CARERULEBOOK TENNESSEE MANUAL

Intake questionnaire

This questionnaire lists every question the CareRulebook Tennessee manual builder asks: 24 decisions and 27 details, 51 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/tennessee/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: Choose at least one service you will provide. 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:

- Licensee (owner or governing body)
- Individual responsible for the operation of the agency
- Person who arranges replacement workers when a worker is absent
- Registered nurse who trains or supervises medication assistance training
- Registered nurse who provides education services

PART 1

Part 1. Decisions to settle first

These 24 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. Which TDMHSAS regional office serves your licensed site?

Applications go to the regional office nearest the location to be licensed (TDMHSAS, Become a Licensed Provider).

☐ Middle Tennessee (Nashville), 615-532-6590 (builder default)
☐ West Tennessee (Memphis), 901-543-7442
☐ East Tennessee (Knoxville), 865-594-6551

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.4 License, insurance, posting, renewal, changes and closure
  - Policy 2.5 Client rights and grievance procedure

Q2. Who will pay for your services?

Each client record documents who pays (0940-05-38-.09(1)(i)). This manual covers the TDMHSAS license rules; a payer's contract terms (such as TennCare credentialing or electronic visit verification) are not covered.

☐ Clients and families (private pay) (builder default)
☐ Private pay, plus contracts with other payers (for example TennCare managed care)

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 2.3 Schedule of fees and written fee agreement

Builder step: Services and clients

Q13. Which group will make up the majority (50% or more) of your clients?

An agency where 50% or more of clients are aged or have a mental illness or substance abuse diagnosis is licensed by TDMHSAS (0940-05-38-.04(3)(a)). If 50% or more will have an intellectual or developmental disability, the license comes from the Department of Disability and Aging instead, and this manual is not for you.

☐ Older adults (aged) (builder default)
☐ People with a mental illness or substance abuse diagnosis
☐ Older adults and people with a mental illness or substance abuse diagnosis, together

What it changes:

- Changes the wording of Policy 1.3 Client population: the majority category and the client-mix attestation.

Q14. Will some clients (fewer than half) have an intellectual or developmental disability?

The licensing department is set by the larger population you serve (0940-05-38-.04(3)). Policy 1.3 sets how you count your client mix and what you do if it changes.

☐ No (builder default)
☐ Yes, a minority of clients

What it changes:

- Changes the wording of 2 policies:
  - Policy 1.3 Client population: the majority category and the client-mix attestation
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do

Q15. Will you serve children under 18?

Everyone in Tennessee must report suspected child abuse or neglect (T.C.A. 37-1-403(i)(1), as the Department of Children's Services quotes it). Policy 3.1 adds the child abuse hotline when you answer yes.

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 8 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 2.2 Intake, needs assessment, service plan and consent
  - Policy 2.5 Client rights and grievance procedure

- Policy 2.9 Transporting clients
- Policy 2.12 Medication administration by certified staff (Medication Safety Policy)
- Policy 3.1 Abuse, neglect and exploitation: prevention, reporting and investigation
- Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks
- Policy 5.2 Keeping and disposing of records

Q16. Will you help clients with self-care (bathing, dressing, toileting, eating, mobility, transfers)?

Self-care assistance is a personal support service (0940-05-38-.01(1)(a)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 2.2 Intake, needs assessment, service plan and consent
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.7 Consultation, supervision and annual performance evaluations

Q17. Will you help with household tasks (housekeeping, laundry, meals, shopping, bill paying, telephones)?

Household assistance is itself a personal support service (0940-05-38-.01(1)(b)). Housekeeping alone, with no other help with major life activities, is exempt from the license (0940-05-38-.03(2)(c)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 3 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.7 Consultation, supervision and annual performance evaluations

Q18. Will you help clients take part in community activities (outings, social, recreational or personal activities)?

Personal assistance to access community activities is a personal support service (0940-05-38-.01(1)(c)).

☐ Yes (builder default)
☐ No

What it changes:

- Changes the wording of 4 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 3.3 Emergency plans: fire evacuation, natural disasters and staff coverage
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.7 Consultation, supervision and annual performance evaluations

Q19. Will a registered nurse give education services (consultation about a chronic condition)?

Optional. Education services are consultation by a registered nurse to the client or primary family caregiver concerning a chronic condition (0940-05-38-.01(6)).

☐ No (builder default)
☐ Yes

What it changes:

- Changes the wording of 3 policies:
  - Policy 1.1 Licensee, person responsible for operation and organizational chart
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 4.4 Personnel files, job descriptions and the worker roster
- Decides whether the builder asks Q26.

Q20. Will workers give medication assistance (reminders and opening packaging)?

Medication assistance means reminders and opening medication packaging, never giving medication (0940-05-38-.01(9)). It needs written authorization from the client, RN-supervised training before any worker assists, and procedures for collecting medication information (0940-05-38-.06(1)(l), .08(1)(b)).

☐ Yes (builder default)
☐ No

What it changes:

- Policy 2.11 Medication assistance applies only when Q20 is "Yes". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 7 policies:
  - Policy 1.1 Licensee, person responsible for operation and organizational chart
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do

    - Policy 2.2 Intake, needs assessment, service plan and consent
    - Policy 2.12 Medication administration by certified staff (Medication Safety Policy)
    - Policy 4.4 Personnel files, job descriptions and the worker roster
    - Policy 4.6 Competency before work, client-specific and annual training
    - Policy 4.7 Consultation, supervision and annual performance evaluations
- Decides whether the builder asks Q27.
- Changes what the manual's cover page lists.

Q21. Will staff certified in medication administration give medications?

Since Public Chapter 730 (2024), PSSA staff who complete a TDMHSAS-approved program (the Department of Disability and Aging's classes) may administer medication in the client's home. TDMHSAS asks you to notify your surveyor, keep each certificate on file and develop a Medication Safety Policy; it has not yet filed rules. Policy 2.12 is built from that request and is labelled as recommended until rules exist.

☐ No (builder default)
☐ Yes, or we plan to

What it changes:

- Policy 2.12 Medication administration by certified staff (Medication Safety Policy) applies only when Q21 is "Yes, or we plan to". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 7 policies:
    - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
    - Policy 2.2 Intake, needs assessment, service plan and consent
    - Policy 2.11 Medication assistance
    - Policy 4.2 Hiring, work history and references
    - Policy 4.4 Personnel files, job descriptions and the worker roster
    - Policy 4.6 Competency before work, client-specific and annual training
    - Policy 5.1 Client records and service delivery records

Q22. Will clients ride in vehicles driven by your workers?

Vehicles are kept safe, drivers hold a Tennessee driver's license and vehicles carry liability insurance for occupants, all documented (0940-05-38-.06(1)(m)).

☐ No, workers never transport clients (builder default)
☐ Yes, in workers' own vehicles
☐ Yes, in vehicles the agency owns
☐ Yes, in workers' own and agency vehicles

What it changes:

- Policy 2.9 Transporting clients applies only when Q22 is not "No, workers never transport clients". Otherwise it prints as a one-line "Not applicable" statement, so numbering stays the same.
- Changes the wording of 5 policies:
  - Policy 1.4 License, insurance, posting, renewal, changes and closure
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 3.3 Emergency plans: fire evacuation, natural disasters and staff coverage
  - Policy 4.2 Hiring, work history and references
  - Policy 4.4 Personnel files, job descriptions and the worker roster

Q23. Will your workers or agency handle clients' money?

Every agency has a policy on receiving and spending money for clients (0940-05-38-.06(1)(j)). Holding client funds brings a separate federally insured account and an annual report to the client (0940-05-06-.03(4), (6)).

☐ Workers use clients' cash or cards for shopping and paying bills; the agency holds no client money (builder default)
☐ The agency also holds client money, for example as representative payee or trustee
☐ No, workers never handle clients' money

What it changes:

- Changes the wording of 2 policies:
  - Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do
  - Policy 2.8 Clients’ money and property

Q24. Will workers use Hoyer lifts or gait belts?

Every agency needs a policy on lifts and gait belts: used only after training, for getting in or out of bed, a chair, the toilet or shower, never as therapy (0940-05-38-.06(1)(n)). TDMHSAS lists this policy among the most common PSSA deficiencies.

☐ Both, after training
☐ Gait belts only, after training (builder default)
☐ Neither

What it changes:

- Changes the wording of 3 policies:
  - Policy 2.10 Hoyer lifts and gait belts
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.6 Competency before work, client-specific and annual training

Builder step: People and dates

Q28. Who gives workers consultation about clients' care?

Consultation may come from a registered nurse, other agency staff or the primary family caregiver (0940-05-38-.07(2)(g)). No nurse is required unless you offer medication assistance or education services.

☐ A supervisor or other agency staff (builder default)
☐ A registered nurse, with agency staff as backup
☐ Agency staff, and the client's primary family caregiver where the service plan says so

What it changes:

- Changes the wording of 3 policies:
  - Policy 4.1 Personnel policies
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.7 Consultation, supervision and annual performance evaluations

Builder step: How you'll operate

Q37. Will your workers be employees or subcontractors?

The worker notice and the consumer notice say whether the agency is an employer or a contractor and who is responsible for wages, taxes, workers' compensation and overtime (0940-05-38-.07(1)(h), .09(1)(p)). Check the employment tests with a Tennessee lawyer before using subcontractors.

☐ All employees (builder default)
☐ All subcontractors
☐ Some of each

What it changes:

- Changes the wording of 11 policies:
  - Policy 1.1 Licensee, person responsible for operation and organizational chart
  - Policy 1.4 License, insurance, posting, renewal, changes and closure
  - Policy 1.6 Cooperation with TDMHSAS: access to workers, records and investigations
  - Policy 2.4 Consumer notice before services begin
  - Policy 2.12 Medication administration by certified staff (Medication Safety Policy)
  - Policy 4.2 Hiring, work history and references
  - Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks
  - Policy 4.4 Personnel files, job descriptions and the worker roster
  - Policy 4.5 Worker notice
  - Policy 4.6 Competency before work, client-specific and annual training

- Policy 4.7 Consultation, supervision and annual performance evaluations

Q38. How will you run criminal background checks?

TDMHSAS accepts fingerprint checks or a check by a state-licensed private investigation company (PSSA slides, slide 11). Results must be back before any direct contact with clients, in TDMHSAS's reading.

☐ Fingerprints through the Tennessee Bureau of Investigation (builder default)
☐ Fingerprints through the FBI
☐ A Tennessee-licensed private investigation company, without fingerprints

What it changes:

- Changes the wording of Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks.

Q39. Who pays for the criminal background check?

The saved rules do not say who pays for a worker's check. Choose one and apply it to everyone.

☐ The agency (builder default)
☐ The applicant

What it changes:

- Changes the wording of Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks.

Q40. Will you repeat each worker's criminal background check every two years?

Rule 0940-05-38-.07(2)(c) mentions a check "every two (2) years", but TDMHSAS says it will not enforce that part (PSSA slides, slide 8). Once in your policy, TDMHSAS can expect you to follow it. The yearly Abuse Registry and Sex Offender Registry checks are required either way.

☐ Yes, as recommended practice (builder default)
☐ No

What it changes:

- Changes the wording of 2 policies:
  - Policy 4.1 Personnel policies
  - Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks

Q41. How do you count each worker's yearly training?

Workers receive training on job-related topics at least annually (0940-05-38-.08(1)(c)). No hour minimum is set.

☐ By calendar year (January to December) (builder default)
☐ From each worker's start date

What it changes:

- Changes the wording of Policy 4.6 Competency before work, client-specific and annual training.

Q42. Who gives your workers their training before they start?

Before working with clients, workers show basic competency in seven areas, documented by the agency (0940-05-38-.08(1)(a)), and have documented training in self-care, household management, community living and service methods (0940-05-38-.07(2)(f)).

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

What it changes:

- Changes the wording of Policy 4.6 Competency before work, client-specific and annual training.
- Decides whether the builder asks Q46.

Q43. Who answers calls when the office is closed?

Clients need a way to report a worker who has not arrived, and workers need access to consultation, whenever services are given (0940-05-38-.06(1)(c), .07(2)(g)).

☐ The individual responsible for operation, or their named backup (builder default)
☐ Designated staff on a written on-call schedule

What it changes:

- Changes the wording of 3 policies:
  - Policy 2.7 Worker absence, alternate staffing plans and missed visits
  - Policy 3.3 Emergency plans: fire evacuation, natural disasters and staff coverage
  - Policy 4.7 Consultation, supervision and annual performance evaluations

Q44. How will you keep client and personnel records?

"Written" records may be in any generally accepted format, electronic or paper (0940-05-38-.01(11)).

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

What it changes:

- Changes the wording of 5 policies:
  - Policy 1.2 Written policies: adoption, staff access and review

- Policy 1.5 Desk audit, inspections and Plans of Compliance
- Policy 2.6 Confidentiality, public statements and photographs
- Policy 4.4 Personnel files, job descriptions and the worker roster
- Policy 5.1 Client records and service delivery records

Q45. Include recommended practices?

Some policies end with practical steps that go beyond Tennessee's rules, such as TB screening, CPR training and a yearly policy review, each labelled as not a TDMHSAS requirement. Once adopted they are your policies and TDMHSAS 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 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 6 policies:
  - Policy 1.2 Written policies: adoption, staff access and review
  - Policy 3.4 Infection control and communicable disease
  - Policy 4.3 Criminal background, Abuse Registry and Sex Offender Registry checks
  - Policy 4.6 Competency before work, client-specific and annual training
  - Policy 4.7 Consultation, supervision and annual performance evaluations
  - Policy 5.2 Keeping and disposing of records

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. Office hours (pre-filled: Monday to Friday, 8:00 a.m. to 5:00 p.m.)
- Q31. Job title of that individual (pre-filled: Agency Director)
- Q47. How early workers must tell you they cannot work a visit (pre-filled: At least 4 hours before the visit starts)
- Q48. How soon you tell the client and arrange cover after learning of an absence (pre-filled: Within 1 hour, and a replacement worker offered before the visit was due to start wherever possible)
- Q49. Days to finish investigating a grievance (pre-filled: 14)
- Q50. Days to file visit records in the client record (pre-filled: 7)
- Q51. Days of written notice before you end a client's services (pre-filled: 14)

PART 2

Part 2. Agency details

These 27 answers fill in the names, contacts, dates and numbers the manual prints. Write each answer exactly as it should appear.

Builder step: Your agency

Q3. Agency legal name

Required.

Exactly as registered with the Tennessee Secretary of State and on your TDMHSAS Initial Application, including LLC or Inc. A corporation sends a copy of its charter certified by the Secretary of State with the application (Initial Application, item 6).

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

Answer: _____

Q4. Licensed site address

Required.

TDMHSAS licenses are address-specific: a move needs a new license before it happens (TDMHSAS Provider FAQs; 0940-05-02-.10). The license certificate is posted here (0940-05-02-.16).

Example: 100 Main Street, Suite 200, Nashville, TN 37201
Prints in: the cover page and policies 1.2, 1.4, 1.5, 2.5 and 3.3

Answer: _____

Q5. Address where you keep employee and client records

Required.

Usually the same as the licensed site. The agency gives TDMHSAS the address where it keeps employee and client records, with its list of counties (0940-05-38-.04(6)).

Example: 100 Main Street, Suite 200, Nashville, TN 37201
Prints in: 7 policies (including 1.4, 1.5, 2.6 and 3.3)

Answer: _____

Q6. Office phone

Required.

Format: a full phone number, with area code
Example: (615) 555-0100
Prints in: 15 policies (including 1.2, 1.4, 2.1 and 2.4)

Answer: _____

Q7. Phone clients and workers call when the office is closed

Required.

Used in the worker absence plan and the alternate staffing plan: clients need a way to reach the agency when a worker does not arrive (0940-05-38-.06(1)(c), (q)). It can be the office number if calls are forwarded.

Format: a full phone number, with area code
Example: (615) 555-0199
Prints in: the cover page and 10 policies (including 2.1, 2.5, 2.7 and 2.9)

Answer: _____

Q8. Agency email address

Required.

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

Example: office@samplehomecare.com
Prints in: policies 1.4, 2.4, 2.5 and 2.8

Answer: _____

Q9. Office hours

Pre-filled if left blank.

When the office is staffed. TDMHSAS may inspect with or without notice and review and copy records (0940-05-02-.13).

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 1.2, 2.5, 2.7 and 4.7

Answer: _____

Q10. Days and hours clients can receive services

Required.

For example "7 days a week, 24 hours a day" if you offer overnight or live-in care. Workers have access to consultation for any service (0940-05-38-.07(2)(g)), so someone must be reachable throughout these hours.

Example: 7 days a week, 7:00 a.m. to 10:00 p.m.
Prints in: policy 4.7

Answer: _____

Q11. Counties you serve

Required.

The agency gives TDMHSAS a list of the counties in which it provides services (0940-05-38-.04(6)). Keep it current.

Example: Davidson, Williamson and Rutherford counties
Prints in: the cover page and policies 1.4, 2.1, 3.1, 3.3 and 5.1

Answer: _____

Q12. TDMHSAS license number

Optional.

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

Example: 000000
Prints in: policies 1.1, 1.2, 1.3, 1.4 and 1.5

Answer: _____

Builder step: Services and clients

Q25. Your charges

Required.

Write it the way a client would read it. Your schedule of fees (0940-05-38-.06(1)(d)) and the written fee agreement signed before services begin (0940-05-38-.09(1)(d)). These are your prices, not a state fee.

Example: $32.00 per hour for all services, with a 3-hour minimum visit
Prints in: policy 2.3

Answer: _____

Q26. Registered nurse who provides education services

Only asked, and then required, if Q19 is "Yes".

Education services are consultation by a registered nurse to the client or primary family caregiver about a chronic condition (0940-05-38-.01(6)).

Example: Avery Quinn, RN
Prints in: policies 1.1 and 2.1

Answer: _____

Q27. Registered nurse who trains or supervises medication assistance training

Only asked, and then required, if Q20 is "Yes".

Medication assistance training is given by, or under the general supervision of, a registered nurse (0940-05-38-.08(1)(b)). TDMHSAS says a physician assistant cannot approve it (PSSA slides, slide 24).

Example: Avery Quinn, RN
Prints in: the cover page and policies 1.1, 2.11 and 4.6

Answer: _____

Builder step: People and dates

Q29. Licensee (owner or governing body)

Required.

The licensee exercises general direction over the agency and establishes its policies (0940-05-38-.05(3)). This person or body adopts the manual.

Example: Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen
Prints in: the cover page and 20 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q30. Individual responsible for the operation of the agency

Required.

The licensee designates one individual responsible for operating the agency (0940-05-38-.05(4)). Tennessee sets no qualifications for this role. TDMHSAS's application asks for a fingerprint background check of the person with overall responsibility (Initial Application, item 7).

Example: Jordan Lee
Prints in: the cover page and 32 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q31. Job title of that individual

Pre-filled if left blank.

Tennessee does not name this role. Choose the title you use everywhere. Used throughout the manual and on the organizational chart (0940-05-38-.06(1)(b)).

Example: Agency Director
If left blank, prints as: Agency Director
Prints in: 32 policies (including 1.1, 1.2, 1.3 and 1.4)

Answer: _____

Q32. Person who arranges replacement workers when a worker is absent

Required.

The worker absence plan says who acts, how and how fast (0940-05-38-.06(1)(c)). TDMHSAS says care coverage must not fall back on the client and may hold the aware supervisor responsible if a called-in absence is not covered (PSSA slides, slide 31).

Example: Taylor Brooks, Scheduling Coordinator
Prints in: 16 policies (including 1.1, 2.1, 2.2 and 2.4)

Answer: _____

Q33. Who workers call for consultation about a client's care

Required.

Workers have access to consultation for any service, for example a registered nurse, other agency staff or the primary family caregiver (0940-05-38-.07(2)(g)).

Example: Casey Morgan, Care Supervisor
Prints in: the cover page and policies 1.1, 2.1, 2.2, 2.7, 4.1 and 4.7

Answer: _____

Q34. Person who receives and resolves grievances

Required.

Named in the statement of rights and grievance procedure (0940-05-38-.06(1)(e)). Clients may also complain to TDMHSAS.

Example: Jordan Lee, Agency Director
Prints in: policies 1.1, 1.4 and 2.5

Answer: _____

Q35. Date you adopt the manual

Required.

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

Answer: _____

Q36. Next review date

Required.

Tennessee sets no review cycle for PSSA policies. The manual plans a yearly review, so choose a date within a year of adoption.

Format: a date
Example: November 1, 2027
Prints in: the cover page and policies 1.2, 2.5 and 3.3

Answer: _____

Builder step: How you'll operate

Q46. Outside training provider you use

Only asked, and then required, if Q42 is not "We train them ourselves".

Whoever trains, the agency documents each worker's basic competency in the seven areas before work (0940-05-38-.08(1)(a)).

Example: Sample Caregiver Academy, online personal support course
Prints in: policy 4.6

Answer: _____

Q47. How early workers must tell you they cannot work a visit

Pre-filled if left blank.

No rule sets this. Choose a standard you will enforce. Part of the worker absence plan, which sets out notice, the action taken and the timeframes for action (0940-05-38-.06(1)(c)).

Example: At least 4 hours before the visit starts
If left blank, prints as: At least 4 hours before the visit starts
Prints in: policy 2.7

Answer: _____

Q48. How soon you tell the client and arrange cover after learning of an absence

Pre-filled if left blank.

No rule sets this. Choose a timeframe you can always meet. The plan must include notice to the client and timeframes for action (0940-05-38-.06(1)(c)). TDMHSAS asks for the back-up staffing policy and the client's alternate staffing plan when it reviews a missed visit.

Example: Within 1 hour, and a replacement worker offered before the visit was due to start wherever possible
If left blank, prints as: Within 1 hour, and a replacement worker offered before the visit was due to start wherever possible
Prints in: policy 2.7

Answer: _____

Q49. Days to finish investigating a grievance

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. The grievance procedure is followed when a suspected violation of rights is reported (0940-05-38-.06(1)(e)). TDMHSAS 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: policies 2.5 and 3.1

Answer: _____

Q50. Days to file visit records in the client record

Pre-filled if left blank.

No rule sets this number. Choose one you can always meet. Each client record holds a record of services actually delivered, with dates and times (0940-05-38-.09(1)(j)).

Format: a whole number of up to three digits
Example: 7
If left blank, prints as: 7
Prints in: policies 2.8 and 5.1

Answer: _____

Q51. 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. Your description of services includes enrollment and termination criteria (0940-05-38-.06(1)(a)).

Format: a whole number of up to three digits
Example: 14
If left blank, prints as: 14
Prints in: policies 1.4, 2.1 and 2.5

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	Which TDMHSAS regional office serves your licensed site?	Middle Tennessee (Nashville), 615-532-6590
Q2	Who will pay for your services?	Clients and families (private pay)
Q3	Agency legal name	Sample Home Care, LLC
Q4	Licensed site address	100 Main Street, Suite 200, Nashville, TN 37201
Q5	Address where you keep employee and client records	100 Main Street, Suite 200, Nashville, TN 37201
Q6	Office phone	(615) 555-0100
Q7	Phone clients and workers call when the office is closed	(615) 555-0199
Q8	Agency email address	office@samplehomecare.com
Q9	Office hours	Monday to Friday, 8:00 a.m. to 5:00 p.m.
Q10	Days and hours clients can receive services	7 days a week, 7:00 a.m. to 10:00 p.m.
Q11	Counties you serve	Davidson, Williamson and Rutherford counties
Q12	TDMHSAS license number	000000

Builder step: Services and clients

	Question	Sample answer
Q13	Which group will make up the majority (50% or more) of your clients?	Older adults (aged)
Q14	Will some clients (fewer than half) have an intellectual or developmental disability?	No
Q15	Will you serve children under 18?	No
Q16	Will you help clients with self-care (bathing, dressing, toileting, eating, mobility, transfers)?	Yes

	Question	Sample answer
Q17	Will you help with household tasks (housekeeping, laundry, meals, shopping, bill paying, telephones)?	Yes
Q18	Will you help clients take part in community activities (outings, social, recreational or personal activities)?	Yes
Q19	Will a registered nurse give education services (consultation about a chronic condition)?	No
Q20	Will workers give medication assistance (reminders and opening packaging)?	Yes
Q21	Will staff certified in medication administration give medications?	No
Q22	Will clients ride in vehicles driven by your workers?	No, workers never transport clients
Q23	Will your workers or agency handle clients' money?	Workers use clients' cash or cards for shopping and paying bills; the agency holds no client money
Q24	Will workers use Hoyer lifts or gait belts?	Gait belts only, after training
Q25	Your charges	$32.00 per hour for all services, with a 3-hour minimum visit
Q26	Registered nurse who provides education services	Not asked with these answers
Q27	Registered nurse who trains or supervises medication assistance training	Avery Quinn, RN

Builder step: People and dates

	Question	Sample answer
Q28	Who gives workers consultation about clients' care?	A supervisor or other agency staff
Q29	Licensee (owner or governing body)	Sample Home Care, LLC, through its members Morgan Ellis and Riley Chen
Q30	Individual responsible for the operation of the agency	Jordan Lee
Q31	Job title of that individual	Agency Director
Q32	Person who arranges replacement workers when a worker is absent	Taylor Brooks, Scheduling Coordinator
Q33	Who workers call for consultation about a client's care	Casey Morgan, Care Supervisor

	Question	Sample answer
Q34	Person who receives and resolves grievances	Jordan Lee, Agency Director
Q35	Date you adopt the manual	November 1, 2026
Q36	Next review date	November 1, 2027

Builder step: How you'll operate

	Question	Sample answer
Q37	Will your workers be employees or subcontractors?	All employees
Q38	How will you run criminal background checks?	Fingerprints through the Tennessee Bureau of Investigation
Q39	Who pays for the criminal background check?	The agency
Q40	Will you repeat each worker's criminal background check every two years?	Yes, as recommended practice
Q41	How do you count each worker's yearly training?	By calendar year (January to December)
Q42	Who gives your workers their training before they start?	We train them ourselves
Q43	Who answers calls when the office is closed?	The individual responsible for operation, or their named backup
Q44	How will you keep client and personnel records?	Partly on paper and partly electronically
Q45	Include recommended practices?	Yes, include them
Q46	Outside training provider you use	Not asked with these answers
Q47	How early workers must tell you they cannot work a visit	At least 4 hours before the visit starts
Q48	How soon you tell the client and arrange cover after learning of an absence	Within 1 hour, and a replacement worker offered before the visit was due to start wherever possible
Q49	Days to finish investigating a grievance	14
Q50	Days to file visit records in the client record	7
Q51	Days of written notice before you end a client's services	14

What these answers do to the manual

- Policy 2.9 Transporting clients prints as "Not applicable", because it applies only when Q22 is not "No, workers never transport clients".
- Policy 2.12 Medication administration by certified staff (Medication Safety Policy) prints as "Not applicable", because it applies only when Q21 is "Yes, or we plan to".
- 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.

Q37. Will your workers be employees or subcontractors?

In Policy 1.1 Licensee, person responsible for operation and organizational chart, the sample answer "All employees" prints:

> - workers, all employees of the agency, report to the Agency Director, and take day-to-day direction on schedules from Taylor Brooks, Scheduling Coordinator and on client care from Casey Morgan, Care Supervisor; and
>
> `Policy 1.1 Licensee, person responsible for operation and organizational chart, sample answer`

The answer "All subcontractors" prints this instead:

> - workers, all subcontracted by the agency, report to the Agency Director in the same way as employees would, and take day-to-day direction on schedules from Taylor Brooks, Scheduling Coordinator and on client care from Casey Morgan, Care Supervisor. Being subcontractors does not take them outside this chart or this manual; and
>
> `Policy 1.1 Licensee, person responsible for operation and organizational chart, other answer`

Q15. Will you serve children under 18?

In Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do, the sample answer "No" prints:

> 5. **The person is 18 or older.** Sample Home Care, LLC serves adults only.
>
> `Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do, sample answer`

The answer "Yes" prints this instead:

> 5. **For a child under 18,** a parent, legal guardian or legal custodian gives consent for services (Policy 2.2).
>
> `Policy 2.1 Description of services, enrollment and termination criteria, and tasks workers do not do, other answer`

Q22. Will clients ride in vehicles driven by your workers?

Policy 2.9 Transporting clients prints in full only when Q22 is not "No, workers never transport clients". With any other answer, the policy keeps its number and prints this one statement instead:

> Sample Home Care, LLC does not transport clients: workers never drive clients in their own or agency vehicles. If this changes, the agency will adopt this policy first and meet Rule 0940-05-38-.06(1)(m).
>
> `Policy 2.9 Transporting clients, when it does not apply`

See it printed. The free sample policy uses exactly these answers: Policy 2.5, Client rights and grievance procedure, as it prints in the Tennessee manual: https://www.carerulebook.com/samples/us-tennessee-home-care.pdf