sets no distance limit from your site.

Example: Kennebec and Somerset counties
Prints in: the cover page and policy 1.1

Answer: _____

Q13. DLC license number

Optional.

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

Example: PCA0000
Prints in: policies 1.3, 1.6 and 3.6

Answer: _____

Q14. Owners

Required.

The applicant must be the owner of the agency (Ch. 129 § 2(A)(4)). Every owner needs a Maine Background Check Center check, and owner records hold the results of MBCC, APS and CPS checks (Ch. 129 § 4(B)(1), 9(C)(2)).

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

Answer: _____

Builder step: Services and clients

Q20. How clients pay for services

Pre-filled if left blank.

Every application gives the payment source for services, which may include private pay, MaineCare or private insurance (Ch. 129 § 2(F)(1)).

Example: Private pay and long-term care insurance
If left blank, prints as: Private pay
Prints in: policy 1.1

Answer: _____

Q21. Your charges

Required.

Write it the way a client would read it. Every client has a written contract that includes any costs the client will be responsible for, and clients get at least 30 calendar days' notice of any change in costs (Ch. 129 § 3(E)). These are your prices, not a state fee.

Example: $36.00 per hour, with a 2-hour minimum visit
Prints in: policy 2.2

Answer: _____

Q22. Billing method, payment options and due dates

Required.

Printed in the client contract. No rule sets billing terms; choose terms you can apply to every client.

Example: Invoiced every two weeks; due within 14 days by card or bank transfer
Prints in: policy 2.2

Answer: _____

Q23. Largest gift an employee may accept

Only asked, and then pre-filled if left blank, if Q19 is "Small gifts only, up to a value you set and reported to the administrator; never cash, gratuities or loans".

No rule sets this number. It is your choice and becomes your policy. The manual includes a policy on ethical business relationships with clients, including a restriction on accepting gratuities, loans or gifts from clients and family members (Ch. 129 § 5(A)(1)(d)(ix)).

Example: $20
If left blank, prints as: $20
Prints in: policy 1.8

Answer: _____

Builder step: People and training

Q28. Administrator

Required.

The administrator is the person responsible for managing the agency, including compliance with the rule (Ch. 129 § 1). Allegations of abuse, neglect, exploitation or misappropriation involving staff are reported to the administrator immediately (Ch. 129 § 6(A)(2)).

Example: Jordan Lee
Prints in: the cover page

Answer: _____

Q29. Acting administrator when the administrator is away

Only asked, and then required, if Q24 is "Yes".

Chapter 129 does not name this role. Naming someone means reports, call-outs and emergencies are covered when the administrator is away. Tell DLC within 14 calendar days if the administrator takes an emergency or extended leave (Ch. 129 § 2(H)).

Example: Casey Morgan
Prints in: the cover page

Answer: _____

Q30. Supervisors of direct care employees

Required.

One or more people. The owner or administrator can also be a supervisor if they qualify. The agency designates one or more supervisors, each an LPN or RN, someone who completed the Department-approved personal care course and has a year's experience, a registered CNA, or someone with at least five years of related education or experience (Ch. 129 § 5(D)).

Example: Jordan Lee (CNA)
Prints in: the cover page and policy 4.5

Answer: _____

Q31. Hours before a shift an employee must call in if they cannot work it

Pre-filled if left blank.

No rule sets this number. Choose one that lets you tell the client before the visit, as the rule requires. The supervision policy covers staff absences and call-outs (Ch. 129 § 5(A)(1)(d)(viii)), and if a visit cannot happen the client must be told before the scheduled visit and why (Ch. 129 § 4(C)(1)).

Format: a whole number of up to three digits
Example: 2
If left blank, prints as: 2
Prints in: policies 1.4, 2.6 and 4.5

Answer: _____

Q32. Date the agency adopts the manual

Required.

Agency policies and procedures must be implemented and followed, including the plan for communicating policy changes with all employees (Ch. 129 § 5(A)(2)).

Format: a date
Example: November 1, 2026
Prints in: the cover page and 33 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q33. Next review date

Required.

Chapter 129 sets no review cycle. Our suggestion: review every year, and whenever DHHS changes the rule (a revision is on its agenda). Policies on topics the rule or a statute covers must comply with the law (Ch. 129 § 5(A)(1)(d)), so review them when the law changes.

Format: a date
Example: November 1, 2027
Prints in: the cover page and policy 1.2

Answer: _____

Builder step: How you'll operate

Q38. Where employees get gloves and other protective equipment

Required.

The manual includes an infection control policy for the office and for clients' homes (Ch. 129 § 5(A)(1)(d)(i)).

Example: Supply cabinet at the office; each employee gets a starter kit at orientation
Prints in: policy 3.3

Answer: _____

Q39. Who keeps the records if the agency closes

Required.

A job title or role is enough. DLC has not said where records must go after closure. The manual includes a policy on keeping client and business records while operating and after closure (Ch. 129 § 5(A)(1)(d)(xvi)).

Example: The owner, at the agency's mailing address
Prints in: policies 1.6 and 3.6

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
Q2	What is your Maine site?	An office in a non-residential building zoned for business
Q3	Will you have more than one site?	No
Q4	Agency legal name	Sample Home Care, LLC
Q5	Assumed business name, if different	Sample Home Care
Q6	Maine site address	100 Main Street, Suite 200, Augusta, ME 04330
Q7	Second site address	Not asked with these answers
Q8	Dedicated agency phone line	(207) 555-0100
Q9	Dedicated agency email address	office@samplehomecare.com
Q10	Office hours posted at the site entrance	Monday to Friday, 8:00 a.m. to 4:00 p.m.
Q11	Contact number posted on the door when no one is at the office	(207) 555-0199
Q12	Area you serve (towns or counties)	Kennebec and Somerset counties
Q13	DLC license number	PCA0000
Q14	Owners	Morgan Ellis (60%) and Riley Chen (40%)

Builder step: Services and clients

	Question	Sample answer
Q15	What will your employees help clients with?	Hands-on personal care (bathing, dressing, toileting, transfers and other ADLs), with or without household help
Q16	Will employees remind clients to take their medication?	Yes, reminders only
Q17	Will you serve MaineCare members?	No, private pay and insurance only

	Question	Sample answer
Q18	Will you serve clients under 18?	No
Q19	May employees accept gifts from clients or families?	No gifts, gratuities or loans of any kind
Q20	How clients pay for services	Private pay and long-term care insurance
Q21	Your charges	$36.00 per hour, with a 2-hour minimum visit
Q22	Billing method, payment options and due dates	Invoiced every two weeks; due within 14 days by card or bank transfer
Q23	Largest gift an employee may accept	Not asked with these answers

Builder step: People and training

	Question	Sample answer
Q24	Will someone act for the administrator when they are away?	Yes
Q25	How does your main supervisor qualify?	Registered as a CNA
Q26	After the first three months, how often will a supervisor observe each employee at work?	Once a year, with the annual performance review
Q27	Will new employees ever start before their final background check report arrives?	No, never
Q28	Administrator	Jordan Lee
Q29	Acting administrator when the administrator is away	Casey Morgan
Q30	Supervisors of direct care employees	Jordan Lee (CNA)
Q31	Hours before a shift an employee must call in if they cannot work it	2
Q32	Date the agency adopts the manual	November 1, 2026
Q33	Next review date	November 1, 2027

Builder step: How you'll operate

	Question	Sample answer
Q34	How will you keep client and staff records?	Partly on paper and partly electronically
Q35	Will employees use their own phones or tablets for client information (schedules, messages, visit notes)?	Yes
Q36	How long will you keep client records?	Five years (the rule's minimum)

	Question	Sample answer
Q37	Include recommended practices?	Yes, include them
Q38	Where employees get gloves and other protective equipment	Supply cabinet at the office; each employee gets a starter kit at orientation
Q39	Who keeps the records if the agency closes	The owner, at the agency's mailing address

What these answers do to the manual

- In 30 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.

Q15. What will your employees help clients with?

In Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records, the sample answer "Hands-on personal care (bathing, dressing, toileting, transfers and other ADLs), with or without household help" prints:

> Sample Home Care, LLC provides personal care services: hands-on help with activities of daily living (ADLs), such as bed mobility, transfers, getting around, dressing, eating, toileting, bathing and personal hygiene, and help with instrumental activities of daily living (IADLs): preparing meals, managing money, shopping for groceries or personal items, light housework and communication. Each client receives only the services on their service plan (Policy 2.4). Policy 2.11 lists what employees do and do not do.
>
> `Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records, sample answer`

The answer "Only meals, managing money, shopping, light housework and communication" prints this instead:

> 5. direct care employees (homemakers and companions) provide IADL services to clients under their service plans and report to their supervisor; and
>
> `Policy 1.1 Agency overview: services, Maine site, office hours, insurance, organization and business records, other answer`

Q24. Will someone act for the administrator when they are away?

In Policy 1.6 Contingency planning and closing the agency, the sample answer "Yes" prints:

> If the administrator suddenly cannot work (for example because of illness, an accident or leaving without notice), the acting administrator takes charge at once and tells the owners the same day. The owners decide whether the acting administrator continues while the administrator is on leave, or designate a new administrator.
>
> `Policy 1.6 Contingency planning and closing the agency, sample answer`

The answer "No, the administrator covers all hours" prints this instead:

> If the administrator suddenly cannot work (for example because of illness, an accident or leaving without notice), an owner takes charge at once and, within the same business day, the owners decide who will be the administrator while the administrator is away or until a new one starts.
>
> `Policy 1.6 Contingency planning and closing the agency, other answer`

See it printed. The free sample policy uses exactly these answers: Policy 2.9, Grievances and complaints to DLC, as it prints in the Maine manual: https://www.carerulebook.com/samples/us-maine-home-care.pdf