CARERULEBOOK NEVADA MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Nevada manual builder asks: 17 decisions and 28 details, 45 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/nevada/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 [Licensed location (street address in Nevada)]) 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
- Administrator's designee (in charge when the administrator is absent)
- Who trains attendants for vital signs, glucose tests, insulin auto-injectors or weighing

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PART 1

Part 1. Decisions to settle first

These 17 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 1.3 then ends with a checklist of what changed under R063-21, R004-24, AB 519 and R089-24, each item with the policy that now answers it.

☐ Applying for a new license (builder default)
☐ Already licensed

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index
  - Policy 4.3 Background checks
  - Policy 4.6 Orientation and initial training

Q2. What is your business?

An agency is any person other than a natural person that provides these services (NRS 449B.015(1)). HCQC's checklist asks for your LLC or corporate documents.

☐ An LLC (builder default)
☐ A corporation
☐ Another form (partnership or other)

What it changes:

- Changes the wording of Policy 1.1 License, ownership, surety bond, changes and renewal.

Q3. How many employees do you expect?

This sets the surety bond: $5,000 for fewer than 7 employees, $25,000 for 7 to 25 and $50,000 for more than 25, payable to the Aging and Disability Services Division (NRS 449B.185). HCQC's checklist words the middle tier as 7 to 24.

☐ Fewer than 7 (builder default)
☐ 7 to 25
☐ More than 25

What it changes:

- Changes the wording of Policy 1.1 License, ownership, surety bond, changes and renewal.

Q4. Will you have work stations (satellite offices)?

A work station only receives copies of records and is a base for attendants serving an area outside their usual area; the records stay at the licensed location (NAC 449.3968, 449.3972(1)).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.1 License, ownership, surety bond, changes and renewal
  - Policy 2.10 Client records and service documentation
  - Policy 4.4 Personnel records

Q5. Will you market the agency on a website?

Any website used to market the agency must prominently post the statutory non-discrimination statement (NRS 449B.260(2)(b)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index
  - Policy 3.4 Non-discrimination, preferred names and pronouns, and accessible notices

Builder step: Services and clients

Q14. Who will you serve?

Serving children adds child abuse reporting and a written acknowledgement from each employee (NRS 432B.220, our reading), and no unsupervised contact with a child before background check results (NRS 449B.340(3)).

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

What it changes:

- Changes the wording of 5 policies:
  - Policy 2.1 Personal care services offered
  - Policy 2.7 Assigning and supervising attendants: supervisory visits and calls
  - Policy 2.13 Special populations
  - Policy 3.3 Abuse, neglect, exploitation, isolation and abandonment: prevention and reporting
  - Policy 4.3 Background checks

Q15. Will you bill Nevada Medicaid?

Medicaid personal care providers enroll as provider type 30 and add electronic visit verification, a phone line available 24 hours a day, backup caregivers and serious occurrence reports within 24 hours (Medicaid Services Manual chapter 3500).

☐ No, private pay only (builder default)
☐ Yes, as a Medicaid personal care provider

What it changes:

- Changes the wording of 9 policies:
  - Policy 1.5 Accounting, charges, billing and contracted services
  - Policy 2.6 Written disclosure statement
  - Policy 2.8 Missed visits, extra visits and on-call
  - Policy 2.10 Client records and service documentation
  - Policy 2.11 Ending services, transfers and referrals
  - Policy 3.2 Grievances, incidents and complaints
  - Policy 3.3 Abuse, neglect, exploitation, isolation and abandonment: prevention and reporting
  - Policy 3.4 Non-discrimination, preferred names and pronouns, and accessible notices
  - Policy 4.11 Transporting clients

Q16. Will attendants assist clients with medication?

Allowed since February 27, 2026 (R089-24): only after at least 16 hours from a Division-approved course and 8 hours a year after, with a written agreement where the law requires one, an agency training program and a medication record for each client. HCQC's workbook predates this change.

☐ No, attendants do not assist with medication (builder default)
☐ Yes, after 16 hours of Division-approved training

What it changes:

- Changes the wording of 12 policies:
  - Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index
  - Policy 1.5 Accounting, charges, billing and contracted services
  - Policy 2.1 Personal care services offered
  - Policy 2.3 Health-related tasks: vital signs, blood glucose tests, insulin auto-injectors, weighing, nail care and exercise
  - Policy 2.4 Medication assistance
  - Policy 2.6 Written disclosure statement
  - Policy 2.7 Assigning and supervising attendants: supervisory visits and calls
  - Policy 2.10 Client records and service documentation
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.4 Personnel records
  - Policy 4.7 Competency evaluation
  - Policy 4.8 Annual and required training
- Decides whether the builder asks Q24.

Q17. Will attendants take vital signs, run blood glucose tests, give insulin by auto-injector or weigh clients?

Allowed with the client's consent and task training before, yearly and on device change (NRS 449B.130; NAC 449.39775). Blood glucose tests need a CLIA waiver; insulin only by an approved auto-injector for a stable client on a maintenance dose.

☐ No (builder default)
☐ Yes, after task training

What it changes:

- Changes the wording of 15 policies:
  - Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index
  - Policy 1.5 Accounting, charges, billing and contracted services

  - Policy 2.1 Personal care services offered
  - Policy 2.2 Prohibited services and the attendant’s scope of service
  - Policy 2.3 Health-related tasks: vital signs, blood glucose tests, insulin auto-injectors, weighing, nail care and exercise
  - Policy 2.4 Medication assistance
  - Policy 2.5 Initial screening and service plan
  - Policy 2.6 Written disclosure statement
  - Policy 2.7 Assigning and supervising attendants: supervisory visits and calls
  - Policy 2.10 Client records and service documentation
  - Policy 2.14 Infection control plan, training and personal protective equipment
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.4 Personnel records
  - Policy 4.7 Competency evaluation
  - Policy 4.8 Annual and required training
- Decides whether the builder asks Q25.

Q18. Will attendants trim fingernails and toenails?

Allowed since R089-24, unless the client's provider says only a podiatrist or licensed nail technologist may; for a client with diabetes, the attendant consults the provider first (NAC 449.39775(6)(a)).

☐ No (builder default)
☐ Yes, within the rule's limits

What it changes:

- Changes the wording of 5 policies:
  - Policy 2.1 Personal care services offered
  - Policy 2.3 Health-related tasks: vital signs, blood glucose tests, insulin auto-injectors, weighing, nail care and exercise
  - Policy 2.5 Initial screening and service plan
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.7 Competency evaluation

Q19. Will attendants help clients with exercises?

Strength, balance, flexibility, endurance and range of motion exercises are allowed since R089-24, except exercises the client's provider has said the client should not do (NAC 449.39775(6)(b)).

☐ No (builder default)
☐ Yes, unless the client's provider says not to

What it changes:

- Changes the wording of 5 policies:
  - Policy 2.1 Personal care services offered
  - Policy 2.3 Health-related tasks: vital signs, blood glucose tests, insulin auto-injectors, weighing, nail care and exercise
  - Policy 2.5 Initial screening and service plan
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.7 Competency evaluation

Q20. Will attendants help clients schedule and attend appointments?

Allowed since R089-24, including passing health information to and from providers within the privacy laws (NAC 449.39775(6)(c)-(d)). Before, the rule banned medical case management.

☐ Yes, including medical appointments (builder default)
☐ No

What it changes:

- Changes the wording of 7 policies:
  - Policy 2.1 Personal care services offered
  - Policy 2.5 Initial screening and service plan
  - Policy 2.9 Coordination with community services and other providers
  - Policy 2.13 Special populations
  - Policy 3.5 Ethics, confidentiality and privacy
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.11 Transporting clients

Q21. Will attendants drive clients?

Transportation is a nonmedical personal care service (NRS 449B.050). Attendants who drive clients need at least the state minimum auto liability insurance, with proof in the personnel file (NAC 449.3976(1)(h)).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 7 policies:
  - Policy 2.1 Personal care services offered
  - Policy 2.5 Initial screening and service plan
  - Policy 2.7 Assigning and supervising attendants: supervisory visits and calls
  - Policy 2.13 Special populations

- Policy 4.1 Job descriptions and qualifications
- Policy 4.4 Personnel records
- Policy 4.11 Transporting clients

Builder step: How you'll operate

Q34. Will all your attendants be your employees?

Attendants may be employees or contractors (NAC 449.3963). Contractors and temporary staffing workers need background checks within 10 days too, and your agreement with a staffing service must cover NRS 449B.320(2).

☐ Yes, all employees (builder default)
☐ We will also use contracted attendants or temporary staffing services

What it changes:

- Changes the wording of 13 policies:
  - Policy 1.1 License, ownership, surety bond, changes and renewal
  - Policy 2.7 Assigning and supervising attendants: supervisory visits and calls
  - Policy 3.3 Abuse, neglect, exploitation, isolation and abandonment: prevention and reporting
  - Policy 4.1 Job descriptions and qualifications
  - Policy 4.2 Prohibited activities: calls, gifts, loans, gratuities and legal authority
  - Policy 4.3 Background checks
  - Policy 4.4 Personnel records
  - Policy 4.5 Health certificate and tuberculosis screening
  - Policy 4.6 Orientation and initial training
  - Policy 4.7 Competency evaluation
  - Policy 4.8 Annual and required training
  - Policy 4.9 Performance evaluations
  - Policy 4.10 Contracted attendants and temporary staffing services

Q35. Who runs your attendants' initial training program?

The program includes on-the-job instruction supervised by the administrator or designee (NAC 449.3977(1)(b)). Cultural competency must be an approved course, and infection control training comes from a nationally recognized organization.

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

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.5 Accounting, charges, billing and contracted services
  - Policy 4.6 Orientation and initial training
- Decides whether the builder asks Q38.

Q36. How will you keep client and personnel records?

Personnel files, including electronic files, are available to the Division on request (NAC 449.3976(4)).

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

What it changes:

- Changes the wording of 4 policies:
  - Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index
  - Policy 2.10 Client records and service documentation
  - Policy 3.5 Ethics, confidentiality and privacy
  - Policy 4.4 Personnel records

Q37. Include recommended practices?

Some policies end with steps that go beyond Nevada's rules, such as an incident log alongside the grievance log and a yearly policy review. Once adopted they are your policies and HCQC 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 HCQC's checklist require

What it changes:

- Keeps or removes the "Recommended practice" section at the end of 34 policies. Once adopted, recommended practices are the agency's own commitments, so only keep them if the agency will follow them.
- Changes the wording of Policy 1.3 Policies and procedures: adoption, staff access, review and the HCQC checklist index.

Also decide: commitments you write in Part 2

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

- Q39. How often the administrator or designee makes supervisory visits or calls (pre-filled: At least every 90 days for each client, by home visit or phone call)
- Q40. Days to finish looking into a grievance or complaint (pre-filled: 14)

- Q41. Days of written notice before a price increase (pre-filled: 30)
- Q42. Days of written notice before you end a client's services (pre-filled: 14)
- Q43. Days for attendants to turn in visit and time records (pre-filled: 7)
- Q44. Years you keep client records after services end (pre-filled: 6)

PART 2

Part 2. Agency details

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

Builder step: Your agency

Q6. Agency legal name

Required.

Exactly as on your application in CLICS and as registered with the Nevada Secretary of State, including LLC or Inc. The license applies only to the person it is issued to and is not transferable (NRS 449B.200(2)).

Example: Sample Home Care, LLC
Prints in: the cover page and 35 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q7. Trade name (DBA), if different

Optional.

HCQC's checklist asks for the DBA name on the surety bond. Your name, sign or listing must not mislead the public about the services you offer (NRS 449B.475).

Example: Sample Home Care
Prints in: the cover page

Answer: _____

Q8. Licensed location (street address in Nevada)

Required.

Every licensed agency needs a physical location in Nevada, with a lease or recorded deed and a city or county business license or use permit for that address (HCQC Licensing Checklist). Client, attendant and operations records are kept here (NAC 449.3972(1)).

Example: 100 Main Street, Suite 200, Las Vegas, NV 89101
Prints in: the cover page and 13 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q9. Office phone

Required.

Printed on the disclosure statement and the client rights statement.

Format: a full phone number, with area code
Example: (702) 555-0100
Prints in: 11 policies (including 1.3, 2.1, 2.4 and 2.6)

Answer: _____

Q10. Number clients and attendants use to reach the administrator or designee during all service hours

Required.

The disclosure statement explains how to contact the administrator or designee during all hours in which personal care services are provided, and your on-call policy (NAC 449.3979(2)(f)). It can be the office number if calls are forwarded.

Format: a full phone number, with area code
Example: (702) 555-0199
Prints in: 13 policies (including 1.2, 1.3, 2.1 and 2.2)

Answer: _____

Q11. Agency email address

Required.

Printed in client notices so clients and families can reach you in writing.

Example: office@samplehomecare.com
Prints in: policies 2.6, 3.1, 3.2 and 3.4

Answer: _____

Q12. Nevada counties you serve

Required.

Used in your services policy, community resources list and emergency plan. The rules set no service radius; work stations outside your usual area keep only copies of records (NAC 449.3968, 449.3972(1)).

Example: Clark County
Prints in: the cover page and 8 policies (including 2.1, 2.6, 2.9 and 2.11)

Answer: _____

Q13. HCQC license number

Optional.

Leave blank if you are still applying: the manual shows a space to write it in.

Example: PCS0000
Prints in: policies 1.1 and 2.6

Answer: _____

Builder step: Services and clients

Q22. Your charges

Required.

Write it the way a client would read it. The disclosure statement gives your charges (NAC 449.3979(2)(c)). These are your prices, not a state fee.

Example: $34.00 per hour, with a 3-hour minimum visit
Prints in: policies 1.5 and 2.6

Answer: _____

Q23. Billing method, payment options and due dates

Required.

The disclosure statement gives billing methods, payment systems and due dates (NAC 449.3979(2)(c)).

Example: Invoiced every two weeks; due within 14 days by card or bank transfer
Prints in: policies 1.5 and 2.6

Answer: _____

Q24. Division-approved medication management course your attendants take

Only asked, and then required, if Q16 is "Yes, after 16 hours of Division-approved training".

At least 16 hours from a course approved by the Division before assisting with medication, then at least 8 hours a year (R089-24 section 14(2)). Ask HCQC which approved courses count for personal care attendants.

Example: Sample Medication Management Course (16 hours)
Prints in: policies 1.5, 2.4 and 4.8

Answer: _____

Q25. Who trains attendants for vital signs, glucose tests, insulin auto-injectors or weighing

Only asked, and then required, if Q17 is "Yes, after task training".

A physician, physician assistant or licensed nurse; a pharmacist for insulin and glucose tasks; or an employee trained by one of them with a year of experience and shown competency (NAC 449.39775(7)). Training is before the task, every year and when a device changes.

Example: Avery Quinn (outside trainer)
Prints in: policies 1.5, 2.3 and 4.8

Answer: _____

Builder step: People and dates

Q26. Owners of 10% or more

Required.

Each owner of 10% or more completes a fingerprint background check with the application (HCQC Licensing Checklist; NRS 449B.300). Named in the license and governance policy.

Example: Morgan Ellis (60%) and Riley Chen (40%)
Prints in: the cover page and 10 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q27. Administrator

Required.

At least 18, a high school diploma or equivalent or a Nevada long-term care administrator license, and able to read, write, speak and understand English (NAC 449.3973(1), as amended by R089-24). Completes elder abuse training before the agency provides care (NRS 449B.225). No nurse is required.

Example: Jordan Lee
Prints in: the cover page and 35 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q28. Administrator's designee (in charge when the administrator is absent)

Required.

The administrator appoints a person to act in their absence, with access to all records kept at the agency (NAC 449.3973(2)-(3)). The designee also screens clients and makes supervisory visits or calls if you choose (NAC 449.3981, 449.3982).

Example: Casey Morgan
Prints in: the cover page and 35 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q29. Infection control lead

Required.

Your written infection control plan names a coordinator (R063-21 section 5). HCQC's workbook also asks you to identify a responsible person and a designee for the infection control program, each with 15 hours of infection control training (tags P0935, P0940; HCQC expectation).

Example: Casey Morgan
Prints in: the cover page and policies 2.14 and 4.1

Answer: _____

Q30. Infection control designee

Required.

HCQC's workbook asks you to identify who they will be (tag P0935). This applies NAC 449.0109, which names facilities for the dependent; we treat it as HCQC's survey expectation.

Example: Jordan Lee
Prints in: policies 2.14 and 4.1

Answer: _____

Q31. Person who receives and investigates grievances, incidents and complaints

Required.

The administrator or designee is told of each grievance, incident or complaint and personally investigates it in a timely manner (NAC 449.398(2)).

Example: Jordan Lee, Administrator
Prints in: policies 2.6, 3.1 and 3.2

Answer: _____

Q32. Date the agency adopts the manual

Required.

Policies are made available to attendants and staff on hire and whenever they are revised (NAC 449.3974).

Format: a date
Example: November 1, 2026
Prints in: the cover page and policy 1.3

Answer: _____

Q33. Next review date

Required.

The rules say review and revise as needed. Our suggestion: review every year, and whenever HCQC or the State Board of Health changes the rules. HCQC's workbook asks for the infection control program and policy to be reviewed every year.

Format: a date
Example: November 1, 2027
Prints in: the cover page and policies 1.3 and 2.9

Answer: _____

Builder step: How you'll operate

Q38. Outside training provider you use

Only asked, and then required, if Q35 is not "We train them ourselves (the administrator or designee)".

The rules set no hour minimum for initial training, only the topics in NAC 449.3977(1)(c). You still evaluate each attendant's competency yourself (NAC 449.3976(3), 449.3977(2)).

Example: Sample Caregiver Academy
Prints in: policies 1.5 and 4.6

Answer: _____

Q39. How often the administrator or designee makes supervisory visits or calls

Pre-filled if left blank.

No rule sets a frequency. HCQC's workbook asks your policy to state one, and who does them. Choose one you can always keep. Each visit or call is documented, dated and signed and covers the five points in NAC 449.3982(2).

Example: At least every 90 days for each client, by home visit or phone call
If left blank, prints as: At least every 90 days for each client, by home visit or phone call
Prints in: policy 2.7

Answer: _____

Q40. Days to finish looking into a grievance or complaint

Pre-filled if left blank.

No rule sets this number; the rule says timely. Choose one you can always meet. The client is told what was done, or why nothing was done (NAC 449.398(2)). Your written complaint policy says how complaints are documented, investigated and resolved (NAC 449.011926).

Format: a whole number of up to three digits
Example: 14
If left blank, prints as: 14
Prints in: policies 2.6 and 3.2

Answer: _____

Q41. Days of written notice before a price increase

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. The disclosure statement gives your policy for notifying clients of price increases (NAC 449.3979(2)(d)).

Format: a whole number of up to three digits
Example: 30
If left blank, prints as: 30
Prints in: policies 1.5 and 2.6

Answer: _____

Q42. Days of written notice before you end a client's services

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet, with exceptions for emergencies and safety. The disclosure statement gives the criteria for ending services and how you notify clients (NAC 449.3979(2)(e)), and a client moved elsewhere gets an explanation of why and the alternatives (NRS 449A.100).

Format: a whole number of up to three digits
Example: 14
If left blank, prints as: 14
Prints in: policies 2.6 and 2.11

Answer: _____

Q43. Days for attendants to turn in visit and time records

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. Attendants are trained in documentation and verifying time records (NAC 449.3977(1)(c)(1)), and the agency documents each client's needs and services (NAC 449.3974(8)).

Format: a whole number of up to three digits
Example: 7
If left blank, prints as: 7
Prints in: policies 2.10, 4.1 and 4.9

Answer: _____

Q44. Years you keep client records after services end

Pre-filled if left blank.

The personal care rules set no retention period. Nevada Medicaid says records are kept under the state record retention policy, currently six years from the date of payment, so six years is a safe choice. Background check records are kept for the length of employment (NRS 449B.330).

Format: a whole number of up to three digits
Example: 6
If left blank, prints as: 6
Prints in: policies 2.10, 3.2, 3.3 and 4.4

Answer: _____

Q45. Personal protective equipment supplier

Optional.

Leave blank if you have not signed a contract yet: the manual shows a space to write it in. NAC 449.01065 calls for a contract with a PPE supplier, a 30-day supply and tracking of stock and use (HCQC tags P0910, P0915).

Example: Sample Medical Supply
Prints in: policies 1.5 and 2.14

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 business?	An LLC
Q3	How many employees do you expect?	Fewer than 7
Q4	Will you have work stations (satellite offices)?	No
Q5	Will you market the agency on a website?	Yes
Q6	Agency legal name	Sample Home Care, LLC
Q7	Trade name (DBA), if different	Sample Home Care
Q8	Licensed location (street address in Nevada)	100 Main Street, Suite 200, Las Vegas, NV 89101
Q9	Office phone	(702) 555-0100
Q10	Number clients and attendants use to reach the administrator or designee during all service hours	(702) 555-0199
Q11	Agency email address	office@samplehomecare.com
Q12	Nevada counties you serve	Clark County
Q13	HCQC license number	PCS0000

Builder step: Services and clients

	Question	Sample answer
Q14	Who will you serve?	Adults only
Q15	Will you bill Nevada Medicaid?	No, private pay only
Q16	Will attendants assist clients with medication?	No, attendants do not assist with medication
Q17	Will attendants take vital signs, run blood glucose tests, give insulin by auto-injector or weigh clients?	No
Q18	Will attendants trim fingernails and toenails?	No

	Question	Sample answer
Q19	Will attendants help clients with exercises?	No
Q20	Will attendants help clients schedule and attend appointments?	Yes, including medical appointments
Q21	Will attendants drive clients?	No
Q22	Your charges	$34.00 per hour, with a 3-hour minimum visit
Q23	Billing method, payment options and due dates	Invoiced every two weeks; due within 14 days by card or bank transfer
Q24	Division-approved medication management course your attendants take	Not asked with these answers
Q25	Who trains attendants for vital signs, glucose tests, insulin auto-injectors or weighing	Not asked with these answers

Builder step: People and dates

	Question	Sample answer
Q26	Owners of 10% or more	Morgan Ellis (60%) and Riley Chen (40%)
Q27	Administrator	Jordan Lee
Q28	Administrator's designee (in charge when the administrator is absent)	Casey Morgan
Q29	Infection control lead	Casey Morgan
Q30	Infection control designee	Jordan Lee
Q31	Person who receives and investigates grievances, incidents and complaints	Jordan Lee, Administrator
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	Will all your attendants be your employees?	Yes, all employees
Q35	Who runs your attendants' initial training program?	We train them ourselves (the administrator or designee)
Q36	How will you keep client and personnel records?	Partly on paper and partly electronically
Q37	Include recommended practices?	Yes, include them

	Question	Sample answer
Q38	Outside training provider you use	Not asked with these answers
Q39	How often the administrator or designee makes supervisory visits or calls	At least every 90 days for each client, by home visit or phone call
Q40	Days to finish looking into a grievance or complaint	14
Q41	Days of written notice before a price increase	30
Q42	Days of written notice before you end a client's services	14
Q43	Days for attendants to turn in visit and time records	7
Q44	Years you keep client records after services end	6
Q45	Personal protective equipment supplier	Sample Medical Supply

What these answers do to the manual

- 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 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.

Q17. Will attendants take vital signs, run blood glucose tests, give insulin by auto-injector or weigh clients?

In Policy 2.1 Personal care services offered, the sample answer "No" prints:

> Sample Home Care, LLC does not offer vital signs, blood glucose tests, insulin by auto-injector or weighing. Policy 2.3 (Health-related tasks) sets out what an attendant says and does if asked.
>
> `Policy 2.1 Personal care services offered, sample answer`

The answer "Yes, after task training" prints this instead:

> With the client's consent, trained attendants may check and record vital signs, conduct blood glucose tests, give insulin by an approved auto-injection device, and weigh clients, under the conditions in Policy 2.3 (Health-related tasks).
>
> `Policy 2.1 Personal care services offered, other answer`

Q34. Will all your attendants be your employees?

In Policy 4.3 Background checks, the sample answer "Yes, all employees" prints:

> - **any independent contractor or temporary staffing worker,** if Sample Home Care, LLC ever uses one. All of Sample Home Care, LLC's attendants are currently its employees (Policy 4.10), but the 10-day check in NRS 449B.310 also applies to contractors and temporary staffing workers;
>
> `Policy 4.3 Background checks, sample answer`

The answer "We will also use contracted attendants or temporary staffing services" prints this instead:

> - **every independent contractor** Sample Home Care, LLC contracts with, and **every worker a temporary staffing service sends** to Sample Home Care, LLC;
>
> `Policy 4.3 Background checks, other answer`

See it printed. The free sample policy uses exactly these answers: Policy 3.1, Client rights and the signed rights statement, as it prints in the Nevada manual: https://www.carerulebook.com/samples/us-nevada-home-care.pdf