CARERULEBOOK NORTH CAROLINA MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook North Carolina manual builder asks: 3 decisions and 15 details, 18 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/north-carolina/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 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:

- Agency director

- RN supervisor for in-home aide services
- Supervisor for companion, sitter and respite services

PART 1

Part 1. Decisions to settle first

These 3 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: How you'll operate

Q13. Will you also provide companion, sitter or respite services?

On DHSR's August 2026 list, 3,021 of the 3,107 sites licensed for in-home aide services also offer these (our count). They bring their own supervision rules (10A NCAC 13J .1504).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 19 policies:
  - Policy 1.1 Scope of services and geographic service area
  - Policy 1.2 Organizational structure and lines of authority
  - Policy 1.3 Agency director and service supervisors
  - Policy 2.1 Client rights, conduct and responsibilities
  - Policy 2.3 Acceptance of clients for service
  - Policy 2.4 Discharge and reduction of services
  - Policy 2.5 Coordination and referral
  - Policy 3.1 Personnel qualifications and job descriptions
  - Policy 3.2 Personnel records
  - Policy 3.3 Annual performance evaluation
  - Policy 3.5 Employee health and TB screening
  - Policy 4.1 Orientation and in-service education
  - Policy 4.2 Competency verification and skills checklist
  - Policy 5.1 Initial assessment and plan of care
  - Policy 5.3 Supervision of personnel
  - Policy 7.1 Infection control
  - Policy 7.2 Bloodborne pathogens exposure control plan

  - Policy 8.1 Emergency preparedness and response plan
  - Policy 9.1 Annual program evaluation and client record review
- Changes what the manual's cover page lists.

Q14. Will you arrange any services through other agencies or individuals?

☐ No (builder default)
☐ Yes

What it changes:

- Policy 1.6 Independent contractors and arranged services applies only when Q14 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 3 policies:
  - Policy 2.5 Coordination and referral
  - Policy 3.4 Criminal history checks and registry searches
  - Policy 10.1 Client records: content and handling

Q15. Include recommended practices?

Some policies end with practical steps that go beyond the rules. Once you adopt them, DHSR 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 31 policies. Once adopted, recommended practices are the agency's own commitments, so only keep them if the agency will follow them.

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.

- Q5. Office operating hours (pre-filled: Monday to Friday, 8:00 a.m. to 5:00 p.m.)
- Q16. Days for staff to return completed service records (pre-filled: 7)
- Q17. Working days to tell a referral source you cannot provide a service (pre-filled: 1)
- Q18. In-service hours each employee completes a year (pre-filled: 12)

PART 2

Part 2. Agency details

These 15 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

Builder step: Your agency

Q1. Agency legal name

Required.

Your agency's full legal name, as it appears on your DHSR license application, including LLC or Inc.

Example: Sample Home Care Agency, LLC
Prints in: the cover page and 32 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q2. Licensed site address

Required.

The street address of the site you are licensing. Each site needs its own license (10A NCAC 13J .0902).

Example: 100 Main Street, Suite 2, Raleigh, NC 27601
Prints in: the cover page and policies 1.1, 1.4, 2.1, 2.2 and 10.1

Answer: _____

Q3. Office phone

Required.

Format: a full phone number, with area code
Example: (919) 555-0100
Prints in: 9 policies (including 2.1, 2.2, 2.3 and 2.6)

Answer: _____

Q4. After-hours phone for clients and staff

Required.

The number clients and staff call when the office is closed, including to reach the RN while aides are working.

Format: a full phone number, with area code
Example: (919) 555-0199
Prints in: 10 policies (including 2.1, 2.2, 2.3 and 5.2)

Answer: _____

Q5. Office operating hours

Pre-filled if left blank.

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: policies 2.1, 2.2 and 8.1

Answer: _____

Q6. County where the agency site is

Required.

In-home aide services are limited to this county, neighboring counties, or 90 minutes' drive from the site, whichever is greater (10A NCAC 13J .1107(h)).

Format: one or more counties, picked from the builder's list
Example: Wake
Prints in: policy 1.1

Answer: _____

Q7. Counties you serve

Required.

The geographic area for each service, which your policies must name (10A NCAC 13J .1001(g)). Tell DHSR 30 days before expanding it.

Format: one or more counties, picked from the builder's list
Example: Wake, Durham and Johnston counties
Prints in: policy 1.1

Answer: _____

Builder step: People and dates

Q8. Agency director

Required.

The person with administrative responsibility for the agency. They must meet one of the qualifications in 10A NCAC 13J .1001(b).

Example: Jordan Lee
Prints in: the cover page and 28 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q9. RN supervisor for in-home aide services

Required.

The registered nurse who assesses clients, writes plans of care, verifies aide competencies and makes the 90-day supervisory visits. The RN can also be the agency director.

Example: Taylor Brooks, RN
Prints in: the cover page and 28 policies (including 1.1, 1.2, 1.3 and 1.6)

Answer: _____

Q10. Supervisor for companion, sitter and respite services

Optional.

Only if you provide companion, sitter or respite services. This person may also be the agency director (10A NCAC 13J .1503(2)).

Example: Jordan Lee
Prints in: the cover page and 15 policies (including 1.1, 1.2, 1.3 and 2.1)

Answer: _____

Q11. Date you adopt the manual

Required.

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

Answer: _____

Q12. Next review date

Required.

Usually one year after you adopt the manual.

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

Answer: _____

Builder step: How you'll operate

Q16. Days for staff to return completed service records

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. Your policies must set a time frame for completing and returning service records to the agency (10A NCAC 13J .1001(a)(6)). DHSR holds you to the number you choose.

Format: a whole number of up to three digits
Example: 7
If left blank, prints as: 7
Prints in: policies 3.1, 4.1, 5.4, 9.1 and 10.1

Answer: _____

Q17. Working days to tell a referral source you cannot provide a service

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. When you cannot provide a needed service, including the assessment, within the time the referral source asks, the rules require you to tell them within a time frame your policy sets (10A NCAC 13J .1101(6)).

Format: a whole number of up to three digits
Example: 1
If left blank, prints as: 1
Prints in: policy 2.3

Answer: _____

Q18. In-service hours each employee completes a year

Pre-filled if left blank.

No rule sets this number. DHSR expects your policy to state one. DHSR says your in-service education policy should specify the number of in-service hours employees must complete (FAQ 54).

Format: a whole number of up to three digits
Example: 12
If left blank, prints as: 12
Prints in: policy 4.1

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	Agency legal name	Sample Home Care, LLC
Q2	Licensed site address	100 Main Street, Suite 2, Raleigh, NC 27601
Q3	Office phone	(919) 555-0100
Q4	After-hours phone for clients and staff	(919) 555-0199
Q5	Office operating hours	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Q6	County where the agency site is	Wake
Q7	Counties you serve	Wake, Durham and Johnston counties

Builder step: People and dates

	Question	Sample answer
Q8	Agency director	Jordan Lee
Q9	RN supervisor for in-home aide services	Taylor Brooks, RN
Q10	Supervisor for companion, sitter and respite services	Jordan Lee
Q11	Date you adopt the manual	November 1, 2026
Q12	Next review date	November 1, 2027

Builder step: How you'll operate

	Question	Sample answer
Q13	Will you also provide companion, sitter or respite services?	Yes
Q14	Will you arrange any services through other agencies or individuals?	No
Q15	Include recommended practices?	Yes, include them
Q16	Days for staff to return completed service records	7
Q17	Working days to tell a referral source you cannot provide a service	1
Q18	In-service hours each employee completes a year	12

What these answers do to the manual

- Policy 1.6 Independent contractors and arranged services prints as "Not applicable", because it applies only when Q14 is "Yes".
- In 21 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.

Q13. Will you also provide companion, sitter or respite services?

In Policy 1.1 Scope of services and geographic service area, the sample answer "Yes" prints:

> It provides companion, sitter and respite services in the same area, Wake, Durham and Johnston counties.
>
> `Policy 1.1 Scope of services and geographic service area, sample answer`

The answer "No" prints this instead:

> 2. **Companion, sitter and respite services.** Sample Home Care, LLC does not provide in-home companion, sitter or respite services.
>
> `Policy 1.1 Scope of services and geographic service area, other answer`

Q14. Will you arrange any services through other agencies or individuals?

Policy 1.6 Independent contractors and arranged services prints in full only when Q14 is "Yes". With any other answer, the policy keeps its number and prints this one statement instead:

> Sample Home Care, LLC does not arrange services through other agencies or individuals. If it decides to, it will adopt this policy, and sign a written agreement meeting 10A NCAC 13J .1111, before any arranged service starts.
>
> `Policy 1.6 Independent contractors and arranged services, when it does not apply`

See it printed. The free sample policy uses exactly these answers: Policy 2.1, Client rights, conduct and responsibilities, as it prints in the North Carolina manual: https://www.carerulebook.com/samples/us-north-carolina-home-care.pdf