

Annex A

Title 28. Health and Safety

Part IV. Health Facilities

Subpart H. Home Care Agencies and Home Care Registries

Chapter 611. Home Care Agencies and Home Care Registries

GENERAL

§ 611.1. Legal base.

- (a) This subpart CHAPTER is promulgated by the Department under the powers granted and the duties mandated by Section 809.1 of the Act (35 P.S. §§ 448.809.1) and by Section 803 (35 P.S. § 448.803).
- (b) The Department has the power and its duty is to promulgate the regulations necessary to implement the provisions of Chapter 8 of the Act (35 P.S. §§ 448.801a – 448.820) and to assure that its regulations and the Act are enforced.
- (c) The purpose of this subpart CHAPTER is to protect and promote the public health and welfare through the establishment and enforcement of regulations setting minimum standards for the operation of home care agencies and home care registries. The standards are intended by the Department to assure safe, adequate and efficient home care agencies and home care registries, and to promote the health, safety and adequate care of the consumers of services provided by home care agencies and home care registries.

§ 611.2. LICENSE REQUIRED.

- (A) EXCEPT AS SET FORTH IN SUBSECTION (C), NO ENTITY OR ORGANIZATION SHALL OPERATE, MAINTAIN, OR HOLD ITSELF OUT AS OPERATING OR MAINTAINING A HOME CARE AGENCY OR HOME CARE REGISTRY WITHOUT FIRST HAVING OBTAINED A LICENSE FROM THE DEPARTMENT IN ACCORDANCE WITH THIS CHAPTER. EACH PHYSICAL LOCATION OF THE HOME CARE AGENCY OR HOME CARE REGISTRY MUST BE SEPARATELY LICENSED. THE DEPARTMENT SHALL CONDUCT AN INSPECTION PRIOR TO ISSUING AN INITIAL LICENSE OR A LICENSE RENEWAL.
- (B) THE LICENSE SHALL SPECIFY WHETHER THE ENTITY IS LICENSED AS A HOME CARE AGENCY, A HOME CARE REGISTRY, OR BOTH, THE TERM OF THE LICENSE, AND ANY CONDITIONS OR LIMITATIONS IMPOSED ON THE LICENSE.
- (C) AN ENTITY OPERATING A HOME CARE AGENCY OR HOME CARE REGISTRY OR BOTH AS OF THE EFFECTIVE DATE OF THIS CHAPTER MAY CONTINUE TO OPERATE AFTER THE EFFECTIVE DATE OF THIS CHAPTER PROVIDED IT SUBMITS AN APPLICATION FOR A LICENSE TO THE DEPARTMENT IN ACCORDANCE WITH INSTRUCTIONS PUBLISHED IN THE *PENNSYLVANIA BULLETIN* AND POSTED ON THE

DEPARTMENT'S WEBSITE ON OR WITHIN 60 DAYS OF THE EFFECTIVE DATE OF THIS CHAPTER. AN ENTITY THAT HAS SUBMITTED AN APPLICATION FOR LICENSURE IN ACCORDANCE WITH THE REQUIREMENTS OF THIS SUBSECTION MAY CONTINUE TO OPERATE THE HOME CARE AGENCY OR HOME CARE REGISTRY UNTIL SUCH DATE AS THE DEPARTMENT MAY REFUSE THE APPLICATION FOR LICENSURE. IF THE DEPARTMENT GRANTS THE APPLICATION FOR LICENSURE, THE HOME CARE AGENCY OR HOME CARE REGISTRY MAY CONTINUE OPERATION OF AGENCY OR REGISTRY IN ACCORDANCE WITH THE REQUIREMENTS OF THIS CHAPTER.

(D) THE APPLICANT SHALL OBTAIN THE APPLICATION FOR A LICENSE TO OPERATE A HOME CARE AGENCY OR HOME CARE REGISTRY FROM THE PENNSYLVANIA DEPARTMENT OF HEALTH, DIVISION OF HOME HEALTH.

(E) THE APPLICANT SHALL SUBMIT AN APPLICATION OR RENEWAL FORM TO THE DEPARTMENT WITH THE FEE OF \$100.00. THE APPLICANT SHALL SUBMIT A RENEWAL FORM NOT LESS THAN 60 DAYS PRIOR TO THE EXPIRATION DATE ON THE LICENSE. THERE WILL BE NO REBATE, REFUND, OR PRORATING OF THE APPLICATION FEE. THE APPLICANT SHALL COMPLETE A SEPARATE APPLICATION AND PAY A SEPARATE

APPLICATION FEE FOR EACH SEPARATELY LICENSED HOME CARE AGENCY OR HOME CARE REGISTRY THAT IT INTENDS TO OPERATE.

- (F) THE APPLICANT SHALL SPECIFY ON ITS APPLICATION THE TYPE OF FACILITY FOR WHICH IT IS SEEKING A LICENSE.

§ 611.2.3. Affected home care agencies and home care registries.

- (a) This subpart CHAPTER applies to home care agencies, home care registries and to entities that meet both definitions, profit or nonprofit, operated in this Commonwealth, as defined in this subpart CHAPTER. THIS CHAPTER DOES NOT APPLY TO A HOME HEALTH CARE AGENCY, A DURABLE MEDICAL EQUIPMENT PROVIDER, A VOLUNTEER PROVIDER, OR AN ORGANIZATION OR BUSINESS ENTITY DESIGNATED UNDER 26 U.S.C. §3504 (RELATED TO ACTS TO BE PERFORMED BY AGENTS) AND EITHER IRS REVENUE PROCEDURE 70-6 OR IRS REVENUE PROCEDURE 80-4, THAT PROVIDES FINANCIAL MANAGEMENT SERVICES OR SUPPORTS COORDINATION SERVICES OR BOTH TO CONSUMERS OF HOME AND COMMUNITY-BASED SERVICES THROUGH MEDICAID WAIVER OR OTHER PUBLICLY FUNDED PROGRAMS.
- (b) Existing home care agencies and home care registries which were home care agencies or home care registries prior to the effective date of this

subpart shall be required to meet the same standards as home care agencies and home care registries created after the effective date of this subpart.

§ 611. 3.4. Requirements for home care agencies and home care registries.

(a) A current copy of this chapter shall be maintained at the home care agency or home care registry.

(B) 28 PA CODE CHAPTER 51, APPLICABLE TO ALL ENTITIES LICENSED AS HEALTH CARE FACILITIES UNDER THE ACT, APPLIES TO HOME CARE AGENCIES AND HOME CARE REGISTRIES LICENSED UNDER THIS CHAPTER.

~~(b)~~(C) Home care agencies and home care registries licensed under this chapter shall comply with applicable environmental, health, sanitation and professional licensure standards which are required by Federal, State and local authorities.

~~(e)~~(D) If there is a difference in applicable State or local standards, the standards established under State statutes apply for the purpose of compliance with this chapter.

§ 611.4.5. Definitions.

The following words and terms, when used in this subpart, have the following meaning, unless the context clearly indicates otherwise:

Act- The Health Care Facilities Act (35 P .S. §§ 448.101 – 448.904b).

ChildLine – An organizational unit of the Department of Public Welfare which operates a state-wide toll-free system for receiving reports of suspected child abuse established under section 6332 of the Child Protective Services Law, 23 Pa. C.S. §§ 6301 – 6385 (relating to establishment of Statewide toll-free telephone number), refers the reports for investigation and maintains the reports in the appropriate file.

ChildLine verification - Confirmation regarding whether an applicant for employment or referral by a home care agency or home care registry is named in the Department of Public Welfare’s Statewide Central Register as the perpetrator of a founded or indicated report of child abuse (as defined at 55 Pa. Code § 3490.4).

COMPANIONSHIP SERVICES – SOCIALIZATION, SUPPORT AND ASSISTANCE WITH INSTRUMENTAL ACTIVITIES OF DAILY LIVING.

Consumer – Individual to whom services are provided.

CONSUMER CONTROL – CONTROL AND DIRECTION BY CONSUMER IN IDENTIFYING, EXERCISING CHOICE OF, AND MANAGING HOME CARE SERVICES IN ACCORDANCE WITH THE CONSUMER’S NEEDS AND PERSONAL PREFERENCES.

Criminal history report – A State Police criminal history record or a Department of Aging letter of determination of eligibility for hire or roster based on a review of a federal criminal history record.

Department- The Department of Health of the Commonwealth.

Department of Aging letter of determination – A written decision supplied by the Department of Aging regarding whether, based on the criminal history report from the

Federal Bureau of Investigation, the applicant for employment by a home care agency or referral by a home care registry may be employed or rostered.

Direct care worker – The individual employed by a home care agency or referred by a home care registry to provide HOME CARE services to a consumer.

Direct consumer contact - Face-to-face interaction with the consumer in the consumer's place of residence or other independent living environment.

Financial management services – One or more of the following services:

- (a) Managing payroll including federal, state and local employment taxes for direct care workers recruited and retained by the consumer.
- (b) Processing the payment of workers' compensation, health and other insurance benefits for the direct care worker.
- (c) Assisting consumers in calculating and managing individual budgets for MEDICAID WAIVER AND OTHER publicly funded home and community based ~~waiver~~ services.
- (d) Monitoring the consumer's spending of public funds and any underage or overage in accordance with the consumer's approved budget.
- (e) Collecting, processing and maintaining time sheets for direct care workers.
- (f) Providing training to consumers related to employer-related tasks (e.g. recruiting, hiring, training, managing and discharging direct care workers and managing payroll and bill paying).

Home care agency – An organization that supplies, arranges or schedules employees to provide assistance with activities of daily living or instrumental activities of daily living, companionship services or specialized care on an hourly, shift or continual

basis to a consumer HOME CARE SERVICES, AS DIRECTED BY THE CONSUMER OR THE CONSUMER'S REPRESENTATIVE, in the consumer's place of residence or other independent living environment for which the organization receives a fee, consideration or compensation of any kind. The term shall not include a home health care agency, a durable medical equipment provider, a volunteer provider, or an organization or business entity designated under Section 3504 of the Internal Revenue Code and either IRS Revenue Procedure 70-6 or IRS Revenue Procedure 80-4 that provides only financial management services to consumers of home and community-based services through Medicaid waiver or other publicly funded programs.

Home care registry – An organization or business entity or part of an organization or business entity that supplies, arranges or refers independent contractors to provide assistance with activities of daily living or instrumental activities of daily living, or specialized care, HOME CARE SERVICES, AS DIRECTED BY THE CONSUMER OR THE CONSUMER'S REPRESENTATIVE, in the consumer's place of residence or other independent living environment for which the registry receives a fee, consideration or compensation of any kind. The term shall not include an organization or business entity designated under Section 3504 of the Internal Revenue Code and either IRS Revenue Procedure 70-6 or IRS Revenue Procedure 80-4 that provides only financial management services to consumers of home and community-based services through Medicaid waiver or other publicly funded programs.—

HOME CARE SERVICES – THE TERM ENCOMPASSES THE FOLLOWING ACTIVITIES:

- (a) PERSONAL CARE.

- (b) ASSISTANCE WITH INSTRUMENTAL ACTIVITIES OF DAILY LIVING.
- (c) COMPANIONSHIP SERVICES.
- (d) RESPIRE CARE.
- (e) SPECIALIZED CARE.

INDEPENDENT LIVING PHILOSOPHY – A SYSTEM OF BELIEFS, CONCEPTS AND ATTITUDES THAT EMPHASIZE SELF-DIRECTION, CONTROL, PEER SUPPORT AND COMMUNITY INTEGRATION FOR INDIVIDUALS WITH DISABILITIES.

Inspection – An SCHEDULED OR UNSCHEDULED examination or assessment of a home care agency or home care registry DURING REGULAR BUSINESS HOURS, to determine compliance with requirements for licensure using one or more of the following means: inspection of records, interviews with office staff, consumers and direct care workers, and observation of the provision of services to consumers who have consented in advance to observation. ~~The inspection may or may not be on-site.~~

INSTRUMENTAL ACTIVITIES OF DAILY LIVING – AS DEFINED AT 35 P.S. § 448.802a.

Nurse –A registered nurse or a licensed practical nurse.

PERSONAL CARE - THIS TERM INCLUDES, BUT IS NOT LIMITED TO, ASSISTANCE WITH SELF-ADMINISTERED MEDICATIONS, FEEDING, ORAL, SKIN AND MOUTH CARE, SHAVING, ASSISTANCE WITH AMBULATION, BATHING, HAIR CARE AND GROOMING, DRESSING, TOILETING AND TRANSFER ACTIVITIES.

RESPITE CARE – PERSONAL CARE AND ASSISTANCE WITH INSTRUMENTAL ACTIVITIES OF DAILY LIVING PROVIDED ON A SHORT TERM BASIS BECAUSE OF THE ABSENCE OR NEED FOR RELIEF FOR THOSE PERSONS NORMALLY PROVIDING THE SERVICES.

Qualified health professional – An individual who holds a license or certification issued by the Commonwealth which allows for the performance of a physical examination, evaluation or assessment. The term includes a physician, a physician's assistant and a certified registered nurse practitioner.

Roster – To place an individual on a list of individuals eligible to be referred by a home care registry to provide HOME CARE services to an individual in the individual's home PLACE OF RESIDENCE or other independent living environment; or the list of individuals eligible to be referred by a home care registry to provide HOME CARE services to an individual in the individual's home PLACE OF RESIDENCE or other independent living environment.

SPECIALIZED CARE – NON-MEDICAL SERVICES UNIQUE TO THE CONSUMER'S CARE NEEDS THAT FACILITATE THE CONSUMER'S HEALTH, SAFETY AND WELFARE, AND ABILITY TO LIVE INDEPENDENTLY.

Statewide Central Register – A register of child abuse established in the Department of Public Welfare, which consists of founded and indicated reports of child abuse.

SUPPORTS COORDINATION SERVICES – SERVICES TO CONSUMERS OF HOME AND COMMUNITY-BASED SERVICES THROUGH MEDICAID WAIVER OR OTHER PUBLICLY FUNDED PROGRAMS INCLUDING INTAKE SERVICES.

NEEDS ASSESSMENT, AND ADVOCACY TO ENSURE COORDINATION OF
MEDICAL, SOCIAL, EDUCATIONAL AND OTHER SERVICES AND MAXIMUM
CONSUMER INDEPENDENCE.

LICENSURE

§ 611.11. License required.

- ~~(G) — Except as set forth in subsection (c), no entity or organization shall operate, maintain, or hold itself out as operating or maintaining a home care agency or home care registry without first having obtained a license from the Department in accordance with this chapter. Each physical location of the home care agency or home care registry must be separately licensed.~~
- ~~(H) — The license shall specify whether the entity is licensed as a home care agency, a home care registry, or both, the term of the license, and any conditions or limitations imposed on the license.~~
- ~~(I) — An entity operating a home care agency or home care registry or both as of the effective date of this subpart may continue to operate after the effective date of this subpart provided it submits an application for a license to the Department in accordance with instructions published in the Pennsylvania Bulletin and posted on the Department's website on or within 60 days of the effective date of this subpart. An entity that has submitted an application for licensure in accordance with the requirements~~

~~of this subsection may continue to operate the home care agency or home care registry until such date as the Department may refuse the application for licensure. If the Department grants the application for licensure, the home care agency or home care registry may continue operation of agency or registry in accordance with the requirements of this chapter.~~

§ 611.12. **Application for license.**

- (a) ~~The applicant shall obtain the application for a license to operate a home care agency or home care registry from the Pennsylvania Department of Health, Division of Home Health.~~
- (b) ~~The applicant shall submit an application or renewal form to the Department with the fee required by Section 807 of the Act (35 P.S. § 448.807). The applicant shall submit a renewal form not less than 60 days prior to the expiration date on the license. There will be no rebate, refund, or prorating of any application fee. The applicant shall complete a separate application and pay a separate application fee for each separately licensed home care agency or home care registry that it intends to operate.~~
- (c) ~~The applicant shall provide any documentation required by the Department in connection with the application and shall complete and submit all forms specified by the Department and any additional information required by the Department so that the Department can determine if the applicant is a responsible person and otherwise qualified~~

~~to obtain a license to maintain or operate a home care agency or home care registry.~~

- (d) ~~The applicant shall specify on its application the type of facility for which it is seeking a license.~~

§ 611.7. Ownership.

~~The owner of a home care agency or home care registry may be an individual, partnership, association, corporation or a combination of these forms of ownership.~~

~~The following requirements apply to a home care agency and a home care registry according to the mode of ownership:~~

- (1) ~~*Individual Ownership.* A complete list of names and addresses of the owners of the home care agency or home care registry shall be submitted with the application.~~
- (2) ~~*Partnerships.* A complete list of names and addresses of the owners, general partners and partners responsible for the management of the home care agency or home care registry shall be submitted with the application.~~
- (3) ~~*Association or corporation.* A complete list of names and addresses of the officers, directors, principal stockholders, either beneficial or of record, of the corporate owners and of the parent corporation, if applicable, and of the persons in charge who are responsible for the management of the home care agency or home care registry, shall be submitted with the application. Ownership interest of 5.0% or more — direct or indirect — shall be disclosed on the application.~~

§ 611.8. Issuance of license.

(a) — The Department will issue a license to operate a home care agency or home care registry, or both, after the Department determines the applicant is a responsible person and an inspection conducted by the Department indicates that the applicant is in substantial compliance with this chapter.

(b) — A license issued by the Department shall expire 1 year from the date of issue.

§ 611.9. Posting of license.

The home care agency or home care registry shall prominently post its license, or duplicate copy of the license, as requested and obtained from the Department, in a public and conspicuous location on the premises.

§ 611.10. Non-transfer of license.

A license shall not be transferred to another home care agency or home care registry, or to the purchaser or new owners of a home care agency or home care registry in the event of a change in ownership under § 611.12 (relating to change in ownership or management), and shall not extend to another home care agency or home care registry, or to another physical location of the home care agency or home care registry.

§ 611.11. Responsibility of owners of home care agencies and home care registries.

(a) — The owner shall be responsible for meeting the minimum standards for operation as set forth by the Department and by other State and local

agencies responsible for the health, welfare and safety of the consumers of services.

~~(b) — The owner, administrator or designee shall immediately report to the Department any catastrophic incident, such as a fire or flood, or any incident that may cause interruption or cessation of the delivery of services, or another interruption of services which would affect the health and safety of the consumers of services.~~

~~(c) — The owner, administrator or designee shall immediately report to the Department a relocation of the home care agency or home care registry or a change of address for the home care agency or home care registry.~~

§ 611.12. Change in ownership or management.

~~(a) — The home care agency or home care registry shall notify the Department in writing at least 60 days prior to any anticipated change in ownership, form of ownership, or name, and immediately prior to any unanticipated change in ownership, form of ownership, or name. A change in ownership shall mean any transfer of the controlling interest in the facility.~~

~~(b) — The home care agency or home care registry shall notify the Department in writing at least 60 days prior to any anticipated change in officers, directors, members, partners or principals, and immediately prior to any unanticipated change in officers, directors, members, partners or principals.~~

- (c) The home care agency or home care registry shall notify the Department in writing at least 30 days prior to any transfer involving five percent (5%) or more of the stock or equity in the entity that operates the home care agency or home care registry.
- (d) The home care agency or home care registry shall notify the Department in writing no later than 30 days following a change in management. Management includes any individual responsible for oversight of day to day operations in the facility.
- (e) Information regarding an anticipated change in ownership, change in form of ownership, or transfer involving five percent (5%) or more of the stock or equity in an entity subject to the regulations of the Federal Securities and Exchange Commission will not be considered a public record and will remain confidential until the transaction is complete.

§ 611.13. Void license.

A license shall be immediately void if any of the following occur:

- (1) The license term expires.
- (2) The facility adds, terminates, or otherwise changes the services it provides without notice to the Department required by § 611.11 (relating to responsibility of owners of home care agencies and home care registries).
- (3) The facility is transferred or sold, or substantially changes its ownership, form of ownership, or management without notice to the Department required by § 611.12 (relating to change in ownership or management).

- (4) The facility relocates to another site.

INSPECTION AND SURVEY ACTIVITIES.

§ 611.14. Inspections.

- (a) Prior to issuance of an initial license or renewal of a regular or provisional license, representatives of the Department will conduct an inspection of a home care agency or home care registry. Whenever the Department has received any complaint or has other reasonable grounds to believe that a deficiency exists, the Department may conduct an inspection to determine whether a deficiency exists.
- (b) The Department will make reasonable efforts to prevent duplication of inspections by state and federal regulatory agencies and will coordinate inspections whenever practical.
- (c) Inspections to investigate complaints or other allegation of regulatory deficiency will be prioritized in accordance with the level of perceived threat to the health and welfare of consumers.
- (d) Prior to the inspection by the Department, the Department may request from the home care agency or home care registry any documents or records of the home care agency or home care registry including those held by other organizations or agencies, or other information necessary for the Department to prepare for the inspection. The home care agency or home care registry shall provide any and all information requested.

- (e) ~~Upon presenting a Department identification card, authorized agents of the Department shall have access to the home care agency or home care registry to determine compliance with this chapter. Such access shall include:~~
- ~~(1) Entry to the premises.~~
 - ~~(2) Examination of all of the facilities, buildings, grounds, files, policies and procedures, records, documents, offices, computer files, quality assurance files, risk management documents, governing body and management documents.~~
 - ~~(3) Private interviews with any staff, employees, and direct care workers.~~
 - ~~(4) Private interviews with the consumer, with the consumer's consent.~~

§ 611.15. Retention of records.

~~All documentation required by this chapter and all documentation with respect to establishing that the home care agency or home care registry is in compliance with all applicable federal, state, and local requirements shall be retained by the home care agency or home care registry on site. Documentation shall be retained for four years after termination of services to a consumer unless otherwise required by applicable federal and state laws and regulations. Personnel records required under § 611.22 (relating to hiring of direct care workers) shall be retained for at least four years following termination of employment or roster status of a direct care worker. Documentation and records shall be~~

~~retained even if the home care agency or home care registry discontinues operation.~~

~~Documentation includes paper and electronic information.~~

§ 611.16: Statement of deficiencies and plan of correction.

- ~~(a) — After completion of the inspection, the Department will evaluate all relevant information gathered during the inspection and formulate its compliance findings and determinations. In the event that the Department makes a determination of noncompliance with any provision of this chapter, the Department will issue to the home care agency or home care registry a statement of deficiencies.~~
- ~~(b) — Upon receipt of a statement of deficiencies, the home care agency or home care registry shall provide the Department, within the timeframe set by the Department, a plan of correction. The plan of correction shall address all deficiencies cited in the statement of deficiencies and shall identify the corrective action to be taken, the individuals responsible for the corrective action, and the timeframes within which the corrective action will be accomplished. The plan of correction shall be attested to by the individual given signature authority by the home care agency or home care registry.~~
- ~~(c) — Copies of the statement of deficiencies and plan of correction will be readily available on the Department's website for the purpose of public inspection. The agency or registry also shall make available for inspection and examination by any person a copy of the most recent statement of deficiencies and plan of correction.~~

SANCTIONS AND CORRECTIVE ACTIONS

§ 611.17. Sanctions for deficiencies.

In the event of one or more regulatory deficiencies, in addition to requiring a plan of correction, the Department may impose a civil monetary penalty, not to exceed \$500 per deficiency per day, and the Department may take one of the following actions:

- (1) — Suspend the license.
- (2) — Revoke the license.
- (3) — Refuse to renew the license.
- (4) — Limit the license.
- (5) — Issue a provisional license.

§ 611.18. Reasons for sanctions.

- (a) — The Department may refuse to renew a license, may suspend, revoke or limit a license of a home care agency or home care registry for any of the following reasons:
 - (1) — A serious violation of this subchapter, the act or other statutes and regulations, which seriously threatens the health, safety and welfare of consumers.
 - (2) — Failure of an owner to submit a reasonable timetable for correction of deficiencies.

- (3) — The existence of a pattern of cyclical deficiencies which extends over a period of 2 or more years.
- (4) — Failure, by the holder of a provisional license, to correct deficiencies in accordance with a timetable submitted by the owner and agreed upon by the Department.
- (5) — Fraud or deceit in obtaining or attempting to obtain a license.
- (6) — Lending, borrowing or using the license of another, or knowingly aiding or abetting the improper granting of a license.
- (7) — Incompetence, negligence or misconduct in operating the home care agency or home care registry or in providing services to consumers.
- (8) — Mistreating or abusing consumers cared for by direct care workers employed by the home care agency or contractor referred by the home care registry to provide care.
- (9) — Serious violation of the laws relating to medical assistance or Medicare reimbursement.
- (10) — Serious violation of other applicable Federal or State laws.
- (b) — The Department may issue a provisional license when there are numerous deficiencies or a serious specific deficiency which has a substantial impact on governance and management or services, which indicates that the home care agency or home care registry is not in compliance with applicable statutes, ordinances or this chapter, and the Department finds that:

- (1) — The applicant is taking appropriate steps to correct the deficiencies in accordance with a timetable submitted by the applicant and agreed upon by the Department.
- (2) — There is no pattern of deficiencies over a period of 2 or more years.
- (3) — There is no danger to the health or safety of the consumers.
- (e) — The Department may issue a provisional license for a specific period of not more than 6 months. A provisional license may be renewed three times.

§ 611.19. **Notice.**

Whenever the Department proposes to impose a sanction for deficiencies, it will give written notice to the home care agency or home care registry by certified mail.

§ 611.20. **Form of notice.**

Notice under § 611.19 (relating to notice) will conform to 1 Pa. Code § 35.14 (relating to orders to show cause). The order will specify the reasons for the proposed action of the Department and will notify the home care agency or home care registry of its right to an appeal pursuant to 37 Pa. Code Chapter 197. The order will specify the time within which the home care agency or home care registry must file its appeal with the Department.

§ 611.21. **Request for hearing.**

- ~~(a) — A finding by the Department that a home care agency or home care registry is in violation of the act or regulations of this chapter may not be appealed unless the Department also imposes a sanction under § 611.17 (relating to sanctions for deficiencies).~~
- ~~(b) — Appeals relating to the Department's imposition of a sanction shall address the factual and legal bases asserted by the Department for imposing the sanction, and the facts and law upon which the health care facility relies and shall be made in accordance with 37 Pa. Code § 197.84 (relating to notice of appeal and answer) and 1 Pa. Code § 35.37 (relating to answers to order to show cause).~~
- ~~(c) — A request for supersedeas of a sanction imposed by the Department must be made pursuant to 37 Pa. Code § 197.87 (relating to supersedeas).~~

GOVERNANCE AND MANAGEMENT

§ 611. 51. Hiring or rostering of direct care workers.

- (a) Hiring or rostering prerequisites. Prior to hiring or rostering a direct care worker, the home care agency or home care registry shall:
- (1) Conduct a face-to-face interview with the individual.
 - (2) Obtain not less than two satisfactory references for the individual.
- A SATISFACTORY REFERENCE IS A POSITIVE, VERIFIABLE REFERENCE, EITHER VERBAL OR WRITTEN, FROM A FORMER EMPLOYER OR OTHER PERSON NOT

RELATED TO THE INDIVIDUAL THAT AFFIRMS THE ABILITY OF THE INDIVIDUAL TO PROVIDE HOME CARE SERVICES.

- (3) Require the individual to submit a criminal history report, in accordance with the requirements of § 611.23 (relating to criminal background checks), and a ChildLine verification, if necessary APPLICABLE, in accordance with the requirements of § 611.24 (relating to child abuse clearance).
- (b) ~~Personnel~~ DIRECT CARE WORKER files. ~~Personnel~~ files FILES for direct care workers employed or rostered shall include documentation of the date of the face-to-face interview with the individual and of references obtained. ~~Personnel~~ DIRECT CARE WORKER files also shall include all other information as required by § 611.52, § 611.53, if applicable, § 611.54, § 611.55 and § 611.56 (relating to CRIMINAL BACKGROUND CHECKS, CHILD ABUSE CLEARANCE, PROVISIONAL HIRING; ~~training~~ COMPETENCY requirements; and health evaluations).

§ 611. 52. Criminal background checks.

- (a) General rule. The home care agency or home care registry shall require each applicant for employment or referral AS A DIRECT CARE WORKER to submit a criminal history report obtained at the time of application or within 1 year immediately preceding the date of application. AN APPLICANT FOR EMPLOYMENT AS A MEMBER OF THE

OFFICE STAFF FOR THE HOME CARE AGENCY OR HOME CARE REGISTRY AND THE OWNER OR OWNERS OF THE HOME CARE AGENCY OR HOME CARE REGISTRY ALSO ARE REQUIRED TO OBTAIN A CRIMINAL HISTORY REPORT IN ACCORDANCE WITH REQUIREMENTS CONTAINED IN THIS SECTION.

- (b) State Police criminal history record. If the ~~applicant for employment or referral~~ INDIVIDUAL REQUIRED TO SUBMIT OR OBTAIN A CRIMINAL HISTORY REPORT has been a resident of this Commonwealth for 2 years preceding the date of ~~application~~ THE REQUEST FOR A CRIMINAL HISTORY REPORT, the ~~applicant~~ INDIVIDUAL shall ~~submit~~ REQUEST a State Police criminal history record.
- (c) Federal criminal history record. If the ~~applicant for employment or referral~~ INDIVIDUAL REQUIRED TO SUBMIT OR OBTAIN A CRIMINAL HISTORY REPORT has not been a resident of this Commonwealth for the 2 years immediately preceding the date of the ~~application~~ THE REQUEST FOR A CRIMINAL HISTORY REPORT, the ~~home care agency or home care registry shall require the applicant to follow the procedures at 6 Pa. Code § 15.144(b) (relating to procedure) to~~ INDIVIDUAL SHALL obtain a federal criminal history record and a letter of determination from the Department of Aging, based on the individual's ~~Federal criminal history record, regarding the individual's eligibility for~~

hire or roster, IN ACCORDANCE WITH THE REQUIREMENTS AT 6 PA. CODE § 15.144(b) (RELATING TO PROCEDURE).

- (d) Proof of residency. The home care agency or home care registry may require REQUEST an applicant for employment or referral INDIVIDUAL REQUIRED TO SUBMIT OR OBTAIN A CRIMINAL HISTORY RECORD to furnish proof of residency, including THROUGH SUBMISSION OF any one of the following documents:
- (1) Motor vehicle records, such as a valid driver's license OR A STATE-ISSUED IDENTIFICATION.
 - (2) Housing records, such as mortgage records or rent receipts.
 - (3) Public utility records and receipts, such as electric bills.
 - (4) Local tax records.
 - (5) A completed and signed, Federal, State or local income tax return with the applicant's name and address preprinted on it.
 - (6) Employment records, including records of unemployment compensation.
- (e) Prohibition. The home care agency or home care registry may not hire, ~~or~~ roster OR RETAIN an individual if the State Police criminal history record reveals a prohibited conviction listed at 6 Pa. Code § 15.143 (relating to facility responsibilities), or if the Department of Aging letter of determination states that the individual is not eligible for hire or roster.
- (f) Records maintained. The home care agency or home care registry shall maintain ~~personnel records~~ FILES for individuals employed or rostered

DIRECT CARE WORKERS AND MEMBERS OF THE OFFICE STAFF

which include copies of State Police criminal history records or Department of Aging letters of determination regarding Federal criminal history records. The ~~personnel records~~ FILES shall be available for Department inspection. THE AGENCY OR REGISTRY SHALL MAINTAIN COPIES OF THE CRIMINAL HISTORY REPORT FOR THE AGENCY OR REGISTRY OWNERS, WHICH SHALL BE AVAILABLE FOR DEPARTMENT INSPECTION.

- (g) *Confidentiality.* The home care agency or home care registry shall keep the information obtained from State Police criminal history records and Department of Aging letters of determination regarding Federal criminal history records confidential and use it solely to determine an applicant's eligibility to be hired, rostered or retained.
- (h) *Opportunity to appeal.* If the decision not to hire, roster or retain an individual is based in whole or in part on State Police criminal history records, Department of Aging letters of determination regarding Federal criminal history records, or both, the home care agency or home care registry shall provide an affected individual with information on how to appeal to the sources of criminal history records if the individual believes the records are in error.
- (i) *Exceptions.* ~~An individual employed or rostered~~ A DIRECT CARE WORKER who has complied with this section and who transfers to another agency or registry owned and operated by same entity is not

required to submit OBTAIN another criminal history report. An individual who is A DIRECT CARE WORKER employed or rostered by an entity that undergoes a change of ownership is not required to submit OBTAIN another criminal history report TO SUBMIT TO THE NEW OWNER.

- (j) Individuals currently employed or rostered. A person DIRECT CARE WORKER AND EACH MEMBER OF THE AGENCY OR REGISTRY OFFICE STAFF who is employed by or rostered by a home care agency or home care registry as of the effective date of this chapter shall obtain and submit a State Police criminal history record or Department of Aging letter of determination, as applicable, to the home care agency or home care registry within 120 days of the effective date of this chapter. This subsection shall not apply if the home care agency or home care registry obtained a criminal history report meeting the requirements of this subsection when the individual DIRECT CARE WORKER OR OFFICE STAFF MEMBER was hired or rostered and a copy of the report is included in the individual's personnel file.

§ 611. 53. Child abuse clearance.

- (a) General rule. A home care agency or home care registry that serves persons under 18 years of age shall require each applicant for employment or referral as a direct care worker, each APPLICANT FOR EMPLOYMENT AS A member of the agency or registry office staff to

request a ChildLine verification regarding whether the applicant or member is named in the Statewide Central Register as the perpetrator of a founded or indicated report of child abuse as defined at 55 Pa. Code § 3490.4 (relating to definitions).

- (b) *Prohibition.* In no case shall a home care agency or home care registry employ, or roster OR RETAIN an individual where ChildLine has verified that the applicant INDIVIDUAL is named in the Statewide Central Register as the perpetrator of a founded or indicated report of child abuse.
- (c) *Records maintained.* The personnel records FILES maintained by the home care agency or home care registry for each individual employed or rostered and for each member of the office staff shall include copies of the ChildLine verification. The agency or registry shall maintain copies of the ChildLine verification for the agency or registry owners, which shall be available for Department inspection.
- (d) *Individuals currently employed or rostered.* A person who is employed by or rostered by the home care agency or home care registry, INCLUDING EACH MEMBER OF THE AGENCY OR REGISTRY OFFICE STAFF, as of the effective date of this chapter shall obtain and submit a ChildLine verification to the home care agency or home care registry within 120 days of the effective date of this chapter. This subsection shall not apply if the home care agency or home care registry obtained a ChildLine verification when the individual was hired or rostered and a copy of the verification is included in the individual's personnel file.

§ 611.54. Provisional hiring.

- (a) General rule. The home care agency or home care registry may hire an applicant for employment or referral on a provisional basis, pending receipt of a criminal history report or a ChildLine verification, as applicable, if the following conditions are met:
- (1) The applicant shall have applied for a criminal history report and ChildLine verification, as applicable, and provided the home care agency or home care registry with a copy of the completed request forms.
 - (2) The home care agency or home care registry shall have no knowledge about the applicant that would disqualify the applicant under 18 Pa.C.S. § 4911 (relating to tampering with public record information).
 - (3) The applicant shall swear or affirm in writing that the applicant is not disqualified from employment or referral under this chapter.
 - (4) THE HOME CARE AGENCY OR HOME CARE REGISTRY SHALL NOT ASSIGN OR REFER The THE provisionally hired applicant ~~shall meet~~ UNTIL THAT PERSON HAS MET the requirements of § 611.26 (relating to ~~training~~ COMPETENCY requirements).
 - (5) The home care agency or home care registry shall monitor the provisionally hired applicant AWAITING A CRIMINAL

BACKGROUND CHECK through random, direct observation and consumer feedback. The results of monitoring shall be documented in the individual's personnel file.

(6) THE HOME CARE AGENCY OR HOME CARE REGISTRY SHALL DIRECTLY SUPERVISE, OR ASSIGN ANOTHER DIRECT CARE WORKER EMPLOYED OR ROSTERED FOR MORE THAN ONE YEAR, TO ACCOMPANY A PROVISIONALLY HIRED APPLICANT AWAITING A CHILD ABUSE CLEARANCE WHO WILL PROVIDE HOME CARE SERVICES TO A CONSUMER LESS THAN 18 YEARS OF AGE.

(7) The period of provisional hire OF AN INDIVIDUAL WHO IS AND HAS BEEN, FOR A PERIOD OF 2 YEARS OR MORE, A RESIDENT OF PENNSYLVANIA, shall not exceed ~~120~~ 30 days. THE PERIOD OF PROVISIONAL HIRE OF AN INDIVIDUAL WHO HAS NOT BEEN A RESIDENT OF PENNSYLVANIA FOR TWO YEARS OR MORE SHALL NOT EXCEED 90 DAYS.

(b) Termination. If the information obtained from the criminal history report or ChildLine verification, or both, reveals that the individual is disqualified from employment or referral under § 611.23 (relating to criminal background checks) or under § 611.24 (relating to child abuse clearance), the individual shall be terminated by the home care agency or

removed from the home care registry's roster immediately. If the individual fails to provide the ChildLine verification or criminal history report or both within the 120-day TIME period permitted for provisional hire, the individual shall be terminated by the home care agency or removed from the home care registry's roster IMMEDIATELY.

§ 611. 55. Training COMPETENCY requirements.

(a) Prior to assigning or referring a direct care worker to provide services to a consumer, the home care agency or home care registry shall ensure that the direct care worker has demonstrated competency in accordance with subsection (b) or has satisfied the training requirements in subsection (c), as applicable:

- (1) HAS A VALID NURSE'S LICENSE IN THIS COMMONWEALTH;
- (2) HAS DEMONSTRATED COMPETENCY BY PASSING A COMPETENCY EXAMINATION DEVELOPED BY THE HOME CARE AGENCY OR HOME CARE REGISTRY WHICH MEETS THE REQUIREMENTS OF SUBSECTION (b); OR
- (3) HAS SUCCESSFULLY COMPLETED ONE OF THE FOLLOWING:
 - (i) A TRAINING PROGRAM DEVELOPED BY A HOME CARE AGENCY, HOME CARE REGISTRY, OR

OTHER ENTITY WHICH MEETS THE
REQUIREMENTS OF SUBSECTION (b);

(ii) A HOME HEALTH AIDE TRAINING PROGRAM
MEETING THE REQUIREMENTS OF 42 C.F.R. 484.36
(RELATING TO THE CONDITIONS OF
PARTICIPATION; HOME HEALTH AIDE SERVICES);

(iii) THE NURSE AID CERTIFICATION AND TRAINING
PROGRAM SPONSORED BY THE DEPARTMENT OF
EDUCATION AND LOCATED AT
WWW.PDE.STATE.PA.US;

(iv) A TRAINING PROGRAM MEETING THE TRAINING
STANDARDS IMPOSED ON THE AGENCY OR
REGISTRY BY VIRTUE OF THE AGENCY'S OR
REGISTRY'S PARTICIPATION AS A PROVIDER IN A
MEDICAID WAIVER OR OTHER PUBLICLY FUNDED
PROGRAM PROVIDING HOME AND COMMUNITY
BASED SERVICES TO QUALIFYING CONSUMERS;

(v) ANOTHER PROGRAM IDENTIFIED BY THE
DEPARTMENT BY SUBSEQUENT PUBLICATION IN
THE *PENNSYLVANIA BULLETIN* OR ON THE
DEPARTMENT'S WEBSITE.

- (b) A direct care worker who will provide to a consumer only assistance with activities of daily living and instrumental activities of daily living may demonstrate competency by successfully completing a competency examination approved by the Department.

A COMPETENCY EXAMINATION OR TRAINING PROGRAM DEVELOPED BY AN AGENCY OR REGISTRY FOR A DIRECT CARE WORKER SHALL ADDRESS, AT A MINIMUM, THE FOLLOWING SUBJECT AREAS:

- (1) CONFIDENTIALITY;
 - (2) CONSUMER CONTROL AND THE INDEPENDENT LIVING PHILOSOPHY;
 - (3) INSTRUMENTAL ACTIVITIES OF DAILY LIVING;
 - (4) RECOGNIZING CHANGES IN THE CONSUMER THAT NEED TO BE ADDRESSED;
 - (5) BASIC INFECTION CONTROL;
 - (6) UNIVERSAL PRECAUTIONS;
 - (7) HANDLING OF EMERGENCIES;
 - (8) DOCUMENTATION;
 - (9) RECOGNIZING AND REPORTING ABUSE OR NEGLECT; AND
 - (10) DEALING WITH DIFFICULT BEHAVIORS.
- (c) Any direct care worker, including a direct care worker providing only assistance with activities of daily living and instrumental activities of daily living,

will satisfy the training requirements if the direct care worker has a valid nurse's license or has successfully completed one of the following:

- (1) The home health aide training program described at 42 CFR 484.36 (relating to the Conditions of Participation: home health aide services);
- (2) The nurse aid certification and training program approved by the Department of Education;
- (3) Other training programs, approved by the Department, notice of which shall be published in the Pennsylvania Bulletin and posted on the Department's website;

A COMPETENCY EXAMINATION OR TRAINING PROGRAM DEVELOPED BY AN AGENCY OR REGISTRY FOR A DIRECT CARE WORKER WHO WILL PROVIDE PERSONAL CARE SHALL ADDRESS THE FOLLOWING ADDITIONAL SUBJECT AREAS:

- (1) BATHING, SHAVING, GROOMING AND DRESSING;
- (2) HAIR, SKIN AND MOUTH CARE;
- (3) ASSISTANCE WITH AMBULATION AND TRANSFERRING;
- (4) MEAL PREPARATION AND FEEDING;
- (5) TOILETING; AND
- (6) ASSISTANCE WITH SELF-ADMINISTERED MEDICATIONS.

~~(d) — To be eligible for approval by the Department, a competency examination or other training program must address, at a minimum, each of the following subject areas:~~

~~(1) — Confidentiality.~~

~~(2) — Consumer control and the independent living philosophy.~~

~~(3) — Recognizing changes in the consumer that need to be addressed.~~

~~(4) — Basic infection control.~~

~~(5) — Universal precautions.~~

~~(6) — Handling of emergencies.~~

~~(7) — Documentation.~~

~~(8) — Recognizing and reporting abuse or neglect.~~

~~(9) — Dealing with difficult behaviors.~~

~~(10) — Bathing, shaving, grooming and dressing.~~

~~(11) — Hair, skin and mouth care.~~

~~(12) — Assistance with ambulation and transferring.~~

~~(13) — Meal preparation and feeding.~~

~~(14) — Toileting.~~

~~(15) — Assistance with self-administered medications.~~

~~(16) — Home management.~~

~~(e) (D) The home care agency or home care registry shall include documentation of the individual's DIRECT CARE WORKER'S satisfactory completion~~

of ~~training~~ COMPETENCY requirements in the individual's personnel DIRECT CARE WORKER'S file. If the individual DIRECT CARE WORKER has a nurse's license or other licensure or certification as a health professional, the individual's ~~personnel~~ file shall include a copy of the individual's current license OR CERTIFICATION. Documentation of satisfactory completion of ~~training~~ COMPETENCY requirements is transferable from one home care agency or registry to another home care agency or registry, provided ~~the training meets the requirements of subsection (a) and~~ the break in the individual's employment or roster status does not exceed 12 months.

- (e) The home care agency or home care registry also shall include documentation in the individual's ~~personnel~~ DIRECT CARE WORKER'S file that the agency or registry has ~~periodically reassessed~~ REVIEWED the individual's competency to perform assigned duties through direct observation, testing, training, CONSUMER FEEDBACK or other method approved by the Department or through a combination of methods. ~~Periodic reassessment~~ THE COMPETENCY REVIEW shall occur not less than once per year after initial competency is established, and more frequently when discipline or other sanction, ~~including a verbal warning~~ INCLUDING, FOR EXAMPLE, A VERBAL WARNING OR SUSPENSION, is imposed because of a quality of care infraction.
- (f) Individuals A DIRECT CARE WORKER employed by a home care agency or rostered by the home care registry on the effective date of this

subpart shall achieve compliance with the ~~training~~ COMPETENCY requirements imposed by this ~~subpart~~ CHAPTER within 2 years of the effective date of this ~~subpart~~ CHAPTER.

§ 611.56. Health evaluations.

(a) A home care agency or home care registry shall insure that each ~~individual~~ employed or rostered by the agency or registry DIRECT CARE WORKER and other office staff or contractors with direct consumer contact, prior to ~~beginning work~~ CONSUMER CONTACT, provide documentation that is ~~made part of the individual's personnel file,~~ evidencing a screening assessment performed by a qualified health professional within 180 days prior to the individual's start date. ~~The results of the screening assessment shall include information showing that the individual was evaluated for tuberculosis risk factors, in accordance with guidelines issued by the federal Centers for Disease Control and Prevention, and tested as necessary, and was screened for the following communicable diseases or conditions:~~

- (1) ~~Hepatitis A.~~
- (2) ~~Salmonella.~~
- (3) ~~Shigella.~~
- (4) ~~Shiga toxin producing Escherichia coli.~~

~~(5) — Symptom caused by illness, infection or other source where symptom is associated with gastrointestinal illness such as diarrhea, fever, vomiting, jaundice, sore throat with fever.~~

A QUALIFIED HEALTH PROFESSIONAL HAS DETERMINED:

- (1) USING THE CURRENT CDC GUIDELINES FOR PREVENTING THE TRANSMISSION OF MYCOBACTERIUM TUBERCULOSIS IN HEALTH CARE SETTINGS, THAT THE INDIVIDUAL IS FREE FROM ACTIVE MYCOBACTERIUM TUBERCULOSIS
- (2) THAT THE INDIVIDUAL IS FREE FROM COMMUNICABLE DISEASE, IDENTIFIED BY THE QUALIFIED HEALTH PROFESSIONAL

THE DOCUMENTATION SHALL INDICATE THE DATE OF THE EVALUATION WHICH SHALL BE NOT MORE THAN ONE YEAR PRIOR TO THE INDIVIDUAL'S START DATE.

~~(b) — A home care agency or home care registry shall not refer a direct care worker that is suspected by the home care agency or home care registry of having any of the communicable diseases or conditions listed in subsection (a). Subsequent referral shall be contingent on verification from a qualified health professional that the direct care worker is free from any of the communicable diseases or conditions listed in subsection (a).~~

~~(e)~~ (B) A home care agency or home care registry shall require each individual employed or rostered by the agency or registry DIRECT CARE WORKER, and other office staff or contractors with direct consumer contact, to obtain an updated screening assessment UPDATE THE DOCUMENTATION REQUIRED BY SUBSECTION (A) NOT LESS THAN every 12 months and provide those results THE DOCUMENTATION to the agency or registry. THE 12 MONTHS SHALL RUN FROM THE DATE OF THE LAST EVALUATION. The updated screening assessment DOCUMENTATION REQUIRED BY SUBSECTION (A) shall be made part of INCLUDED IN the individual's personnel file.

(C) A DIRECT CARE WORKER EMPLOYED BY A HOME CARE AGENCY OR ROSTERED BY THE HOME CARE REGISTRY ON THE EFFECTIVE DATE OF THIS SUBPART SHALL ACHIEVE COMPLIANCE WITH THE HEALTH EVALUATION REQUIREMENTS IMPOSED BY THIS CHAPTER WITHIN 180 DAYS OF THE EFFECTIVE DATE OF THIS CHAPTER.

§ 611.57. Consumer protections.

(a) Consumer rights. The consumer of HOME CARE services provided by a home care agency or through a home care registry shall have the following rights:

- (1) To be involved in the service planning process and to receive services with reasonable accommodation of individual needs and preferences, except where the health and safety of the direct care worker is at risk.
 - (2) To receive at least 10 calendar days advance written notice of the intent of the home care agency or home care registry to terminate services. Less than 10 days advance written notice may be provided in the event the consumer has failed to pay for services, despite notice, and the consumer is more than 14 days in arrears, or if the health and welfare of the direct care worker is at risk.
- (b) *Prohibitions.* No individual as a result of the individual's affiliation with a home care agency or home care registry may assume power of attorney or guardianship over a consumer utilizing the services of that home care agency or home care registry. The home care agency or home care registry may not require a consumer to endorse checks over to the home care agency or home care registry.
- (C) *Information to be provided.* Prior to the commencement of services, the home care agency or home care registry shall provide to the consumer, the consumer's legal representative or responsible family member an information packet containing the following information in a form that is easily read and understood:
- (1) A listing of the available ~~home care agency or home care registry~~ HOME CARE services that will be provided to the consumer by

the direct care worker AND THE IDENTITY OF THE DIRECT CARE WORKER THAT WILL PROVIDE THE SERVICES.

- (2) The hours when those services will be provided.
- (3) Fees and total costs for those services on an hourly or weekly basis.
- (4) Who to contact at the Department for information about licensure requirements for a home care agency or home care registry and for compliance information about a particular home care agency or home care registry.
- (5) The Department's complaint Hot Line (1-800-222-0989) and the telephone number of the Ombudsman Program located with the local Area Agency on Aging (AAA).
- (6) The hiring and ~~training~~ COMPETENCY requirements applicable to direct care workers employed by the home care agency or referred by the home care registry, ~~a description of the manner and frequency of periodic reassessment of direct care worker competency, and documentation maintained by the home care agency or home care registry to confirm compliance with hiring and training requirements under § 611.22 (relating to hiring requirements) and § 611.26 (relating to training requirements).~~
- (7) A disclosure, in a format to be published by the Department in the Pennsylvania Bulletin within 60 days of the effective date of this chapter, addressing the employee or independent contractor status

of the direct care worker providing services to the consumer, and
the resultant respective tax and insurance obligations and other
responsibilities of the consumer and the home care agency or home
care registry.

(D) DOCUMENTATION. THE HOME CARE AGENCY OR HOME CARE
REGISTRY SHALL MAINTAIN DOCUMENTATION ON FILE AT
THE AGENCY OR REGISTRY OF COMPLIANCE WITH THE
REQUIREMENTS OF THIS SECTION WHICH SHALL BE
AVAILABLE FOR DEPARTMENT INSPECTION.