SAMPLE POLICY

Sample policy from the CareRulebook Connecticut contract and compliance pack. Fictional agency. Rule-verified on November 2, 2026.

This is Policy 3.3 of the 30 policies and documents in the pack, exactly as it prints in a buyer's copy, but filled in with example answers for a fictional agency, Sample Home Care, LLC. Rule-verified means each quote under Rule basis was checked word for word against the official text we saved on that date. It is not legal advice.

Your copy is filled in with your own agency's details and choices: https://www.carerulebook.com/us/connecticut/home-care/manual

POLICY 3.3

Staff training under Public Act 26-50, abuse-detection training and training records

P.A. 26-50 § 1(a)(1)(A)-(B), (a)(2), (a)(3)(A)-(D) · P.A. 26-50 § 1(b)(1)-(7) · P.A. 26-50 § 1(c), (d), (e) · C.G.S. § 17b-451(a) (training sentence), (g) · C.G.S. § 20-670(6) · C.G.S. § 20-677(g) (memory training in advertising; P.A. 26-50 § 2 from January 1, 2027) · DCP, Homemaker-Companion Agency Required Training and the approved initial and annual training lists (September 30, 2026) · DCP, Verification of Initial Training and Verification of Annual Training forms

Purpose

To set out how Sample Home Care, LLC trains its employees and keeps the records Connecticut law requires:

- from January 1, 2027, the paid initial training and annual continuing education Public Act 26-50 requires, DCP's verification form after each training, the yearly attestation to DCP and the training records (P.A. 26-50 § 1);
- now, the training on detecting abuse, neglect, exploitation and abandonment that every agency employing people to care for persons sixty years of age or older must give (C.G.S. § 17b-451(a));
- the training records that back any advertising about memory training (C.G.S. § 20-677(g)).

Some parts of the 2027 rules are not settled yet: how DCP reads the hours, two topics with no approved course, errors on DCP's annual form, timing in the first year, and the attestation form, which DCP had not published when we last checked (November 2, 2026). Where that is so, this policy says so, states the reading Sample Home Care, LLC follows, and tells the manager to confirm it with DCP. This pack does not contain any training course: the courses come from DCP's lists, and the agency's own sessions are its own.

The forms are at the end of the Procedure section: the training plan, the topic and course matrix, the employee training tracker, the two-year topic record, the list of training programs used with content summaries, the agency training session record, the prior agency initial training check, the exempt employee record and the training attestation calendar. The orientation checklist follows them.

Scope

Who must be trained. This policy applies to every employee of Sample Home Care, LLC who provides homemaker services or companion services. "Employee" includes pool employees, temporary employees and anyone Sample Home Care, LLC treats as an independent contractor (C.G.S. § 20-670(6)). It also applies to the manager, who runs the training program and keeps its records.

Who is exempt from the Public Act 26-50 hours (P.A. 26-50 § 1(a)(3)). The initial training and annual continuing education rules do not apply to:

- **(A)** a nurse's aide registered under chapter 378a of the general statutes;
- **(B)** a home health aide, which the Act defines as a person who provides home health aide services, as defined in C.G.S. § 19a-490, as an employee of a home health aide agency, as defined in that section;
- **(C)** a personal care attendant, as defined in C.G.S. § 17b-706; and
- **(D)** any employee who does not provide homemaker services or companion services, such as office staff.

The exemption in the Act covers "this subsection", the initial and annual hours in subsection (a). The two-calendar-year rule sits in subsection (b), and the Act does not say whether the exemption reaches it. The legislature's summary of the Act reads the exemption as covering "the training requirements". Sample Home Care, LLC follows that summary (our reading) and asks DCP to confirm. Exempt staff who care for people aged sixty or older still get the abuse-detection training in items 30 to 33.

Policy

When the rules start

1. The Public Act 26-50 duties in items 2 to 28 apply on and after January 1, 2027, except the attestation, which is due not later than January 1, 2027 (items 22 to 24). The abuse-detection training in items 30 to 33 applies now.

Initial training for new employees (P.A. 26-50 § 1(a)(1)(A))

2. Sample Home Care, LLC gives each new employee not less than eight paid hours of initial training, not later than ninety days after the new employee's start of employment. The ninety days are calendar days, counted from the employee's first day of work. The tracker shows the date the ninety days end.

3. Initial training includes, and need not be limited to, programs on these topics (the Act's numbers, P.A. 26-50 § 1(b)):
    1. **(2)** maintenance of a clean and safe environment, including best practices relating to dressing, bathing and toileting assistance;
    2. **(3)** identification and reporting of abuse and neglect;
    3. **(4)** identification and reporting of changes in a client's condition and service needs; and
    4. **(6)** providing nonmedical services to a person with Alzheimer's disease or dementia, if the new employee will provide services to persons with Alzheimer's disease or dementia.
4. **Dementia (topic (6)).** Sample Home Care, LLC serves clients with Alzheimer's disease or dementia, and any homemaker-companion may be asked to work with one. So every new employee who will provide services gets topic (6) in initial training, unless the manager records on the tracker that the employee will never be assigned to a client with Alzheimer's disease or dementia.
5. **Which programs count toward the eight hours.** The Act ties only annual continuing education to DCP's list of approved programs. For initial training it requires programs "relating to" the topics, without naming the list. DCP has published a separate list of approved initial trainings, and its article and the legislature's summary describe initial training together with DCP's list. Sample Home Care, LLC makes up the eight hours of initial training from programs on DCP's lists (the initial list or the annual list). This is Sample Home Care, LLC's choice: it means the hours count however DCP reads the Act, and, on our reading, the programs also count toward the two-calendar-year cycle (item 12).
6. **Topic (4) has no approved course yet.** DCP's lists say "Course materials are coming soon" for topic (4). Until DCP lists a course:
    1. the supervisor gives Sample Home Care, LLC's own session on identifying and reporting changes in a client's condition and service needs, as part of each new employee's initial training, drawn from Policy 2.2 (items 13 to 16) and the employee task list in Policy 2.3;
    2. the session is paid, recorded on the **Sample Home Care, LLC: Agency training session record**, and written on DCP's form on the topic (4) line as "Sample Home Care, LLC session, no DCP-listed course as of" the date;
    3. its time is **not** counted toward the eight hours: the eight hours come from DCP-listed programs (item 5); and
    4. as soon as DCP lists a course for topic (4), Sample Home Care, LLC uses it for every employee who starts after that date.

Whether an agency's own session is acceptable for this topic is a question DCP has not answered. The manager asks DCP, records the answer on the training plan, and follows it.

7. **Paid time.** Every hour of initial training, including Sample Home Care, LLC's own sessions, is paid time, and is recorded in payroll as training.

Initial training from another agency (P.A. 26-50 § 1(a)(2))

8. If a new employee received initial training that met the Act's rules while employed by a different homemaker-companion agency within the three years preceding the employee's date of hire, that training satisfies the initial training rule, provided the employee furnishes proof by giving Sample Home Care, LLC the completed DCP form (item 18). Sample Home Care, LLC keeps a copy of that form in the employee's personnel file as proof.
9. The manager checks the form on the **Sample Home Care, LLC: Prior agency initial training check**. It must be DCP's Verification of Initial Training form, signed by the other agency and the employee, showing the topics in item 3 and at least eight hours, completed within the three years before the date of hire. If the employee will serve clients with Alzheimer's disease or dementia and the form does not show topic (6), Sample Home Care, LLC gives topic (6) within ninety days (our reading). If the form is missing or does not meet these points, the employee gets initial training under items 2 to 7.

Annual continuing education (P.A. 26-50 § 1(a)(1)(B), (b))

10. Sample Home Care, LLC gives each employee not less than eight paid hours of annual continuing education in each training year, made up of programs on DCP's list of approved homemaker-companion agency employee training programs. Sample Home Care, LLC's own sessions are not on the list and do not count toward these eight hours.
11. **The training year.** Sample Home Care, LLC counts each employee's continuing education by calendar year, January 1 to December 31. This is Sample Home Care, LLC's choice: the Act does not say how to count the year.
    1. **Employees on staff on January 1, 2027:** the first training year is 2027, so each completes eight hours by December 31, 2027.
    2. **Employees who start later:** initial training covers their first months; annual continuing education starts with the first full calendar year after their first day of work.

When the first year of annual continuing education is due is not settled (our reading). The manager asks DCP and records the answer on the training plan. 12. **Every topic once in every two calendar years.** The Act says each employee must complete "every program on such list at least once every two calendar years" (P.A. 26-50 § 1(b)). DCP's articles say the continuing education must "include each of the following topics". Sample Home Care, LLC follows DCP's topic reading: in each two-calendar-year cycle, each employee completes at least one DCP-listed program on each of the seven topics on DCP's annual list, with Sample

Home Care, LLC's own session for any topic that has no listed course (item 14). The manager asks DCP to confirm that one program per topic is enough, records the answer, and changes the plan if DCP says otherwise. 13. **The cycles.** Sample Home Care, LLC counts the cycles by calendar years: 2027 and 2028, then 2029 and 2030, and so on (our reading). DCP-listed programs completed in initial training count toward the cycle in which they are completed. An employee who starts in the first year of a cycle covers every topic by the end of that cycle; one who starts in its second year covers every topic by the end of the next cycle. The **Sample Home Care, LLC: Two-year topic record** shows each employee's topics for the cycle. 14. **Topics (4) and (5) have no approved course yet.** DCP's annual list says "Course materials are coming soon" for topic (4), changes in a client's condition and service needs, and topic (5), differentiation between medical and nonmedical care. Until DCP lists a course, each employee attends Sample Home Care, LLC's own session on each of these topics once in each cycle: topic (4) drawn from Policy 2.2, and topic (5) drawn from Policy 2.3 and the employee task list. Each session is paid and recorded on the agency training session record, is noted on DCP's annual form as "Sample Home Care, LLC session, no DCP-listed course as of" the date, and is not counted toward the eight hours. As soon as DCP lists a course for either topic, Sample Home Care, LLC uses it. 15. **Planning the hours.** DCP-listed programs differ widely in length: several are short videos or readings, and the longer ones include the eight-hour NCCDP seminar, Relias Academy's 6-hour and 12-hour courses and the Alzheimer's Association's 3-hour training and exam. The manager plans each training year's eight hours on the **Sample Home Care, LLC: Training plan** from the lengths each provider states, and records the time each employee actually spent. 16. **Checking DCP's lists.** DCP reviews training programs on a rolling basis, so its lists change. Before each training, the manager checks DCP's current lists of approved initial trainings and approved annual trainings on DCP's website (portal.ct.gov/dcp, homemaker-companion agencies, training), and updates the **Sample Home Care, LLC: Topic and course matrix**. A program counts for annual continuing education only if it is on DCP's list on the date the employee completes it (our reading). Sample Home Care, LLC never calls a program "approved" unless it is on DCP's list.

DCP's verification forms (P.A. 26-50 § 1(c))

17. Upon completion of any training under the Act, Sample Home Care, LLC and the employee complete DCP's form attesting that the employee completed it. The form must show the names of Sample Home Care, LLC and the employee, the training programs completed and the dates, and the signatures of a representative of Sample Home Care, LLC and the employee.
18. **DCP's own forms only.** The Act says the form is "in a form and manner prescribed by the Commissioner of Consumer Protection". So Sample Home Care, LLC uses DCP's current **Verification of Initial Training for Homemaker-Companion Agency Employee** and **Verification of Annual Training for Homemaker-Companion Agency Employee**, downloaded from DCP's training page each time, and never retypes or recreates them. The forms ask for the course name and number: the manager writes the program's title and provider as DCP's list gives them, and any course number the provider gives.

19. **When they are signed.** The initial form is completed and signed when the employee completes initial training, by the ninetieth day. The annual form is completed and signed when the employee has completed the year's DCP-listed programs, and in any case by the end of the training year. A program completed after a form is signed goes on a new form. The total hours on each form count DCP-listed programs only; Sample Home Care, LLC's own sessions are noted on their topic lines, with their time written separately (our practice).
20. **A known problem with DCP's annual form.** DCP's annual form, as saved on November 2, 2026, lists the topic "Identification and reporting of changes in a homemaker-companion agency client's condition and service needs" twice and has no line for "Communication". Until DCP corrects the form, the manager writes "Communication" and the program on the second change-in-condition line, and notes beside it that the line is used for Communication because the form has none (our practice). The manager asks DCP whether it wants this done another way, and downloads the form again before each use in case DCP has corrected it.
21. **Copies.** DCP's article says the agency should keep a copy of the completed form and give one to the employee. Sample Home Care, LLC does both, the same day it is signed, and records it on the tracker.

The yearly attestation to DCP (P.A. 26-50 § 1(e))

22. Not later than January 1, 2027, and annually thereafter, Sample Home Care, LLC submits to DCP, in a form and manner DCP prescribes, an attestation that it agrees to adhere to the training requirements in the Act. Sample Home Care, LLC reads "annually thereafter" as by January 1 of each year (our reading).
23. **The form was not published when we checked.** As of DCP's pages saved on November 2, 2026, DCP had not published the attestation form or said how to submit it. So the manager:
    1. checks DCP's homemaker-companion agency page and training page every week until the form appears, and records each check on the **Sample Home Care, LLC: Training attestation calendar**;
    2. submits the attestation in DCP's form and manner as soon as it is published, and by January 1, 2027;
    3. if nothing is published by December 15, 2026, emails DCP's License Services Division (dcp.licenseservices@ct.gov) to ask how to submit it, and keeps the email and any reply with the calendar; and
    4. keeps a copy of every attestation submitted and DCP's confirmation, if any.
24. **A new agency.** If Sample Home Care, LLC receives its certificate of registration before January 1, 2027, its first attestation is due by January 1, 2027. If it is registered after that date, the Act does not say when its first attestation is due: the manager asks DCP when registering, files as DCP directs, and in any case by the next January 1 (our reading).

Training records (P.A. 26-50 § 1(a)(2), (e))

25. **The list of programs used, with content summaries.** Sample Home Care, LLC keeps a list of the training programs it uses, including a content summary of each, on the **Sample Home Care, LLC: Training programs used, with content summaries**. The manager adds each program before it is first used, and writes the summary from the provider's own description of the program: what it covers, how long it takes and how it is given. The summary is Sample Home Care, LLC's own words. It never copies the course materials. Sample Home Care, LLC's own sessions are on the list too, with a summary of what each covers.
26. **DCP's forms.** Sample Home Care, LLC keeps a paper or electronic copy of all DCP verification forms relating to current employees, and the prior agency forms in item 8 in the personnel files. After an employee leaves, their forms are kept for the period Policy 1.4 sets.
27. **The tracker and topic record.** The **Sample Home Care, LLC: Employee training tracker** shows, for each employee, the ninety-day date, initial training, each training year's hours, the forms signed and the copies given. The two-year topic record shows each employee's topics in each cycle.
28. **The home care provider registry.** The list of programs and each employee's completion dates are also the training information Sample Home Care, LLC reports for the home care provider registry (C.G.S. § 17b-374(c)(1)(E)-(F); Policy 3.4).
29. DCP may inspect, copy or audit all of these records (C.G.S. § 20-676(a); Policy 1.4).

Abuse-detection training, required now (C.G.S. § 17b-451)

30. Any agency employing individuals to care for persons sixty years of age or older must provide mandatory training on detecting potential abuse, neglect, exploitation and abandonment of such persons, and inform those employees of their obligations under C.G.S. § 17b-451 (C.G.S. § 17b-451(a)). Nearly every client of a homemaker-companion agency is sixty or older, so Sample Home Care, LLC gives this training to every employee who provides services, including staff exempt from the Public Act 26-50 hours.
31. **When.** Before the employee's first visit to a client aged sixty or older, and in every case within ninety days of the first day of work. The "before the first visit" timing is Sample Home Care, LLC's own choice. The ninety days follow C.G.S. § 17b-451(g), which gives a mandatory reporter not trained by an employer ninety days to complete the Department of Social Services' own training program.
32. **Which program.** Sample Home Care, LLC uses the Department of Social Services' video and exam, "Elder Abuse - Identification and Reporting Mandatory", which is on DCP's lists for the abuse and neglect topic. On our reading, completing and recording it meets both C.G.S. § 17b-451(a) and topic (3) of the Act. The manager asks DCP to confirm. The obligations are explained, and acknowledged in writing, under Policy 2.11.
33. **Retaking it.** A mandatory reporter who fails for the first time to report within the time C.G.S. § 17b-451(a) sets must retake the mandatory training and give the Commissioner of Social Services proof that they completed it. Policy 2.11 sets out how Sample Home Care, LLC handles that.

Saying the agency meets the training rules

38. From January 1, 2027, a homemaker-companion agency may say in its advertising that it complies with all state training requirements, and may name specific training topics (P.A. 26-50 § 2). Sample Home Care, LLC uses that statement only while the tracker shows every employee's training is up to date, and Policy 1.3 sets out how advertising is checked.

Sample Home Care, LLC's own orientation

39. Sample Home Care, LLC also gives each new employee its own orientation before the employee's first visit: its policies and forms, the employee task list, the photo ID badge, confidentiality, gifts, complaints, reporting abuse, what to do in an emergency, and timekeeping. This is Sample Home Care, LLC's own practice, not a rule. It is paid, recorded on the **Sample Home Care, LLC: Orientation checklist**, and not counted toward the eight hours of initial training.

Procedure

Each year

1. **The manager:** each December, fills in the training plan for the coming training year: the DCP-listed programs for initial training, each training year's eight hours, the topics for the cycle, and Sample Home Care, LLC's own sessions. The manager checks DCP's lists first and updates the topic and course matrix and the training programs list.
2. **The manager:** each December, enters the attestation due on January 1 on the training attestation calendar and submits it (Policy items 22 to 24).

New employee

3. **The manager:** on the employee's first day, enters them on the tracker with the date the ninety days end. If the employee is exempt, the manager completes the exempt employee record. If the employee brings a prior agency's form, the manager completes the prior agency initial training check.
4. **The manager:** before the employee's first visit, gives the abuse-detection training (Policy items 30 to 32) and records it.
5. **The manager:** before the first visit, gives Sample Home Care, LLC's orientation and completes the orientation checklist.
6. **The manager:** arranges the employee's DCP-listed initial training programs, at least eight paid hours, and books Sample Home Care, LLC's own topic (4) session (Policy item 6). All are completed by the ninetieth day.
7. **The manager and the employee:** when initial training is complete, complete and sign DCP's Verification of Initial Training form. The manager gives the employee a copy the same day, files the original, and updates the tracker and the two-year topic record.

Every employee, each training year

8. **The manager:** schedules each employee's DCP-listed programs for the training year, and Sample Home Care, LLC's own sessions on topics with no listed course, from the training plan.
9. **The manager:** checks each program is on DCP's list on the day it is completed, keeps the certificate or record of completion, and records the time spent on the tracker.
10. **The manager and the employee:** when the year's programs are complete, complete and sign DCP's Verification of Annual Training form (Policy items 19 and 20). The manager gives the employee a copy the same day and updates the tracker and the two-year topic record.
11. **The manager:** each quarter, reviews the tracker for any employee near the ninety-day date, the end of a training year or the end of a cycle without their training, and books it.

Own sessions

12. **The supervisor:** leads each of Sample Home Care, LLC's own sessions (topics with no listed course), records it on the agency training session record with the time and the attendees, and files the record with the training records.

Sample Home Care, LLC: Training plan

Item	Details
Training year (Policy item 11)	
DCP's lists last checked (date, by)	
Initial training: DCP-listed programs for topic (2) clean and safe environment, and hours	
Initial training: DCP-listed programs for topic (3) abuse and neglect, and hours	
Initial training: topic (4) changes in condition (own session until DCP lists a course; who leads it, length)	
Initial training: topic (6) dementia, for employees who will serve people with Alzheimer's disease or dementia, and hours	
Initial training: other DCP-listed programs to reach eight hours	
Initial training total from DCP-listed programs (at least eight hours)	
Annual continuing education, this training year: DCP-listed programs and hours (at least eight hours)	
This cycle (two calendar years): topics planned for year one	
This cycle: topics planned for year two	
Own sessions this cycle for topics (4) and (5) (dates)	
Abuse-detection training (C.G.S. § 17b-451) program	

Item	Details
Orientation (yes or no)	
Attestation due (January 1) and how DCP says to submit it	
DCP's answers to our questions (hours, topics, own sessions, first year, exemptions, annual form), with dates	
Plan approved by the manager (name, date)	

Sample Home Care, LLC: Topic and course matrix

The Act's topic numbers are in the first column; DCP numbers the topics differently. Courses are as DCP listed them in its approved initial and annual training lists dated September 30, 2026, checked on November 2, 2026. Check DCP's current lists before each training.

Act topic (P.A. 26-50 § 1(b))	DCP's topic numbers	In initial training	Programs on DCP's lists
(1) Communication	Initial: not listed. Annual: Topic 1	May be included	Annual: Alzheimer's Association trainings, available through its Training, Education and Professional Development and its Education and Training Center
(2) Maintenance of a clean and safe environment, including dressing, bathing and toileting assistance	Initial: Topic 1. Annual: Topic 2	Required	Initial and annual: Dementia Society of America, training video "Dementia Answers: What Are ADLS?" (annual list: "What Are ADLS?"), in English, Spanish and French. Annual also: Connecticut Department of Public Health, "Hand Washing A Simple Way to Help Stop the Spread of Infections", with the linked video "Hands Together" (CDC)
(3) Identification and reporting of abuse and neglect	Initial: Topic 2. Annual: Topic 3	Required	Initial and annual: Connecticut Department of Social Services, video and 1-hour exam "Elder Abuse - Identification and Reporting Mandatory". Initial also: Connecticut Department of Developmental Services, "Abuse and Neglect Prevention Training" (course by instructor). Annual also: Alzheimer's Association, "Alzheimer's Association Training and Certification"
(4) Identification and reporting of changes in a client's condition and service needs	Initial: Topic 3. Annual: Topic 4	Required	None yet: "Course materials are coming soon". Use Sample Home Care, LLC's own session (Policy items 6 and 14)

Act topic (P.A. 26-50 § 1(b))	DCP's topic numbers	In initial training	Programs on DCP's lists
(5) Differentiation between medical and nonmedical care	Initial: not listed. Annual: Topic 5	May be included	None yet: "Course materials are coming soon". Use Sample Home Care, LLC's own session (Policy item 14)
(6) Providing nonmedical services to a person with Alzheimer's disease or dementia	Initial: DCP links to its trainings for Alzheimer's care. Annual: Topic 6	Required for employees who will serve people with Alzheimer's disease or dementia	National Council of Certified Dementia Practitioners, "NCCDP Certified Dementia Practitioner" (8-hour seminar taught by certified trainers); CARES, "CARES Dementia Training" (multi-module online series); Relias Academy, "Relias Academy Dementia Packages" (6-hour and 12-hour courses); Dementia Society of America, "Dementia Answers: Dementia and Behavior Changes" (video); National Institute on Aging, "Alzheimer's Caregiving: Bathing, Dressing, and Grooming" (reading) and "What is Dementia?" (video); Connecticut Department of Mental Health and Services (as DCP's list names it), "Staying Calm in a Crisis: How to De-Escalate the Escalating Resident" (presentation); Alzheimer's Association, "Dementia Care Training Program and Exam" (self-paced 3-hour training and exam), and its other trainings
(7) Any other topic deemed appropriate by DCP with the other departments	Initial: not listed. Annual: Topic 7	May be included	Train Connecticut: "Personal Protective Equipment and Safe Surfaces" (20 minutes) and "Safe Cough Practices" (30 minutes)

Changes to DCP's lists since November 2, 2026 (date, change, checked by): _____

Sample Home Care, LLC: Employee training tracker

Employee	First day of work	Exempt? (record)	Ninety days end	Initial training done (DCP-listed hours; date)	Initial form signed; copy given (dates)	Training year	Annual hours this year (DCP-listed)	Annual form signed; copy given (dates)	Abuse-detection training (date)

Employee	First day of work	Exempt? (record)	Ninety days end	Initial training done (DCP-listed hours; date)	Initial form signed; copy given (dates)	Training year	Annual hours this year (DCP-listed)	Annual form signed; copy given (dates)	Abuse-detection training (date)

Sample Home Care, LLC: Two-year topic record

Employee: _____ Cycle (two calendar years): _____

Act topic	Program and provider (or own session)	DCP-listed on the day completed?	Hours	Date completed	On which DCP form (date)
(1) Communication					
(2) Clean and safe environment					
(3) Abuse and neglect					
(4) Changes in condition and service needs					
(5) Medical and nonmedical care					
(6) Alzheimer's disease or dementia					
(7) Other topic on DCP's list					

Sample Home Care, LLC: Training programs used, with content summaries

Program (title and provider)	Act topic or topics	On DCP's list? (which list; date checked)	Length	Content summary (our words, from the provider's own description)	Used from (date)	Stopped using (date)

Program (title and provider)	Act topic or topics	On DCP's list? (which list; date checked)	Length	Content summary (our words, from the provider's own description)	Used from (date)	Stopped using (date)

Sample Home Care, LLC: Agency training session record

Item	Details
Topic (Act number and words)	
Why an own session (for example: no DCP-listed course as of this date)	
Date, start and end time	
Led by (name, job title)	
What was covered, and the policies it drew on (for example Policy 2.2 or 2.3)	
Materials given (our own)	
Attendees (names and signatures)	
Paid as training time?	
Counted toward the eight hours? (No)	

Sample Home Care, LLC: Prior agency initial training check

Item	Details
Employee, and date of hire with Sample Home Care, LLC	
Other homemaker-companion agency (name, registration number)	
DCP's Verification of Initial Training form given to us? (copy in the personnel file)	
Signed by the other agency and the employee?	
Topics shown: (2) clean and safe environment; (3) abuse and neglect; (4) changes in condition	
Topic (6) dementia shown, if the employee will serve people with Alzheimer's disease or dementia	
Total hours (at least eight)	

Item	Details
Date completed, and within the three years before our date of hire?	
Decision: ☐ accepted as initial training ☐ initial training needed (what, and by when)	
Manager (name, signature, date)	

Sample Home Care, LLC: Exempt employee record

Item	Details
Employee and job title	
Exemption (P.A. 26-50 § 1(a)(3)): ☐ (A) nurse's aide registered under chapter 378a ☐ (B) home health aide employed by a home health aide agency ☐ (C) personal care attendant ☐ (D) does not provide homemaker or companion services	
What we saw to confirm it (for example a registry lookup printout, or a letter from the home health aide agency), and date	
Still needs abuse-detection training because they care for people sixty or older? (date given)	
Review date (each year, or when the job changes)	
Manager (name, signature, date)	

DCP has not said what proof of an exemption it expects. Keeping a copy of what was seen is Sample Home Care, LLC's own practice.

Sample Home Care, LLC: Training attestation calendar

Attestation due	DCP's form found (where, date)	Weekly checks of DCP's pages (dates)	Submitted (date, how)	Confirmation or copy kept	By
January 1, 2027					
January 1, 2028					
January 1, 2029					
January 1, 2030					

Sample Home Care, LLC: Orientation checklist

Employee: _____ Date: _____ Led by: _____ Time (paid; not counted toward the eight hours): _____

Item	Done (initials)
Who we are, our services, and the services we do not provide (Policy 1.1)	
The employee task list: what you do and do not do; medication reminders only (Policy 2.3)	
Your photo ID badge, and telling clients your name before the first visit (Policy 2.4)	
Keeping client information private; confidentiality agreement signed (Policy 2.6)	
Gifts and tips; acknowledgment signed (Policy 2.7)	
Client money, property and powers of attorney (Policy 2.9)	
Complaints from clients and others (Policy 2.8)	
Visit notes and reporting changes the same day (Policies 2.2 and 2.10)	
Reporting suspected abuse, neglect, exploitation or abandonment within 24 hours; acknowledgment signed (Policy 2.11)	
Emergencies: call 911 first, then the office	
Scheduling, timekeeping and pay	
Your training plan and the date your ninety days end (Policy 3.3)	
Questions answered	

Employee signature: _____ Manager signature: _____

Responsibilities

- **Manager:** runs the training program; keeps the training plan, the matrix, the tracker, the topic records and the programs list up to date; checks DCP's lists before each training; signs DCP's verification forms for Sample Home Care, LLC and gives each employee a copy; submits the yearly attestation; asks DCP the questions this policy names and records the answers.
- **Supervisor:** leads Sample Home Care, LLC's own sessions on topics with no listed course, and records them.
- **Every employee who provides services:** completes initial training by the ninetieth day, the year's continuing education, every topic in each cycle and the abuse-detection training; signs DCP's form after each training; keeps their copy, which they can give a future homemaker-companion agency as proof.

Records

- The training plan, the topic and course matrix, the tracker, the two-year topic records and the training attestation calendar.

- The list of training programs used, with content summaries (P.A. 26-50 § 1(e)).
- A paper or electronic copy of all DCP verification forms relating to current employees (P.A. 26-50 § 1(e)), and each prior agency form in the employee's personnel file (P.A. 26-50 § 1(a)(2)).
- Agency training session records, certificates of completion, exempt employee records and prior agency initial training checks.
- Copies of each attestation submitted to DCP and any confirmation or correspondence.
- Orientation checklists.

Policy 1.4 lists every record and how long it is kept.

Recommended practice

These are Sample Home Care, LLC's own practices. Connecticut law does not require them. Once adopted, Sample Home Care, LLC follows them.

- Give anyone who starts work between October and December 2026 initial training by their ninetieth day anyway, since the Act does not clearly say whether they count as new employees.
- Have each new employee complete the abuse and neglect topic and the clean and safe environment topic before their first visit, not just within ninety days.
- Give topic (6), dementia, to any employee before they are first assigned to a client with Alzheimer's disease or dementia, even if they did not have it in initial training.
- Ask each employee after every program what was useful and what was not, and use the answers when choosing next year's programs.

Rule basis

> On and after January 1, 2027, each homemaker-companion agency, as defined in section 20-670 of the general statutes, shall provide not less than eight paid hours of:
> (A) Initial training to each new employee not later than ninety days after a new employee's start of employment, which shall include, but need not be limited to, programs relating to the topics described in subdivisions (2), (3) and (4) of subsection (b) of this section and, if the new employee will provide services to persons with Alzheimer's disease or dementia, subdivision (6) of subsection (b) of this section; and
> (B) Annual continuing education to each employee, which shall be comprised of programs on the list of approved homemaker-companion agency employee training programs developed pursuant to subsection (b) of this section.
>
> `P.A. 26-50 § 1(a)(1)(A)-(B) (effective from passage; approved May 20, 2026; not yet in the compiled statutes)`

> (2) If an employee of a homemaker-companion agency has received initial training in accordance with the provisions of subparagraph (A) of subdivision (1) of this subsection while employed by a different ... homemaker-companion agency within the three years preceding the employee's date of hire, such training shall satisfy the initial training requirements of said subparagraph, provided the employee furnishes proof of such initial training by providing the form described in subsection (c) of this section. A homemaker-companion agency shall retain a copy of such form in the employee's personnel file as proof of compliance with the initial training requirements.
>
> `P.A. 26-50 § 1(a)(2) (the "..." marks a page heading in the saved Act)`

> (3) The provisions of this subsection shall not apply to (A) a nurse's aide, registered pursuant to chapter 378a of the general statutes, (B) a home health aide, (C) a personal care attendant, as defined in section 17b-706 of the general statutes, or (D) any employee of a homemaker-companion agency who does not provide homemaker services or companion services, as such terms are defined in section 20-670 of the general statutes. For the purposes of this subdivision, "home health aide" means a person who provides home health aide services, as defined in section 19a-490 of the general statutes, as an employee of a home health aide agency, as defined in said section.
>
> `P.A. 26-50 § 1(a)(3)`

> The list of approved homemaker-companion agency employee training programs shall be limited to programs concerning (1) communication, (2) maintenance of a clean and safe environment, including, but not limited to, best practices relating to dressing, bathing and toileting assistance, (3) identification and reporting of abuse and neglect, (4) identification and reporting of changes in a homemaker-companion agency client's condition and service needs, (5) differentiation between ... medical and nonmedical care, (6) providing nonmedical services to a person with Alzheimer's disease or dementia, and (7) any other topic deemed appropriate by the Commissioner of Consumer Protection, in consultation with the Commissioners of Public Health, Social Services, Developmental Services and Mental Health and Addiction Services.
> The Commissioner of Consumer Protection shall publish the list of approved homemaker-companion agency employee training programs on the Department of Consumer Protection's Internet web site. Each homemaker-companion agency shall ensure that each employee completes every program on such list at least once every two calendar years.
>
> `P.A. 26-50 § 1(b) (the "..." marks a page break in the saved Act)`

> (c) Upon completion of any employee training conducted pursuant to subsection (a) of this section, each homemaker-companion agency and employee shall complete a form, in a form and manner prescribed by the Commissioner of Consumer Protection, attesting that the employee completed such training. Such form shall include (1) the names of the homemaker-companion agency and employee, (2) the training programs completed by the employee and the date or dates of their completion, and (3) the signatures of a representative of the homemaker-companion agency and the employee.
>
> `P.A. 26-50 § 1(c)`

> (d) Each registry, as defined in section 20-670 of the general statutes, shall ensure that each individual such registry supplies or refers to or places with a consumer for the purpose of enabling such individual to provide to the consumer companion services or homemaker services, as such terms are defined in section 20-670 of the general statutes, complies with the training requirements set forth in subsection (b) of this section before supplying or referring such individual to or placing such individual with a consumer.
>
> `P.A. 26-50 § 1(d)`

> (e) Not later than January 1, 2027, and annually thereafter, each homemaker-companion agency shall submit to the Department of Consumer Protection, in a form and manner prescribed by the ... commissioner, an attestation in which such homemaker-companion agency agrees to adhere to the training requirements described in this section. Each homemaker-companion agency shall maintain a list of training programs used by such homemaker-companion agency, including content summaries of such programs, and a paper or electronic copy of all forms relating to current employees submitted pursuant to subsection (c) of this section.
>
> `P.A. 26-50 § 1(e) (the "..." marks a page break in the saved Act)`

> complies with all state training requirements relating to homemaker-... companion agencies, which may include references to specific homemaker-companion agency employee training program topics as described in subsection (b) of section 1 of this act.
>
> `P.A. 26-50 § 2, new C.G.S. § 20-677(g)(2)(B) (effective January 1, 2027)`

> A homemaker-companion agency may include in its advertising words that accurately describe, as determined by the commissioner, that such agency has employees who are trained to provide homemaker services to individuals experiencing memory difficulties, provided the agency details the type of training and number of hours each employee was trained to provide such services.
>
> `C.G.S. § 20-677(g) (from January 1, 2027, § 20-677(g)(2)(A), P.A. 26-50 § 2)`

> Any institution, organization, agency or facility employing individuals to care for persons sixty years of age or older shall provide mandatory training on detecting potential abuse, neglect, exploitation and abandonment of such persons and inform such employees of their obligations under this section.
>
> `C.G.S. § 17b-451(a)`

> Any mandatory reporter who fails for the first time to make such report within the prescribed time shall retake the mandatory training on detecting potential abuse, neglect, exploitation and abandonment of elderly persons and provide the commissioner with proof of successful completion of such training.
>
> `C.G.S. § 17b-451(a)`

> Except for a mandatory reporter who has received training from an institution, organization, agency or facility required to provide such training pursuant to subsection (a) of this section, a mandatory reporter shall complete the educational training program developed by the commissioner, or an alternate program approved by the commissioner, not later than June 30, 2023, or not later than ninety days after becoming a mandatory reporter.
>
> `C.G.S. § 17b-451(g)`

> "Employee" means any person employed by, or who enters into a contract to perform services for, a homemaker-companion agency, including, but not limited to, pool employees, temporary employees and persons the homemaker-companion agency treats as independent contractors.
>
> `C.G.S. § 20-670(6)`

> Once the employee has completed the required training, a form verifying the training should be completed and signed by the Homemaker-Companion Agency and the employee. The agency should retain a copy of the completed form for their records and provide one to the employee.
>
> `DCP, Homemaker-Companion Agency Required Training (September 30, 2026)`

> At least eight hours of paid annual continuing education must be completed at least once every two calendar years and include each of the following topics:
>
> `DCP, Homemaker-Companion Agency Required Training (September 30, 2026; DCP's wording, which reads the hours differently from the Act)`

> The Department of Consumer Protection reviews HCA training programs on a rolling basis.
>
> `DCP, approved initial and annual training lists (September 30, 2026)`

> Course materials are coming soon
>
> `DCP, approved initial trainings (Topic 3) and approved annual trainings (Topics 4 and 5) (September 30, 2026)`

> Identification and reporting of changes in a homemaker-companion agency client's condition and service needs.
>
> `DCP, Verification of Annual Training form (this topic line is printed twice; the form has no "Communication" line)`

> The act also exempts from the training requirements any employee who is a registered nurse's aide, a home health aide, a personal care attendant, or employed in a position (administrative, for example) that does not provide homemaker or companion services
>
> `OLR Public Act Summary, PA 26-50`

Proposed changes

Public Act 26-50 is enacted law, and this policy states its duties as they apply from January 1, 2027 (the attestation by January 1, 2027). The Act is not yet in the compiled General Statutes: when it is codified, its section number will change, and the citations here will be updated. Section 2 of the Act renumbers C.G.S. § 20-677(g) from January 1, 2027. When DCP publishes the attestation form, a corrected annual verification form, courses for topics (4) and (5), or answers to the questions this policy names, the policy will be updated and buyers get the change on their next download.

Adopted January 1, 2027 · Next review January 1, 2028