



CONNECTICUT DEPARTMENT OF  
**CONSUMER PROTECTION**

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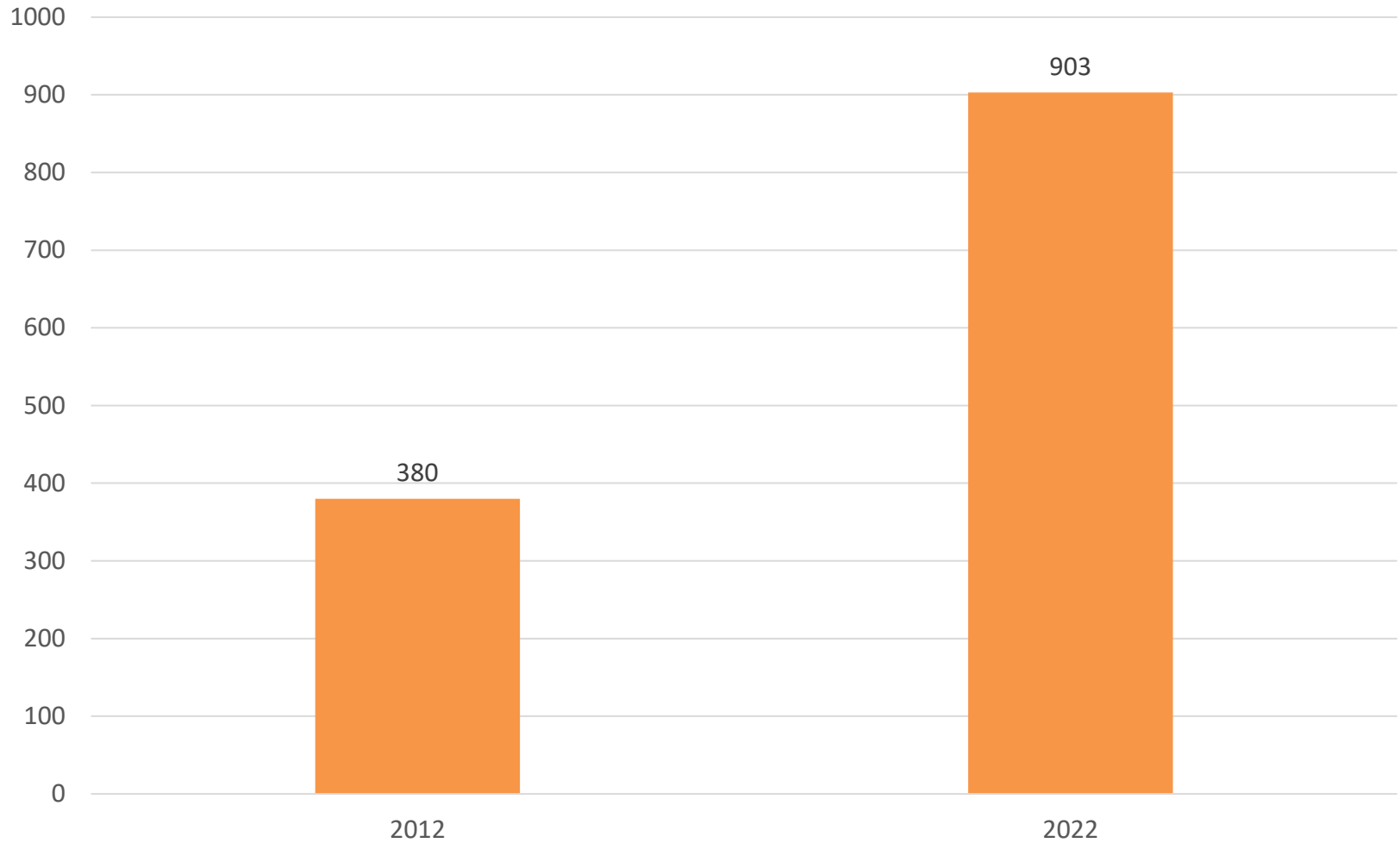
*Securing a Safe & Fair Marketplace.*

# Homemaker Companion Agencies

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Comprehensive  
Background Checks

# Total Registered HCAs



# HCA Statistics in 2022

HCA with registry services	267
HCA with non-registry services	752
HCA with both registry and non-registry services	198
Non-registry HCAs total employees	34,591
Company size: 1 to 9 employees	432
Company size: 50-100 employees	100
Company size: More than 100 employees	89



# Consumer Education

- Statewide public awareness campaign for consumers exploring home care for their families
- Q&A guide for families looking for care
  - Available in 6 languages at [portal.ct.gov/hca](https://portal.ct.gov/hca)



**A Consumer's Guide To Homemaker Companion Agencies**

By the Connecticut Department of Consumer Protection

DCP

Homemaker companions can be hired through a homemaker companion agency or a homemaker companion registry.

- Agencies place **their** employees in homes.
- Registries match homemaker companions, who are at least partly compensated by the consumer or who are independent contractors, with those who need services.

If you need household help for yourself or a family member and are considering a homemaker companion, there are a few things to consider:

- Interview more than one agency before signing a contract — it's important to trust that the agency will provide oversight of their employees and will follow Connecticut's rules and regulations.
- If considering a registry rather than an agency, you or your loved one may be responsible for filing paperwork with the IRS and could also be responsible for paying employment taxes.
- Make sure to enter into a contract or service agreement that includes the full scope of services you need.

**What a homemaker companion can assist in:**

- Laundry, housekeeping, cooking, shopping, errands, personal hygiene, rides to appointments and other nonmedical services.

**What they can't do:**

- Companions may **NOT** provide **ANY** medical services such as take blood pressure, administer medications, or provide physical therapy.

**A HCA must:**

- Obtain and maintain a Homemaker Companion Agency (HCA) registration with the CT Department of Consumer Protection
- Provide you with a written contract or service plan within seven days of providing services
- Not provide a higher-skilled individual at a higher price than needed
- Conduct a comprehensive background check of a prospective employee
- Conduct in-person or video conference interviews with all prospective employees
- Provide business records to DCP for inspection upon request
- Train staff as mandated reporters — they are to report any safety or health issues immediately
- Hold a \$10,000 surety bond or insurance policy
- Maintain notes with each client's file that include observations, problems, complaints, plans of action, telephone contacts, reports of in-home visits by supervisors, and the findings of all investigations

# Education and Guidance for HCAs

- Comprehensive advertising guide
- Available in 6 languages at [portal.ct.gov/HCA](http://portal.ct.gov/HCA)



**Advertising Guidelines:**  
**Homemaker Companion Agencies** *Frequently Asked Questions and Answers from the Connecticut Department of Consumer Protection*

**DCP**

**What services can an HCA provide?**  
**An agency, and the caregivers working for the agency, can offer:**

- Homemaking services such as laundry, grocery shopping, cooking, household cleaning, and assistance with personal hygiene.
- Companionship such as card playing, puzzles, conversation, walks, and games.
- Help with dressing, showering and toileting.
- Supervision to ensure safety of the client.
- Client reminders to take their medication.

**What is an HCA not allowed to do?**  
**An agency cannot:**

- Advertise any nurse supervision or nursing services.
- Advertise that any staff members are Registered Nurses, Certified Nursing Assistants, home health aides, or specially trained in medical services.
- Advertise any type of health services.
- Advertise any type of memory care.
- Advertise any type of Alzheimer's/dementia care or hospice care.
- Engage in any untruthful or misleading advertising.
- Represent that the registration issued by DCP constitutes an endorsement of the HCA or the quality of services provided by the HCA.

**What constitutes advertising?**  
An advertisement includes all representations disseminated in any manner or by any means, including print, press releases, product/service placement, radio, television, social media, and electronic written communications.  
Additional examples of advertising include biographies of staff members and logos.

**Can an HCA advertise any medical services?**  
No, an HCA cannot advertise or offer any medical services such as administering insulin shots or other medication, managing colostomy bags, manipulating Foley catheters, assessing blood pressure, providing wound care, directing physical therapy treatment, or creating special diets.

**Can an HCA administer medication?**  
No, employees are not allowed to prepare, crush, measure, sort, dispense, insert, or administer any medications.

**Can an HCA advertise any training?**  
An HCA may only advertise non-medical trainings for services that are allowed by the DCP credential.



# Comprehensive Background Checks

- Effective Jan. 1, 2022
- Prospective HCA employees must submit to **comprehensive** background check
  - Public Act 21-37
  - Connecticut General Statute 20-678



# Comprehensive Background Checks

- Multi-state, multi-jurisdiction
- Local and national
- Check by verified name and date of birth
- Conducted by a third-party consumer reporting agency or background screening company
  - Accredited by Professional Background Screening Association
  - In compliance with the federal Fair Credit Reporting Act



# Employer Requirements

- Review application materials
- Conduct in-person or video-conference interview of prospective employee
- Check sex offender registries
- Verify Social Security number
- Comprehensive background checks
- Notify, in writing, all clients of the background check policy





# HCA Cannot Hire Anyone Who:

- Appears on the OIG list of excluded individuals for a conviction in the past 5 years
- Has a disqualifying conviction such as:
  - Neglect or abuse of patients
  - Fraud
  - Theft
  - Embezzlement
  - Breach of fiduciary responsibility or other financial misconduct
  - Unlawful manufacture, prescription or dispensing of a controlled substance



# Prospective Employees

- Must fill out the I-9 employment eligibility verification form
- Must complete and sign a form disclosing:
  - Criminal convictions
  - Disciplinary action by a licensing agency
  - Lying on this form could be a class A misdemeanor



# Record Retention by HCAs

- Maintain the comprehensive background check for each agency employee
  - During the time of employment plus 3 years
- Provide forms and comprehensive background check for inspection by DCP upon request





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Questions?