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DHS License #1103980

STAFF HANDBOOK
Doc HB-01



CAREGIVER STAFF HANDBOOK

Direct Support Professional Policies & Legal Requirements
CarePro Home Health Care, LLC, DHS License #1103980

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*This handbook is a compliance template built from current Minnesota and federal law as cited throughout, and from the Agency's Complete Program Policy Manual and July 1, 2026 DHS correction order. Sections marked **REQUIRED BY LAW** summarize an actual statutory or regulatory duty; sections marked **AGENCY POLICY** go beyond what the law specifically requires. It has not been reviewed by an attorney, have it reviewed by qualified counsel before adoption, and confirm current rates, phone numbers, and thresholds before distributing it.*

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Welcome to CarePro Home Health Care, LLC

Thank you for joining the CarePro team. As a caregiver (Direct Support Professional, PCA, or CFSS support worker), you help the people we serve live safely, with dignity, and as independently as possible. This handbook explains the laws and Agency policies that apply to your day-to-day work: training, background studies, electronic visit verification, mandated reporting, professional boundaries, drug and alcohol rules, and Minnesota's paid leave laws.

This handbook supplements, and does not replace, the Agency's Complete Program Policy Manual. If anything here appears to conflict with the Manual or a current DHS requirement, the most current legal requirement controls, tell your supervisor right away.

NOTE: A REQUIRED BY LAW tag means the rule comes from a specific state or federal statute or rule, cited in that section. An AGENCY POLICY tag means the rule is the Agency's own standard, often built on top of a legal requirement, but not itself independently required by that law.



HB-01 Your Role as a Caregiver

Every person you support has a support plan, support plan addendum, PCA care plan, or CFSS Service Delivery Plan that defines the services you are authorized to provide, how, and by whom. Your job is to provide exactly those services, safely, respectfully, and consistent with that plan.

- Treat every person you serve with dignity, patience, and respect for their own choices, culture, and communication style.
- Provide only the services described in the person's plan; if you believe a person needs something outside that plan, tell your supervisor rather than providing it yourself.
- Document your visits accurately and on time through Caretap and any required paper documentation (see HB-04). Billing that does not match what was actually documented has been a specific DHS finding at this Agency, accurate documentation protects both you and CarePro.
- Know how to reach your supervisor and the Agency's after-hours/emergency contact at all times you are on shift.

Minn. Stat. §§ 245D.071; 256B.0659; 256B.85.



HB-02 Eligibility to Work: Background Studies

REQUIRED BY LAW

Before you may have direct contact with a person served, and before any unsupervised direct contact, Minnesota law requires the Agency to complete a background study on you through DHS's NETStudy system, including a fingerprint-based check of state and FBI criminal history records.

- You may not have unsupervised direct contact with a person served until your background study is cleared.
- If any person you are assigned to serve is a minor (under 18), state law requires an expanded check for programs serving minors, including a search of the child abuse and neglect registry in every state you have lived in over the past five years.
- You have an ongoing duty to tell your supervisor immediately if you are arrested, charged, or convicted of a crime, or become subject to a maltreatment finding, while employed by the Agency.

Minn. Stat. ch. 245C, including §§ 245C.03, 245C.08.



HB-03 Orientation & Training Requirements

New-Hire Orientation, Within 60 Calendar Days of Hire

REQUIRED BY LAW

The Agency provides and documents completion of orientation within 60 calendar days of your hire date, covering these topics, required under Minn. Stat. § 245D.09, subd. 4. A CarePro DHS correction order cited a failure to complete this orientation within 60 days for two staff members, so the Agency now tracks this deadline closely for every new hire, and so should you:

1. Your job description, functions, reporting relationships, and expectations, including safety rules and incident reporting.
2. The Agency's current policies and procedures relevant to your duties.
3. Data privacy practices, including HIPAA where applicable.
4. The service recipient rights described in Minn. Stat. § 245D.04.
5. Maltreatment reporting requirements under Minn. Stat. §§ 245A.65, 245A.66, 626.557, and Minn. Stat. ch. 260E.
6. Person-centered planning and service delivery principles.
7. The definitions of manual restraint and other restrictive interventions.
8. Prohibited procedures under Minn. Stat. § 245D.06, subd. 5.
9. Basic first aid.
10. Minimizing the risk of sexual violence, including healthy relationships, consent, and bodily autonomy.
11. Topics specific to the needs of the people on your caseload.

Person-Specific Training, Before Unsupervised Contact With That Person

REQUIRED BY LAW

Separately, and before you have unsupervised direct contact with a specific person, you must be trained on that person's own plan, and, where applicable, medication procedures, medical equipment, mental health crisis response, and activities of daily living relevant to that person. This is a different, stricter deadline than the 60-day general orientation window above, do not confuse the two.

Minn. Stat. § 245D.09, subds. 4, 4a.

Annual Training

REQUIRED BY LAW

Each year, you complete refresher training covering data privacy, service recipient rights, maltreatment reporting (§§ 245A.65, 626.557), person-centered planning principles, the safe and correct use of manual restraint, prohibited procedures, basic first aid (unless your certification is current), and minimizing the risk of sexual violence. A CarePro correction order cited a missed annual training for one staff member, this is now tracked on the Agency's compliance calendar.

Minn. Stat. § 245D.09, subd. 5.

PCA and CFSS Worker Qualification Training

REQUIRED BY LAW

If you provide PCA or CFSS services, you also complete the worker qualification training required for that service line before providing unsupervised PCA or CFSS services, documented in your personnel file.



Minn. Stat. §§ 256B.0659, 256B.85.

Your Personnel Record

AGENCY POLICY

Your supervisor documents every orientation and training you complete, including the date, hours, and trainer, and the date of your first supervised and first unsupervised direct contact with a person served. Keeping this complete was cited as a violation at this Agency, help your supervisor keep it accurate by reporting any training you complete outside a formally scheduled session.

Minn. Stat. § 245D.095, subd. 5.



HB-04 Electronic Visit Verification (EVV)

REQUIRED BY LAW

Federal law (the 21st Century Cures Act) requires electronic verification of certain facts about every Medicaid-funded PCA and CFSS visit: the type of service, who received it, the date, the location, who provided it, and the time it began and ended. Minnesota's designated statewide EVV data aggregator is HHAeXchange.

Using Caretap

CarePro uses Caretap as its EVV and service documentation platform. Caretap captures your visit information and transmits it to HHAeXchange to satisfy Minnesota's EVV mandate.

Clocking In and Out

AGENCY POLICY

- Clock in when you start and clock out when you finish, at the point of care, not before or after.
- The service you record must match the service you actually provided and the person's authorization.
- The person must be present for the visit; for active-support services, present and participating.
- If Caretap fails or there is no signal, document the visit manually (start time, end time, services provided, your signature) and submit it to your supervisor as soon as possible to reconcile.

EVV and Documentation Integrity

REQUIRED BY LAW

NOTE: Do not alter or backdate an EVV record; report errors to your supervisor to correct through the proper process. A CarePro DHS correction order flagged a case where documentation did not match services billed, this is Medicaid program integrity fraud, not a paperwork shortcut, and is grounds for immediate termination and possible DHS/OIG referral. Your service note and your EVV/time record must always agree; the Agency reconciles billing to documentation every month before claims are submitted.



HB-05 Vulnerable Adult & Child Maltreatment Reporting

REQUIRED BY LAW

As Agency staff, you are a mandated reporter. If you know or have reason to believe a person has been maltreated, you must report it, you do not need proof, and you are not responsible for investigating it yourself.

Vulnerable Adults (18 and Older)

Contact	Phone	Purpose
MAARC, Minnesota Adult Abuse Reporting Center	1-844-880-1574 (toll-free)	Report suspected abuse, neglect, or financial exploitation of a vulnerable adult (18+)
911	911	Immediate danger to anyone, call first

Minn. Stat. § 626.557, subd. 14; § 626.5572, subd. 21.

Minors (Under 18)

Do not call MAARC for a minor. Report suspected maltreatment of a child to the county's child protection agency (common entry point) or law enforcement in the county where the child lives or where the incident occurred. CarePro serves children as well as adults, review your assigned client's age and plan carefully.

Minn. Stat. ch. 260E.

NOTE: Your duty to report applies even if the person you suspect is a co-worker, a supervisor, or a client's own parent or family member. Report what you observed, do not investigate or confront the family yourself.

Individual Abuse Prevention Plans (IAPP)

An IAPP is legally required for each vulnerable adult you serve, and separately for any person of any age receiving an intensive support service. As Agency policy, an IAPP is completed for every person served, and reviewed at least annually. A missed annual IAPP review was cited at this Agency, review the IAPP for each person on your caseload and tell your supervisor if a review date looks overdue.

Minn. Stat. §§ 626.557, subd. 14; 245D.071, subd. 2.



HB-06 Professional Boundaries & Your Relationship With the People You Serve

AGENCY POLICY

NOTE: This section reflects Agency policy, built on top of the Agency's abuse prevention duties and Minnesota's definition of financial exploitation of a vulnerable adult (Minn. Stat. § 626.5572, subd. 9). Minnesota law does not contain a single standalone "caregiver boundaries" statute.

General Boundaries

- Do not accept gifts, cash, loans, or any other item of value from a person you serve or their family, and do not lend them money or property.
- Do not allow yourself to be named in a person's will, trust, insurance policy, or as a beneficiary of any kind.
- Never serve as a person's power of attorney, guardian, or conservator while you are their caregiver.
- Do not use a person's vehicle, home, or other property for your own personal purposes.
- Provide only the services authorized in the person's plan; do not take on outside errands, side jobs, or personal favors.

Additional Boundaries When You Serve a Minor

- Do not socialize with the child or their family outside your scheduled, authorized work hours.
- Do not give the child or the parent/guardian your personal cell number, personal social media, or home address; use only Agency-approved communication channels.
- Never transport a minor anywhere beyond what the support plan authorizes and the parent or legal guardian has approved in writing.
- Never photograph or video a minor client, or post about them on personal social media, even with a parent's informal permission, without specific Agency authorization.
- Maintain a professional relationship with the child's parent or legal guardian; a personal friendship or romantic relationship with a client's family member is not permitted while you are assigned to that case.

NOTE: Your mandated reporting duty applies even if the person you suspect of maltreatment is the child's own parent or guardian. Report to the county child protection agency or law enforcement, do not handle it internally with the family.



HB-07 Drug and Alcohol Policy

REQUIRED BY LAW

Minnesota's Drug and Alcohol Testing in the Workplace Act (Minn. Stat. §§ 181.950 to .957) allows employers to test employees and applicants for drugs and alcohol under a written policy that meets specific legal requirements. This section is that written policy.

Positions Covered

Because caregiver, PCA, and CFSS support worker positions provide face-to-face care to children, vulnerable adults, and patients receiving health care services, they fall within a category under Minn. Stat. § 181.951, subd. 9, that permits testing, including cannabis testing, notwithstanding Minnesota's legalization of adult-use cannabis and the general off-duty-conduct protections of Minn. Stat. § 181.938.

Testing the Agency May Conduct

- Pre-employment testing, after a conditional job offer, applied the same way to every applicant for the position.
- Reasonable suspicion testing, when a supervisor has specific, documented observations suggesting impairment.
- Post-accident testing, following a workplace accident or injury.
- Random testing, because caregiver, PCA, and CFSS positions are covered direct-care positions under this policy.
- Return-to-duty and follow-up testing, for staff returning from a treatment program, for up to two years after.

Notice and Your Rights

- Current employees receive at least two weeks' written notice before random or other scheduled testing.
- You will receive written notice of a positive result within three working days, and have the right to explain it or request a confirmatory retest at your own expense within three working days.
- The Agency will not discharge you for a first confirmed positive test without first offering you the opportunity to participate in a counseling or rehabilitation program.
- Test results are kept confidential.

Minn. Stat. §§ 181.951, subds. 2, 3, 9; 181.953; 181.954.

On-Duty Impairment

Regardless of testing, you may never be impaired by alcohol, cannabis, or any other substance while on duty, on call, or otherwise responsible for a person served. Impairment while responsible for a person served results in immediate removal from direct-care duties and may result in termination.



HB-08 Earned Sick and Safe Time (ESST)

REQUIRED BY LAW

Minnesota's Earned Sick and Safe Time law (Minn. Stat. §§ 181.9445 to .9448) requires nearly every Minnesota employer, including home care agencies, to provide paid sick and safe time to employees who work at least 80 hours a year in Minnesota.

- You earn 1 hour of ESST for every 30 hours you work, up to 48 hours in a year.
- Unused ESST carries over up to a balance of 80 hours, or the Agency may instead provide your full annual amount upfront at the start of the year (frontloading).
- You may use ESST for your own or a family member's illness, injury, or medical care; for safety time related to domestic abuse, sexual assault, or stalking; for a workplace closure; or for your child's school or care program closing.
- "Family member" is defined broadly, it includes children, spouses or domestic partners, siblings, parents, grandparents, in-laws, other blood relatives, and one additional person you may designate each year.
- Give your supervisor as much notice as reasonably possible when you need to use ESST; the Agency may ask for documentation if you miss more than two consecutive scheduled shifts.
- The Agency will never retaliate against you for using ESST you are entitled to.

Minn. Stat. §§ 181.9445 to 181.9448.

NOTE: The City of Minneapolis also has its own Sick and Safe Time Ordinance (Minneapolis Code of Ordinances, Title 2, Chapter 40), separately enforced by the Minneapolis Department of Civil Rights. Current city guidance states the ordinance now aligns with, and does not exceed, the state law described above.



HB-09 Minnesota Paid Leave (Paid Family & Medical Leave)

REQUIRED BY LAW

Minnesota Paid Leave (Minn. Stat. ch. 268B), administered by the Department of Employment and Economic Development (DEED), has provided paid family and medical leave benefits since January 1, 2026. Nearly every Minnesota employer, including the Agency, participates.

- Covers your own serious health condition, bonding with a new child, caring for a family member with a serious health condition, a military family member's active-duty exigency, and safety leave.
- Each category is capped at 12 weeks, and combined benefits in a 12-month benefit year are capped at 20 weeks.

Minn. Stat. § 268B.04.

Paid Leave is funded through a payroll premium split between the Agency and employees, at least half paid by the Agency. The statutory base rate is 0.7% of wages, though the legislature has adjusted the actual rate applied in recent years, and small employers that qualify may receive a reduced rate.

NOTE: Confirm the current premium rate and the Agency's exact employer/employee split at pl.mn.gov before finalizing payroll deductions, this handbook states only the statutory baseline.

- You do not need to wait to use Paid Leave, benefits are available from your first day of qualifying leave.
- After 90 days of employment, you have the right to return to your same or an equivalent position, pay, and benefits after Paid Leave.
- The Agency will never retaliate against you for using Paid Leave you are entitled to; Paid Leave runs concurrently with FMLA where applicable, and is separate from ESST.

Minn. Stat. § 268B.09.



HB-10 Restrictive Interventions & Emergency Use of Manual Restraint

REQUIRED BY LAW

Minnesota law strictly limits when any restrictive intervention, including manual restraint, may be used. The only lawful way to plan for a restrictive intervention is a Positive Support Transition Plan, using state-prescribed forms and a mandatory phase-out timeline. Simply writing a "safety intervention" into a support plan does not by itself authorize any restrictive intervention.

- You may never use manual restraint except in the narrow emergency circumstances defined in the Agency's Emergency Use of Manual Restraint policy (CP-SAF-01).
- If you are ever involved in an emergency use of manual restraint, report it in writing to your supervisor within 3 calendar days, this Agency has been cited for missing this exact report before, do not let it happen again.
- If a licensed health or mental health professional has determined manual restraint is medically or psychologically contraindicated for a specific person, you may never use it on that person under any circumstance.

Minn. Stat. § 245D.061; Minn. R. ch. 9544.



HB-11 Health, Safety, and Emergency Procedures

First Aid & CPR

REQUIRED BY LAW

Minnesota law requires you to maintain current basic first aid training. CPR is separately required by law only when it is written into a specific person's support plan.

AGENCY POLICY

As Agency policy, CarePro requires all caregivers to maintain current CPR certification regardless of whether a specific person's plan requires it.

Minn. Stat. § 245D.06, subd. 2.

Positive Support Strategy Reviews

REQUIRED BY LAW

At least every six months, your supervisor reviews with each person you serve whether their positive support strategies still meet standards, and updates them if needed. This Agency has been cited for missing this six-month review before, help your supervisor keep it on schedule by flagging any person whose strategies seem out of date.

Minn. R. 9544.0030, subp. 1.

Incident Reporting

Report any injury, illness, medication error, environmental hazard, or other reportable incident to your supervisor immediately, and no later than 24 hours after you become aware of it.



HB-12 Confidentiality & Data Privacy

REQUIRED BY LAW

You will learn private information about the people you serve, including health information. You must keep this information confidential and share it only with people authorized to receive it as part of that person's care.

- Do not discuss a person's health, behavior, finances, or personal circumstances with anyone not authorized to know it, including your own family and friends, or on social media.
- Store and dispose of any paper or electronic records containing a person's information securely.

NOTE: Whether HIPAA specifically applies to the Agency depends on which service line is billing a person's care, this is addressed in the Agency's HIPAA Notice of Privacy Practices. Your duty of confidentiality to the people you serve applies either way.



HB-13 Raising a Concern

If you have a concern about your job, a policy, a coworker, or anything covered in this handbook, raise it with your supervisor first. If you are not comfortable doing that, or the concern involves your supervisor, contact:

Contact	Phone	Purpose
Said Ibrahim	612-315-3247	Director, highest level of authority at the Agency

Mailing address: 4020 Minnehaha Ave, Suite 2090, Minneapolis, MN 55406. This is separate from, and in addition to, the grievance process available to the people the Agency serves, described in the Agency's Grievances policy (CP-OPS-08).

NOTE: Minnesota law protects employees from retaliation for good-faith reports of suspected violations of law (Minn. Stat. § 181.932). The Agency does not retaliate against staff for raising concerns in good faith, including mandated-reporter obligations under HB-05.



HB-14 Acknowledgment of Receipt

By signing below, I acknowledge that I have received, reviewed, and had the opportunity to ask questions about this Caregiver Staff Handbook. I understand that it summarizes legal requirements and Agency policies that apply to my work, that it may be updated as laws change, and that I am responsible for following the most current version.

Employee Name (print):

Employee ID / Position: _____

Employee Signature

Date

Received By (Director / Designated Manager)

Date