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Registration of Homemaker-Companion Agencies

Sec. 20-670-1. Registration revocation, suspension, or refusal to issue or renew

The Commissioner of Consumer Protection may revoke, suspend, refuse to issue or renew any certificate of registration as a homemaker-companion agency, place an agency on probation, or issue a letter of reprimand for:

(1) Conduct by the agency of a character likely to mislead, deceive or defraud the public or the Commissioner; or

(2) Engaging in any untruthful or misleading advertising.

(Adopted effective August 3, 2009)

Sec. 20-670-2. Homemaker companion hiring practices

(a) The agency shall conduct a comprehensive background check of all employees and prospective employees. The agency shall require the employee or prospective employee to complete and sign a form which contains questions as to whether the current or prospective employee has been convicted of a crime involving violence or dishonesty in a state court or federal court in any state, or was subject to any decision imposing disciplinary action by a licensing agency in any state, the District of Columbia, a United States possession or territory or a foreign jurisdiction. The certification by each employee or prospective employee shall read:

“I certify that the statements made by me on this application are true and complete to the best of my knowledge and are made in good faith. I understand that if I knowingly make any misstatements of fact, I am subject to disqualification, dismissal, or other action pursuant to employment agency policy and procedure, and subject to criminal penalties as prescribed by law.”

(b) The agency shall maintain the form and comprehensive background check for each agency employee during the time of employment and for a period of three years from the date of the end of the employment relationship. The agency shall make the form and comprehensive background check available for inspection by agents of the Department of Consumer Protection during reasonable times.

(c) Applications for employment shall comply with Connecticut General Statutes Section 31-51i.

(Adopted effective August 3, 2009)

Sec. 20-670-3. Client service agreements

(a) A written contract or service plan shall be provided by the agency to the client, and a copy shall be kept by the Homemaker-Companion Agency. The agency shall not enforce the written contract or service plan unless it is signed by both the agency and client.

(b) Written contracts or service plans shall:

(1) provide a list of the anticipated services to be provided by the agency to the client, the term and cost of said services, a clear definition of the employee, provider and client employment relationship, safeguards for securing personal client information, a list of provider job categories such as “live-in” or “daily call,” and job duties;

(2) contain the homemaker-companion agency policy for the acceptance of gratuities and gifts by the homemaker-companion agency’s employees and independent contractors on behalf of the client; and

(3) contain a process for the client to file a complaint with the homemaker-companion agency. A process shall be made available for individuals other than a client to file a complaint.

(Adopted effective August 3, 2009)

Sec. 20-670-4. Client contact, records

(a) The homemaker-companion agency shall provide the client with a contact phone number and address for the agency and an authorized representative to discuss the service being provided.

(b) Narrative notes of a substantive nature shall be kept with each client's file and shall include observations, problems, complaints, plans of action, telephone contacts, reports of in home visits by supervisors, and the findings of all investigations.

(Adopted effective August 3, 2009)