

Consumer

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CALIFORNIA DEPARTMENT OF
CONSUMER
AFFAIRS



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You Have Questions?

WE'VE GOT ANSWERS!

Compiled by DCA Staff

Q I HAVE A VEHICLE IN GOOD RUNNING CONDITION WITH MORE THAN 300,000 MILES ON IT. AM I ELIGIBLE TO RETIRE IT THROUGH THE BUREAU OF AUTOMOTIVE REPAIR'S (BAR) CONSUMER ASSISTANCE PROGRAM?

BAR's Consumer Assistance Program (CAP) offers eligible consumers a financial incentive to retire their operational vehicle at a BAR-contracted auto dismantler. Participation is based on meeting eligibility requirements and the availability of funds each fiscal year (July 1–June 30).

Consumers with household incomes meeting eligibility requirements can receive up to \$1,500 to retire their vehicles.

To apply:

- **Check income eligibility** and more information online at www.bar.ca.gov/caponline.
- **Review eligibility requirements** and incentive amounts (either \$1,000 or \$1,500, dependent upon income).
- **Apply online** and a confirmation notice will be displayed; print or save the confirmation notice for your records.

If you are unable to apply online, call CAP toll-free at (866) 272-9642 to request a mailed application.

Q HOW DO I KNOW AN ONLINE ACCOUNTANT IS FOR REAL?

Tax time and anytime, certified public accountants (CPA) are valuable professional resources. These days, a CPA may be found via the internet, but is that person behind the screen licensed? Whether in person or online, the Department of Consumer Affairs' (DCA) California Board of Accountancy (CBA) says you still need to do your homework before choosing a CPA.


Check the status of a California CPA's license anytime by using DCA's license search at <https://search.dca.ca.gov>, or call DCA's Consumer Information Center toll-free at (800) 952-5210 Monday through Friday, 8 a.m. to 5 p.m. Keep in mind that, if you seek a CPA through online search engines, your search may return results that include CPAs licensed outside of California—and outside CBA's jurisdiction. Out-of-state licensees can be verified via the National Association of State Boards of Accountancy website: www.CPAverify.org. For more tips on choosing a CPA, visit www.cba.ca.gov.



CHECK A PROFESSIONAL'S LICENSE AT
[HTTPS://SEARCH.DCA.CA.GOV](https://search.dca.ca.gov).

Q&A

Got a question about your contractor, dentist, doctor, cosmetologist, or one of the many other professionals licensed and regulated by DCA? Maybe you'd like to know more about how DCA helps consumers like you make wise decisions by informing you about the laws that protect you? Now is your chance to ask!

Submit your question via email to publicaffairs@dca.ca.gov and it may be answered in a future issue of *Consumer Connection*. **Please note:** We are not able to answer questions regarding the status of a license application, complaint, or investigation. Some questions have been edited for clarity and brevity. 



Q I'M A SALON OWNER, AND MY ESTABLISHMENT WAS JUST INSPECTED BY THE BOARD OF BARBERING AND COSMETOLOGY. WHAT HAPPENS NOW?

After completion, the inspector leaves a yellow copy of the inspection report with the licensee in charge and each individual present. This is not a citation. This information, as well as any photos taken during the inspection, will be forwarded to the Department of Consumer Affairs' Board of Barbering and Cosmetology, where the Cite and Fine Unit will determine whether violations were discovered.

If violations are warranted, a citation will be mailed to the address on record within 45 to 60 days of the inspection. The citation will be sent with information regarding the appeal process and the due date of any fines owed. Read all the information you are sent in the mail. If you decide to appeal the citation, you will have to mail the appeal request by the due date indicated on the citation. Only the person who received the citation can appeal the citation.

Q I FOUND SWARMS OF TERMITES IN MY YARD. COULD MY HOUSE BE INFESTED?

Swarms of termites emerging from trees stumps, woodpiles, and other locations in the yard do not necessarily mean the house is infested. However, if winged termites are seen emerging from the base of a foundation wall or adjoining porches and patios, there's a good chance the house is infested.

Signs of termite infestation include:

- Sawdust-like piles near wood surfaces or elongated, pellet-shaped droppings.
- Dirt or mud-like tubes or trails on outside walls, on wooden beams, or in crawl spaces.
- Darkening or blistering of wooden structural members (like windowsills).
- Swarming winged insects inside the structure, especially in the spring or fall.

If help is needed, contact a professional company licensed by the Structural Pest Control Board. Visit www.pestboard.ca.gov for more information.

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CALIFORNIA PSYCHIATRIC TECHNICIANS: UPHOLDING HIGH STANDARDS IN DIRECT-CARE SERVICES

PROFESSIONALS PROVIDING SPECIALIZED MENTAL HEALTH AND DEVELOPMENTAL SERVICES FOR MORE THAN 60 YEARS

By **Brady Oppenheim**
Consumer Connection staff

California has regulated the psychiatric technician profession for more than six decades, building a legacy of high-quality direct-care services for people with developmental disabilities and mental illnesses.

WHAT IS A PSYCHIATRIC TECHNICIAN?

With more than 11,000 professionals in California, psychiatric technicians (P.T.) are key members of the allied health care team who are trained and licensed to provide a wide variety of physical, mental, and developmental care and services to Californians of all ages.

The California P.T. professional is an entry-level health care provider who is responsible for the care of clients with mental disorders and developmental disabilities. In California, psychiatric technicians and licensed vocational

nurses (LVN) share similar nursing education; however, while LVNs have additional education in medical/surgical, maternity, and pediatric nursing, P.T.s receive additional education in mental disorders and developmental disabilities.


P.T.s practice under the direction of a physician, psychologist, rehabilitation therapist, social worker, registered nurse, or other professional personnel, and are not independent practitioners. Typical duties within the California P.T. scope of practice include:

- Basic hygiene and nursing care.
- Measurement of vital signs.
- Performance of prescribed medical treatments.
- Administration of prescribed medications.
- Implementation of behavioral management techniques.
- Crisis intervention.
- Sensory and perceptual development assessment.
- Social and vocational training.
- Facilitation of individual and group therapeutic activities.

P.T.s provide services and support in a wide variety of settings including state hospitals, state and local developmental centers and programs, day treatment centers, correctional facilities, psychiatric hospitals and clinics, geropsychiatric centers, residential care facilities, and vocational training centers.

CALIFORNIA'S LICENSED P.T.s

The Department of Consumer Affairs' (DCA) Board of Vocational Nursing and Psychiatric Technicians (BVNPT) began certifying psychiatric technicians in 1959. In 1970, the P.T. certification was changed to a full BVNPT licensure program, which continues today.

To become a P.T. in California, an applicant must complete 1,530 clinical and education hours in pharmacology, nursing science, mental illnesses, developmental disabilities, and related subjects through a BVNPT-approved college-level program. Psychiatric technicians from other states or in the U.S. armed forces (where these professionals are typically called "behavioral health technicians") can apply for California licensure through equivalent education and experience. Consumers can check a California psychiatric technician's license by visiting <https://search.dca.ca.gov> or by calling DCA's Consumer Information Center at (800) 952-5210 Monday through Friday, 8 a.m. to 5 p.m. For more information on California psychiatric technicians' regulation, training, and licensure, visit www.bvnpt.ca.gov. 

CALIFORNIA PSYCHIATRIC TECHNICIANS

11,000
LICENSEES

STATE-CERTIFIED
SINCE **1959**

1,530
EDUCATIONAL HOURS
REQUIRED FOR LICENSURE*

STATE LICENSED
SINCE **1970**

576
THEORY HOURS

954
CLINICAL HOURS

12
APPROVED CALIFORNIA
COLLEGE-LEVEL EDUCATIONAL
PROGRAMS

REGULATED BY THE BOARD OF VOCATIONAL
NURSING AND PSYCHIATRIC TECHNICIANS

www.bvnpt.ca.gov

**P.T.s from other states or the U.S. armed forces may qualify for California licensure based on equivalent education and experience.*



LAND SURVEYORS LAYING THE GROUNDWORK FOR PRECISE, SAFE CONSTRUCTION

FROM HOMES TO HIGHWAYS, LICENSEES WORK TO KEEP THE PUBLIC SAFE

By Ryan Jones

Consumer Connection staff

When you see someone wearing an orange vest on the side of the road or on a piece of land and looking through a scope on a big tripod, have you wondered what their job is and what they're doing? Those are land surveyors, the first-step foundation to every construction project, whether a private residence, bridge, or commercial building.

Land surveyors do numerous critical, technical tasks to establish all types of boundaries, property lines, and elevation plans for contractors, construction companies, and government agencies.

Land surveyors are involved with measuring properties and pieces of land to determine boundaries. Information about boundaries is necessary for many reasons:

- It helps determine construction location for roads or buildings.

- It assists with property-line disputes.
- It leads to the creation of maps that assure accurate and proper construction.

The maps and land descriptions created by a land surveyor are usually considered legally binding. Surveyors may be called on to present their findings in a courtroom setting. Because of the legal and precise nature of the work, professional licensing is essential.


"Protecting the public is first and foremost. When land surveyors are doing their work, they are always working with the public's best interest," said Dallas Sweeney, a professional land surveyor who works at DCA's Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG).

Accurate surveying is critical because it often involves private-property rights, and an accurate boundary survey reinforces those rights. In addition, surveys are used for designing infrastructure projects, and inaccurate surveys will result in faulty designs.

To complete a professional land survey, a surveyor must:

- Perform research about the area or assignment, which may include seeking out the history of the property, including gathering information by going into the field and observing evidence about the property.
- Gather information via field work, which will then assist in determining boundaries or create a topography of that property.

During a land survey—which includes establishing elevation as well as boundary lines—Global Positioning System (GPS) data is often used. When surveys use GPS satellite data, it allows the gathering of accurate information with high efficiency. Once a land survey is completed, findings are recorded, often by creating official reports, public records, land records, legal documents, maps, and more. In many cases, survey work is completed with a team.

For consumers in California, professional land surveyors need to be licensed by BPELSG. Licensure assures you are getting the highest standard of work. You can check if the license of a land surveyor is in good standing on the Department of Consumer Affairs' (DCA) webpage at <https://search.dca.ca.gov>. 



SURVEYORS HAVE BEEN A PART OF SHAPING HISTORY

- THREE OF THE FOUR PRESIDENTS ON MOUNT RUSHMORE STARTED AS SURVEYORS: GEORGE WASHINGTON, THOMAS JEFFERSON, AND ABRAHAM LINCOLN.
- SURVEYING TOOLS AND BASIC MATHEMATICAL PRINCIPLES HELPED ANCIENT EGYPTIANS SET THE CORNERS OF THE GREAT PYRAMID.
- PRESIDENT THOMAS JEFFERSON COMMISSIONED LEWIS AND CLARK TO EXPLORE AND SURVEY THE TERRITORIES FROM JEFFERSON'S GREAT REAL ESTATE DEAL, THE LOUISIANA PURCHASE. THEIR EXTENSIVE REPORTS, MAPS, AND DATA COLLECTION PROVIDED CRITICAL INFORMATION THAT ENCOURAGED WESTWARD SETTLEMENT.
- SURVEYORS MADE SURE THE UNION PACIFIC AND THE CENTRAL PACIFIC RAILROADS CONNECTED IN PROMONTORY POINT, UTAH, TO FORM THE FIRST TRANSCONTINENTAL RAILROAD.
- SURVEYORS HELPED MEASURE THE DISTANCE FROM THE EARTH TO THE MOON. THE FIRST MEN TO LAND ON THE MOON PLACED A GROUPING OF REFLECTOR PRISMS—MEASURING TOOLS USED BY SURVEYORS. THE DISTANCE MEASURED WAS ACCURATE WITHIN JUST A COUPLE OF FEET.
- WHEN THE SPACE SHUTTLE *COLUMBIA* DISINTEGRATED IN 2003, DEBRIS SCATTERED OVER HUNDREDS OF MILES ACROSS 40 COUNTIES. USING HIGH-PRECISION GPS EQUIPMENT, SURVEYORS MARKED THE LOCATION OF DEBRIS, HELPING SCIENTISTS RECONSTRUCT THE ACCIDENT.



ARE MOBILE HAIR, MAKEUP, AND NAIL SERVICES LEGAL?

WHAT CONSUMERS NEED TO KNOW ABOUT THE BOARD OF BARBERING AND COSMETOLOGY'S PERSONAL SERVICE PERMIT

By **Renee Santos**

Consumer Connection staff

You may come across ads or social media posts promoting mobile beauty services for hair, nails, or makeup. But did you know mobile services are considered illegal without a Personal Service Permit (PSP)?

Unless the licensed professional obtains a PSP from DCA's Board of Barbering and Cosmetology (BBC), receiving services inside a home, hotel, bridal suite, or any other location outside of a licensed salon, shop, or spa for special occasions or regular/routine services is otherwise prohibited.

WHAT IS A PSP?

A PSP allows a licensed professional to provide limited services outside of a licensed establishment if they meet certain requirements while also giving the Board oversight over their work. This protects the consumer, by ensuring you are in good hands and are receiving services that meet state law and safety regulations even outside of a licensed salon.

The Board requires PSP applicants to:

- Hold a valid BBC license for a minimum of two consecutive years.
- Submit fingerprints for a criminal background check.
- Pay an application fee.
- Provide proof of liability insurance in the minimum amount of \$1 million.

ARE ALL SERVICES ALLOWED?

No. Licensed professionals who hold a PSP cannot provide all services. A PSP restricts licensed professionals from the use of chemicals, so any services including singeing, relaxing, chemically waving, or dyeing hair is not authorized. Additionally, chemical exfoliation or exfoliation with the use of a tool, machine or device, waxing, or lash extensions are not allowed.



WHAT LICENSEES CAN DO WITH PSPs

A LICENSED BARBER CAN:



- Shampoo.
- Cut.
- Style.
- Curl and wave hair.
- Apply hair tonics, powders, clays, antiseptics, and oils to the scalp, face, or neck.
- Trim beards.

A LICENSED ESTHETICIAN CAN:



- Clean, massage, or stimulate the face and neck using their hands with the use of cleansing agents, antiseptics, tonics, lotions, or creams.
- Apply make-up or strip lashes.
- Remove hair from the body with tweezers.

A LICENSED MANICURIST CAN:




- File and buff nails with non-electrical tools.
- Apply or remove nail polish.

A LICENSED COSMETOLOGIST CAN:



- Shampoo.
- Cut.
- Style.
- Curl and wave hair.
- Apply hair tonics, powders, clays, antiseptics, and oils to the scalp, face, or neck.
- Clean, massage, or stimulate the face and neck using their hands along with the use of cleansing agents, antiseptics, tonics, lotions, or creams.
- Remove hair from the body with tweezers.
- Apply make-up or strip lashes.
- Buff or file nails with non-electrical tools.
- Apply or remove nail polish.

Remember: After services are complete, ensure you are provided a PSP Notice to the Consumer and a receipt with your information including a list of services provided to you. This can be done electronically.

To learn more about PSPs or to find answers to frequently asked questions, visit the Board's website at www.barbercosmo.ca.gov. 



SHIFT GEARS TO 50 YEARS

BUREAU OF AUTOMOTIVE REPAIR CELEBRATES GOLDEN ANNIVERSARY

By **Lana K. Wilson-Combs**
Consumer Connection staff

Established in 1972, the Bureau of Automotive Repair (BAR) marked its 50th anniversary of protecting consumers from unethical and unlawful business practices in the automotive repair industry.

“We are here first and foremost to protect Californians through consumer programs and oversight of the automotive repair industry,” said Bureau Chief Patrick Dorais. “We aim to educate and empower consumers so they can make informed decisions about the maintenance and repair of their vehicles. And we are committed to helping keep California’s air clean through the Smog Check Program.

Over the past five decades, BAR has developed and improved programs vital to the protection of consumers and the environment and strengthened regulatory functions to ensure a fair and competitive marketplace.

BAR’s services include:

- **Complaint program**—BAR helps mediate consumer complaints against automotive repair dealers and takes disciplinary action against licensees who violate the law.
- **Consumer assistance**—BAR provides consumers improved access to vehicle safety recall information and offers financial assistance options for consumers who own vehicles with excess emissions.
- **Auto Body Inspection Program**—BAR offers no-cost inspections of collision-related repairs to help ensure the safety of California motorists and their vehicles.
- **Auto Shop Locator**—BAR’s free, mobile friendly Auto Shop Locator allows consumers to search for licensed automotive shops providing repair services in their area and check for possible disciplinary actions. Visit www.bar.ca.gov, click on the “Consumer” tab, and choose Auto Shop Locator.

To keep pace with technology in the automotive industry, BAR continues to enhance consumer protections and innovate to meet the ever-changing needs of its licensees. Recent highlights include:



Smog Check enhancements—In 2013, the Smog Check Program was restructured to include three new license types, improved inspection standards, and implemented the STAR Program. The program certifies high-performing Smog Check stations to better protect consumers and help the state meet required emissions reductions.



Mobile automotive repairs—In 2017, regulations were adopted to help consumers easily identify and verify the license of a mobile automotive repair business prior to enlisting services. Mobile repair businesses are required to include identifying information in all forms of advertisements, both online and on business vehicles.



Electronic estimates and authorizations—In 2019, regulations were adopted allowing electronic estimates and authorizations for automotive repair transactions conveniently by text message or other electronic communication.



Auto training opportunities—In 2019, the Cars for Schools program was implemented to provide hands-on auto training opportunities to students. Vehicles slated for retirement are donated to public high schools, community colleges, and regional occupation programs throughout the state.



Smog Check assistance—In 2020, BAR increased the state’s contribution toward emission repairs under the Consumer Assistance Program from a maximum of \$500 to \$1,200 for eligible consumers.

“I’m inspired by the dedicated employees and allied stakeholders who make the work of BAR possible,” Dorais said. “While we celebrate 50 years of protecting and serving Californians, we must never lose sight of our commitment to continually evolve to meet future challenges. We will continue to innovate and adapt our programs, services, and regulatory oversight in tandem with increasingly sophisticated automotive technology to protect consumers and support industry business operations.”

To learn more about BAR and its consumer programs and services, visit www.bar.ca.gov. 

GO WITH YOUR GUT

GASTROINTESTINAL HEALTH IS VITAL TO HOLISTIC WELLNESS

By **Renee Santos**

Consumer Connection staff

Do you feel anxious or stressed? Are those emotions accompanied by stomach pains or discomfort? It is not a coincidence.

Our gut—the shorthand term for the human gastrointestinal (GI) tract—is not only for digesting and absorbing foods but also acts as a second brain surrounded by tens of millions of nerve cells working to promote digestion while also staying in constant communication with the central nervous system.

So, when someone has anxiety or stressful thoughts, those nerve cells communicate with one another including those in the digestive system, which then typically reacts by causing cramping, stool problems, and overall discomfort.

Dr. Greta D'Amico is a naturopathic doctor and vice chair of the Department of Consumer Affairs' Naturopathic Medicine Committee (NMC). She says our vagus nerve (part of the body's parasympathetic nervous system which controls involuntary, specific body functions like digestion, heart rate, and immunity) carries signals to our gut and brain informing us of their conditions.


"Perhaps [the nerve is] picking up on and conveying other information as well," D'Amico said. "Maybe this is the physical way we identify a gut feeling."

TREATING THE WHOLE PERSON

Given how closely the gut and brain interact through the nervous system, the GI tract is sensitive to all emotions, including anger, sadness, and anxiety, triggering stomach problems. Just think of the last time you had a gut-wrenching feeling that made you feel nauseous or like you had butterflies in your stomach.

D'Amico says one of the tenets of naturopathic medicine is "treat the whole person"—which is another way of saying naturopathic doctors (N.D.) consider emotional, mental, physical, environmental, and lifestyle reasons for disease. N.D.s recognize that a patient's way of relating to the world, which is shaped to a great extent by past experiences and social conditioning, affects your physical health. For this reason, a patient's first visit with an N.D. to address gut health or other issues will usually be quite a bit longer than a typical medical screening. She says gathering the big picture of a patient's background and lifestyle and how different symptoms the patient is experiencing may be connected is crucial.

D'Amico says by taking a thorough history, doing a physical exam, and ordering any tests that may be necessary, an N.D. will be able to start to piece together the reasons behind the symptoms and work with a patient on a plan to address them, making a positive permanent change with little to no long-term reliance on drugs or supplements as much as possible.

For more information about N.D.s, download NMC's free **Consumer's Guide to Naturopathic Medicine** at www.naturopathic.ca.gov (click on the "Forms and Pubs" tab). To verify an N.D.'s license, visit <https://search.dca.ca.gov>. 

WHAT IS NATUROPATHIC MEDICINE?

Naturopathic medicine is a distinct and comprehensive system of primary health care that uses natural methods and substances to support and stimulate the body's self-healing process. It is distinguished by six principles upon which its practice is based.

The Healing Power of Nature	N.D.s trust in the body's inherent wisdom to heal itself.
Identify and Treat the Cause	Look beyond the symptoms to effectively address the underlying cause(s) of illness.
First Do No Harm	Seek to utilize the most natural, least invasive, and least toxic therapies first.
Doctor as Teacher	The primary role of an N.D. is a teacher who educates and encourages people to take responsibility for their own health and to take steps to achieve and maintain optimal health.
Treat the Whole Person	Total health includes physical, emotional, mental, genetic, environmental, social, spiritual, and other factors.
Prevention	Encourage and emphasize disease prevention and focus on promoting health and wellness.

BE SURE YOUR LANDSCAPE PROJECT GOES SMOOTHLY

A LICENSED LANDSCAPE ARCHITECT CAN OVERSEE THE JOB FROM START TO FINISH

By Ryan Jones

Consumer Connection staff


If you're considering updating a home outdoor space or creating a new one—whether a backyard for entertaining or replacing grass with a low water, low-maintenance hardscape—a professional landscape architect can ensure the project runs smoothly and meets your expectations.

To get the most out of any outdoor project, a landscape architect can accurately plan and design it while also overseeing the execution phase of construction.

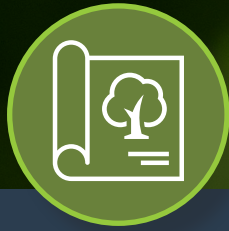
HIRING THE RIGHT PERSON FOR THE JOB

Start by obtaining the names of several landscape architects from more than one source. You can ask for recommendations from people you know or check online for California landscape architects, landscape architectural firms, and professional associations. You can also receive more information about the practice of landscape architecture and referrals from professional associations, such as the American Society of Landscape Architects (ASLA) and its local chapters.

Landscape architects often specialize in areas such as master planning, environment planning, site planning, residential design, public facilitation and mediation, historic preservation, and visual analysis. When looking for the right landscape architect for your project, be sure to ask if they specialize in one or more areas and what types of projects they have experience with.

In California, minimizing outdoor water usage is crucial, and often a key part of a project. Landscape architects utilize water conservation ordinances to ensure that new and renovated landscapes meet current water-saving mandates. They also evaluate water use through technical skills related to site detailing, landform, plant material selection, and irrigation to develop beautiful and safe environments. 





SIX REASONS WHY IT'S BENEFICIAL TO HIRE A LICENSED CALIFORNIA LANDSCAPE ARCHITECT:

- 1. Landscape architects will increase the value of your home**—Hiring a landscape architect is one of the best investments for your home, adding as much as 15 percent to its value over comparable houses. A landscape architect is well-equipped to design an outdoor living space that will not only add value, but also extend your living space while allowing you to enjoy all that nature has to offer. Arbors, installed seating, fountains, fire pits/fireplaces, patios, and even outdoor kitchens can create a space that is both inviting and environmentally sustainable. And research from Virginia Tech University shows that landscapes literally grow in value over time, while traditional home additions or remodels start to lose value the minute the dust settles.
- 2. Landscape architects have a plan**—They're trained to think about landscapes as systems. They will assess your property's problem areas as well as possibilities and create a solid plan that addresses both the big picture and exact details of how your landscape will look. They will also help you select the perfect materials, styles, textures, and colors for your landscape project. A landscape architect will handle all the details, saving you time and stress.
- 3. Landscape architects design low-maintenance gardens featuring beautiful native plants**—For those who are looking for low-maintenance gardens, native plants are the way to go—and a landscape architect will incorporate them into your landscape design. Native plants reduce water costs and often reduce chemical applications, and insects like bumble bees and butterflies flourish among them. One trend that relies on native plants is called xeriscaping, which reduces the need for supplemental watering or irrigation.

4. Landscape architects know where to place trees to lower energy bills—The proper placement of trees and large shrubs can lower energy bills by reducing heating and cooling costs, and a knowledgeable landscape architect knows exactly where they should be placed.

5. Landscape architects can devise the perfect drip irrigation system—Drip irrigation systems water plants right at the root and serve as an efficient alternative to sprinkler systems. But an incorrectly installed irrigation system can not only cost extra dollars on a monthly water bill, it can also kill all the new plants it's meant to help. Over-watering is a huge problem in many residential landscapes and one that can be easily avoided by hiring a landscape architect. Be sure to use a timer for maximum effectiveness.

6. Landscape architects offer expertise from start to finish—They will remain involved with the construction and follow through. What the homeowner may consider a long weekend project might take weeks to do properly.

An unlicensed landscape professional **can** prepare drawings for the conceptual design and placement of tangible objects and landscape features or plans, drawings, and specifications for the selection, placement or use of plants.

An unlicensed landscape professional **cannot** prepare construction documents, details, or specifications for the placement of tangible objects or landscape features for any site. In addition, unlicensed persons **cannot** prepare plans, drawings, or specifications of any kind that require grading or drainage of a site.

Source: American Society of Landscape Architects, a partner of the Landscape Architects Technical Committee.

When hiring a professional landscape architect, be sure you verify the status of their license at the Department of Consumer Affairs' License Check webpage at <https://search.dca.ca.gov>.

EXPANDING SUPPORT TO COMMUNITIES THROUGH LICENSURE

RESOURCES AVAILABLE FOR U.S. MILITARY MEMBERS AND THEIR FAMILIES AS WELL AS REFUGEES, ASYLEES, AND HOLDERS OF SPECIAL IMMIGRANT VISAS

By DCA staff

The Department of Consumer Affairs (DCA) and its 36 boards and bureaus protect and serve California consumers through the licensure and regulation of 280 license types in various professions and occupations ranging from accountant to physician, security guard to contractor, cemetery manager to veterinarian, and more.

One of the ways DCA protects and serves consumers is by ensuring applicants meet the minimum qualifications for licensure. To assist specific groups of license applicants while protecting consumers, the Department and its boards and bureaus are proudly implementing innovative licensure and resource programs for U.S. military members, refugees, asylees, and special immigrant visa holders.

MATERIALS FOR REFUGEES, ASYLEES, AND HOLDERS OF SPECIAL IMMIGRANT VISAS ARE AVAILABLE ONLINE IN 15 LANGUAGES



EXPEDITED LICENSURE PROCESS CREATED FOR REFUGEES, ASYLEES, AND HOLDERS OF SPECIAL IMMIGRANT VISAS

People from around the world bring their diverse backgrounds, strengths, and insights to the state. Plus these new Californians bring vital professional skills and even previously licensed experience and training by which all California consumers can benefit.

Assembly Bill 2113 helps refugees, asylees, and special immigrant visa holders who have previously been trained and licensed in other countries while increasing California's professional workforce and upholding consumer protections. According to the law, as of January 1, 2021, people in these official U.S. immigration categories may have their licensure applications expedited by their profession's DCA board or bureau:

- Refugees pursuant to section 1157 of title 8 of the United States Code.
- Those granted asylum by the secretary of the U.S. Department of Homeland Security or the attorney general of the United States pursuant to section 1158 of title 8 of the United States Code.
- Individuals with a special immigrant visa who have been granted a status pursuant to section 1244 of Public Law 110-181, Public Law 109-163, or section 602(b) of title VI of division F of Public Law 111-8.

To be considered for expedited licensure, applicants must provide evidence of their refugee, asylee, or special immigrant visa status when submitting their application package. Documentation examples include:

- Form I-94, Arrival/Departure Record, with an admission class code such as "RE" ("Refugee") or "AY" ("Asylee") or other information designating the person a refugee or asylee.
- Special immigrant visa that includes the classification codes of "SI" or "SQ."
- Permanent resident card (Form I-551), commonly known as a "green card," with a category designation indicating that the person was admitted as a refugee or asylee.

- An order from a court of competent jurisdiction or other documentary evidence that provides reasonable assurance that the applicant qualifies for expedited licensure.

While this expedited licensure process doesn't require a license or registration to be issued, it does mean the licensure process will be expedited.

For more information, contact the profession's licensing board or bureau listed in **Reach Out** on pages 24–26, email **refugee@dca.ca.gov**, or visit **www.dca.ca.gov** (click on "Licensees" and choose "Expedited Licensure Process for Refugees, Asylees, and Holders of Special Immigrant Visas"). If you need assistance in a language other than English, free materials are available online in 15 languages, and phone language assistance services are available at no cost: Call DCA toll-free at (833) 498-2006.

Scan the QR code or visit
www.dca.ca.gov/licensees
for more information.



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EXPEDITED LICENSING, KEY RESOURCES AVAILABLE FOR U.S. MILITARY MEMBERS AND THEIR FAMILIES


DCA is committed to supporting members of the U.S. armed forces and their families. The Department and its boards and bureaus recognize U.S. military members and their families possess valuable professional and occupational skills that are highly sought by California employers and consumers. Whether it's a transition from U.S. military to civilian life or a transfer to a California military base from out of state, DCA wants to be a resource for those seeking licensure.

Benefits available to U.S. military members and their families include:

- Expedited application processing for honorably discharged U.S. military members.
- Expedited application processing for U.S. military spouses.
- Renewal waivers for U.S. military members called to active duty.

For DCA boards and bureaus to successfully expedite applications for U.S. military members and their families, it's important to:

- Indicate as provided in the application that a U.S. military expedite is requested.
- Fully complete the application and submit the required fees.
- Submit the necessary documentation with the application, such as military orders, proof of out-of-state licensure, or a marriage certificate.

Additional information including board and bureau contact information, benefits available to U.S. military members and their families, printable materials, plus other external resources can be found on the DCA's Military Member Resource page at www.dca.ca.gov/military. 

Eligible military members are members of the U.S. armed forces only.



The collage features a woman in a military uniform kissing a child on the cheek, a man in a military uniform smiling with a woman, and a dog. Overlaid on the collage is a document titled "CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS LICENSING RESOURCES FOR U.S. MILITARY MEMBERS AND THEIR FAMILIES". The document lists various boards and bureaus offering temporary licenses to spouses of U.S. military members, including Professional Engineers, Land Surveyors, Registered Nursing, Podiatric Medical, Speech-Language Pathology and Audiology, Hearing-Aid Dispensers Board, and Veterinary Medical Board. It also includes a section for "EXPLAINED CHANGES" regarding license fees and temporary licensure for U.S. military spouses.

WWW.DCA.CA.GOV/MILITARY

BOARDS OFFERING TEMPORARY LICENSES TO SPOUSES OF U.S. MILITARY MEMBERS

- Board for Professional Engineers, Land Surveyors, and Geologists.
- Board of Registered Nursing.
- Board of Vocational Nursing and Psychiatric Technicians.
- Medical Board of California.
- Podiatric Medical Board of California.
- Speech-Language Pathology and Audiology and Hearing-Aid Dispensers Board.
- Veterinary Medical Board.

For information on temporary licensure for boards and bureaus not listed here, please contact the relevant board or bureau found in **Reach Out** on pages 24–26 or on www.dca.ca.gov/military. In addition, as of July 1, 2022, initial and original license fees charged by boards and bureaus for U.S. military spouses who are applying for licensure in California due to a military relocation are waived. Note: Beginning July 1, 2023, all DCA boards and bureaus will provide temporary licenses to U.S. military spouses who come to California and are licensed in another state in the same profession.

Scan the QR code or visit www.dca.ca.gov/military for free resources.



REPO RAMP UP

LOW CAR-MARKET INVENTORY FUELS MORE SEIZURE ACTIONS

By Laurel Goddard

Consumer Connection staff

Are your car payments up to date? If not, you may be looking over your shoulder: More consumers are falling behind on payments, and car dealers are seizing the opportunity to get their cars back.

In July 2022, *Barron's* financial magazine reported that vehicle repossessions from prime borrowers (those with good credit scores) doubled from 2% to 4% over the past two years. One possible reason behind the increase in repossessions could be that many of the loans were extended to buyers who had temporary increases in income during the pandemic due to stimulus checks, loan forgiveness, or other aid, so their incomes may have looked better at the time of the purchase. Those monthly incomes fell—sometimes by half—as pandemic stimulus programs stopped, and now they look even worse on an inflation-adjusted basis and as the prices of basics, in particular, are climbing, according to the *Barron's* report.

Before the pandemic, auto dealers and lenders were not as motivated to take back vehicles whose borrowers were late on payments because of challenges in finding them and in recouping costs. But with both new and used car inventories strained, high demand has made the repossession industry more profitable, as dealers can expect to resell repossessed cars quickly, sometimes for more than the borrower originally paid.


A repossession agency will contract with a legal owner (such as a lender or lien holder) to locate or recover personal property that has been sold under a security agreement (car loan or lease agreement) and is in default. Many of the activities before, during, and after repossession are regulated by federal and state laws,

including California's Collateral Recovery Act. DCA's Bureau of Security and Investigative Services regulates the industry by licensing repossession agencies, registering employees hired to recover property, and investigating complaints. Those seeking licensure must be at least 18 years old and undergo a criminal background check.

Consumers should also know:

- A repossession agent can repossess vehicles whether or not the owner or lessor is present, but they cannot enter private property or a locked, enclosed area without the consent of the property owner or a lessor/renter of an owner to repossess a vehicle.
- A licensed repossession agency must display its license number or its business name, address, and phone number on both sides of its tow vehicle.
- A licensed repossession agent must notify local law enforcement within one hour of a repossession.
- A bank, financial lender, or other legal owner might send their own employees to recover a vehicle, who are not mandated to be licensed as repossession agency employees.
- The repossession agent must inventory all personal items found in the vehicle and store them for a minimum of 60 days. They can discard them after that but must keep the inventory list, along with information on how the items were disposed of, on file for four years. If you're present during the repossession, you can ask to retrieve your items.

A repossession agency must provide you with a notice of seizure by mail or personal service no less than 96 hours after the repossession that includes the name, address, and phone number of the vehicle's legal owner and the repossession agency.

To verify a repossession agency license or registration, visit <https://search.dca.ca.gov>. To file a complaint, visit www.bsis.ca.gov, select the "Enforcement" icon, then the "File a Complaint" link. 





EXECUTIVE SPOTLIGHT



PAUL SANCHEZ **EXECUTIVE OFFICER, SPEECH-LANGUAGE** **PATHOLOGY, AUDIOLOGY, AND HEARING** **AID DISPENSERS BOARD**

Paul Sanchez was appointed executive officer to the Speech-Language Pathology, Audiology, and Hearing Aid Dispensers Board in June 2014. Under his direction, the Board has made significant improvements to its licensing and enforcement processes and enhanced the Hearing Aid Dispensers Examinations.

Prior to his appointment, Sanchez helped guide the Veterinary Medical Board through an organizational assessment and change that restructured its licensing, enforcement, and hospital inspection program. Sanchez also worked for the California State Teachers Retirement System for over 12 years in client outreach and guidance, overseeing several projects that enhanced member education through web services, counseling, and workshops.

We connected with him recently to find out a little more.

Q WHAT IS YOUR VISION FOR THE BOARD?

Q My vision for the Board is that we provide a healthy work environment where staff want to come to work every day and understand the connection between what they do and the Board's mission. I want all staff to have the tools and resources they need to do their best work for the public we serve.

Q WHAT IS YOUR BIGGEST CHALLENGE?

Q Our Board regulates three different professions: speech-language pathology, audiology, and hearing aid dispensing. Each profession has its own needs. Managing the needs of each profession can be challenging with our limited resources.

Also, working in government means you have to work through systems and bureaucracy and, while they have a purpose and place in government, they also can create obstacles and unintended consequences. My job is to help staff work through these obstacles so they can achieve success in their jobs.

Q WHAT HAS YOUR BOARD DONE RECENTLY THAT MAKES YOU ESPECIALLY PROUD?

Q The COVID-19 pandemic tested our operations and ability to work remotely while still meeting our stakeholders' needs. Our staff members banded together and stepped up their efforts to keep the work flowing, licensing and exams running, and complete our legislative sunset review. And we didn't just keep our heads above water, we attained a \$400,000 grant for our Business Modernization Project and are in our final push to roll out our new paperless application system. We have quite a team!

Q WHAT WOULD YOU LIKE CONSUMERS TO KNOW ABOUT THE BOARD?

Q We serve two vulnerable populations: children and older adults. I want consumers to know the Board is made up of licensees, public members, and staff who truly strive to protect and serve them. If a consumer believes they have been wronged or harmed by a licensed or an unlicensed person, they can reach out to the Board for help.

Q WHY IS YOUR BOARD IMPORTANT TO CALIFORNIANS AND CONSUMER PROTECTION?

Q Most of us at some point will need speech and hearing services for our children, ourselves, or an older family member. It is important that we continue to protect consumers when they need us most. Nothing is more important to us than consumer protection.

Q WHAT ADVICE WOULD YOU GIVE YOUR YOUNGER SELF?

Q Trust in your abilities and do the right thing. 



EXECUTIVE SPOTLIGHT



ANGELA JEMMOTT CHIEF, BUREAU OF REAL ESTATE APPRAISERS

Angela Jemmott was sworn in March 2 as the chief of the Bureau of Real Estate Appraisers (BRE) after serving the previous seven years as executive director for the California Commission on Disability Access (CCDA).

Throughout her CCDA tenure, Jemmott participated on various state government committees associated to her work, such as with the California Building Standards Commission and the Division of the State Architect. As a leader at CCDA, she even hosted the International Leadership Program for the South Australian statesperson, who visited California representing the Australian Disability Party.

Prior to her experience with CCDA, Jemmott had more than 20 years of business expertise in various leadership positions with private and educational entities, including BRE. Her exceptional leadership was recognized in 2021 by state Senator Brian Jones during Women’s History Month, then in 2022 with a bicameral legislative resolution.

Her previous mantra of “**Together we** can make an accessible barrier-free California” is now coupled with **Together we** can safeguard public trust by promoting professionalism in the real estate appraisal industry through licensing, education, and enforcement.

We recently asked her a few more questions about herself and BRE.

WHAT IS YOUR VISION FOR THE BUREAU?

My vision is aligned with the strategic goals set by the Bureau, and that is the empowering of real estate appraisers in providing California with excellence in appraisal services.

WHAT IS YOUR BIGGEST CHALLENGE?

The biggest challenge I am encountering is that changes are occurring at a three-dimensional pace within multiple areas that are transforming all around us simultaneously. That is, the industry is facing changes that are perpetual (occurring all the time), pervasive (unfolding in multiple areas at once), and exponential (accelerating at increasing rates).

WHAT HAS YOUR BUREAU DONE RECENTLY THAT MAKES YOU ESPECIALLY PROUD?

I am especially proud of the fact that BRE is paving the way in our industry in the educational preparation of all applicants and licensed appraisers to have the knowledge, skills, and abilities to be bias aware, inclusive, open minded, respectful, and fair to all. It is very rewarding to know that BRE is not only serving California but leading in the nation in this endeavor.

WHAT WOULD YOU LIKE CONSUMERS TO KNOW ABOUT THE BUREAU?

We have a user-friendly online complaint form submission system and highly skilled investigators to investigate grievances. So, no one should feel intimidated in the process of submitting a complaint to BRE, nor feel like their allegations will not be thoroughly investigated.

WHY IS YOUR BUREAU IMPORTANT TO CALIFORNIANS AND CONSUMER PROTECTION?

Californians should be comforted in knowing that BRE’s existence is to safeguard the public trust by promoting professionalism in the real estate appraisal industry through licensing, education, and enforcement, and we are unyielding in providing our highest level of service.

WHAT ADVICE WOULD YOU GIVE YOUR YOUNGER SELF?

If you can imagine it, then it can be done. Everything you imagine is being given to you for a reason and a season, so don’t get distracted or deterred by roadblocks or barriers, even that has purpose in the accomplishment of your dreams. Don’t ever give up!

BRIEFS



SCAMS AIMED AT LICENSEES ARE ON THE RISE: DON'T BE A VICTIM



The Department of Consumer Affairs (DCA) has learned of scams aimed at licensees of its boards and bureaus. In these recent schemes, a caller falsely identifies themselves as an employee or investigator of the board or bureau and claims the licensee's license was suspended. The caller demands the licensee make a payment immediately to reinstate their license.

Callers may be "spoofing" board and bureau phone numbers to make the calls appear to be coming from the licensing entity, and/or using fake letterhead to add authenticity to the scams.

If you receive a call from an individual claiming to be a board or bureau employee who is attempting to gather your personal and financial information, do the following:

- Be aware that board, bureau, and DCA staff will never ask for credit/debit card information over the phone.

- Refuse payment. Never disclose banking or credit card numbers without first taking steps to verify that the person requesting the information has a legitimate need for it.
- Never disclose personal information to the caller such as a Social Security Number or date of birth.
- Take down the caller's information (including name, title, phone number, and email address), let them know you will follow-up directly with the Board, and end the call.
- You may also consider ending the call without explanation if it appears suspicious or to be a scam.
- Contact the board or bureau directly.
- Report the call to local law enforcement authorities.
- Check for **fraud alerts** on DCA's homepage www.dca.ca.gov including tips and directions for contacting boards and bureaus to inquire if you are the subject of an official investigation.

DCA STAFF

STATE PUBLIC HEALTH LEADERS WARN EDUCATORS OF 'RAINBOW FENTANYL'



The California Department of Public Health (CDPH) recently warned education leaders about a new and concerning drug that may interest youth. In a **letter** to school administrators, CDPH Director and State Public Health Officer Tomás J. Aragón warned that "rainbow fentanyl" is a potentially fatal drug found in pills and powders in a variety of bright colors, shapes and sizes that could attract young people.

"Rainbow fentanyl can be found in many forms, including pills, powder, and blocks that can resemble sidewalk chalk or candy," said Aragón. "Any pill, regardless of its color, shape, or size,

that does not come from a health care provider or pharmacist can contain fentanyl and can be deadly."

It may be hard to tell if a person is high or experiencing an overdose. If you aren't sure, treat it like an overdose. Here are five steps that could save a life:

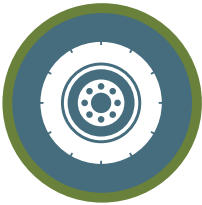
- Call 911 immediately.
- Administer naloxone, if available.
- Try to keep the person awake and breathing.
- Lay the person on their side to prevent choking.
- Stay with the person until emergency help arrives.

Visit the **CDPH Overdose Prevention Initiative** site for more information about fentanyl and other drugs, including resources for adult role models and educators.

DCA STAFF

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DON'T YOU DARE FORGET ABOUT YOUR SPARE



When was the last time you checked how old your spare tire is? Do you know how to verify its age? While most drivers' spares sit in their trunks or underneath their vehicles, it's important to never neglect spare tire maintenance.

To keep spare tires in safe working condition:

- Don't let your spares age—Check the last two digits of the U.S. Department of Transportation's

"DOT" number on the sidewall of your spare. These digits indicate the year your tire was made. You'll want to get a new spare every 10 years unless otherwise specified.

- Check tire pressure regularly—A good habit is to check your spare tire pressure when checking your other tires.
- Replace if damaged—Most spare tires are made for temporary use only and can wear out quickly. Therefore, it's safest to replace the spare if damaged or worn.

RENEE SANTOS

KNOW YOUR RIGHTS WITH A PRODUCT SERVICE CONTRACT



A service contract is often called an "extended warranty," but they aren't warranties. A manufacturer warranty is a promise to stand behind the product and is included in the price of the product. A service contract is offered at an extra cost.

Part of knowing your rights is knowing that service contracts sold in California must contain certain information:

- You have a right to see the terms and conditions of the contract prior to purchasing it.

- You are entitled to a "free-look" period of 30 days (for home electronics and appliances) or 60 days (for all other covered products). During the free-look period, you can cancel the service contract and receive a full refund.
- You may receive a prorated refund for the price of a service contract canceled after the free-look period.
- You should know the name and address of the service contractor responsible for any obligations.

If you feel the administrator is not honoring the service contract, contact the Bureau of Household Goods and Services at (916) 999-2041 to file a complaint. You can also visit www.bhgs.dca.ca.gov.

RYAN JONES

DON'T WAIT—FILE A COMPLAINT!



Did you know many DCA boards and bureaus have statutes of limitations for filing complaints?

While not all DCA licensing entities have specific timelines by which complaints need to be made and related board or bureau action taken, several do have statutes of limitations on the books per specific California laws. Those statutes mean not filing a complaint in a timely fashion makes it more difficult—and

sometimes impossible—for a regulatory entity to address your concerns.

So, if you have concerns about services rendered by a California professional or business licensed by a DCA board or bureau, whether the entity has statutes of limitations or filing deadlines, *don't wait—file a complaint!* For assistance in filing a complaint, contact DCA's Consumer Information Center Monday through Friday, 8 a.m. to 5 p.m., toll-free at (800) 952-5210, or file online at www.dca.ca.gov (click "Consumer" and choose "File a Complaint").

BRADY OPPENHEIM

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ACCESS EIGHT KEY HEALTH SERVICES WITHOUT A PRESCRIPTION



The California State Board of Pharmacy has created an online registry to help consumers find local pharmacies offering eight health services that pharmacists are authorized by California law to provide without a prescription.

Available at www.pharmacy.ca.gov (choose the “Consumers” tab and click on “Health Services Registry”), the e-registry lists:

1. Self-administered hormonal contraception.
2. Emergency contraception.
3. Vaccinations.

4. Travel medications.
5. Nicotine replacement therapy.
6. Naloxone.
7. HIV (human immunodeficiency virus) pre-exposure prophylaxis.
8. HIV post exposure prophylaxis.

Consumers are encouraged to verify search results by calling the pharmacy or pharmacist before visiting. The registry isn’t intended to be exhaustive and might not reflect all locations in your area that offer these services—contact your local pharmacy if it’s not listed.

If you find an out-of-date or invalid listing, please notify the Board at rxhealthservices@dca.ca.gov.

BRADY OPPENHEIM

PROTECT YOURSELF FROM CATALYTIC CONVERTER THEFT



Catalytic converter thefts are an ongoing and costly problem. Thieves target converters for the valuable metal they contain and can pocket up to a few hundred dollars for a catalytic converter at a scrapyard. But replacing yours can cost thousands of dollars.

The Bureau of Automotive Repair (BAR) offers these tips to prevent becoming a victim:

- Have your vehicle’s license plate number or VIN (vehicle identification number) engraved

onto your converter at an Etch and Catch Program offered by local law enforcement agencies and automotive repair shops.

- Calibrate your alarm to detect vibration and invest in a dash camera.
- Park in a garage or a well-lit area.
- Install motion-detection lighting outside your home or near your parked vehicle.
- Install an anti-theft device such as a protective plate, shield, or cage to secure your catalytic converter.

For more information, or to find a licensed automotive repair shop near you, visit www.bar.ca.gov.

LANA K. WILSON-COMBS

DEPARTMENT OF PUBLIC HEALTH RELEASES LATEST DRUG OVERDOSE DATA



The California Department of Public Health has updated its data and public awareness information as part of the drug Overdose Prevention Initiative, which tracks the severity and constantly changing nature of the statewide drug overdose epidemic.

New information is available at www.cdph.ca.gov on the following:

- **Data:** Preliminary fatal drug-related overdose data reports, overdose data products, evaluation data products, and behavioral health data products.
- **Fentanyl:** An overview on fentanyl and resources.
- **Naloxone:** How to recognize and respond to an opioid overdose, and where you can get naloxone.
- **Adult Role Models:** Opioid and substance use prevention resources for adult role models working with youth.
- **Health Care Providers:** Opioid and substance use prevention resources for prescribers and health care providers.

RYAN JONES

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NEW LICENSE OPTION BENEFITS HOMEOWNERS AND CONSTRUCTION-INDUSTRY WORKERS



The Contractors State License Board (CSLB) now offers a new license type called the “B2 residential remodeling contractor.” It was created to meet California’s evolving construction needs, provide a licensure pathway for more workers with remodeling or handyman experience, and to meet consumer home-improvement demand.

Many homeowners want to update their homes without structural changes, according to CSLB.

The new classification means more individuals qualify for licensure, and consumers’ pent-up demand for contractors can be better served. In addition, the development of the B2 trade exam provides enhanced consumer protection.

Professionals with the new B2 license are not authorized to make structural changes to load-bearing portions of structures or perform electrical, mechanical, or plumbing work behind a wall, but they can accept projects like cabinet replacement, painting, flooring installation, and replacement of electrical or plumbing fixtures.

Any construction job costing \$500 or more requires a CSLB license. To learn more about the B2 classification, visit www.cslb.ca.gov. Verify a contractor’s license at <https://search.dca.ca.gov>.

LAUREL GODDARD

NEED INFORMATION ON YOUR DOCTOR? THERE’S AN APP FOR THAT



Receive notifications when your doctor’s name, address, practice status, license expiration, added specialty, or survey data changes, or when administrative actions or enforcement documents are added to your doctor’s profile with the Medical Board of California. This information includes notification when a doctor’s license is suspended, revoked, or placed on probation.

So how does it work?

- 1. Download the app**—currently available only on iOS.
- 2. Search for a doctor’s license**—follow up to 16 doctors’ licenses.
- 3. Follow the license**—get immediate profile access to doctors being followed.

Users can download the app by visiting the Apple Store and searching for “Medical Board of California.”

A version for Android is forthcoming.

RENEE SANTOS



DCA EDUCATES, ENGAGES, AND EMPOWERS CALIFORNIA CONSUMERS THROUGH SOCIAL MEDIA. FOLLOW DCA ON FACEBOOK AND TWITTER TODAY!



WWW.FACEBOOK.COM/CALIFORNIADCA



WWW.TWITTER.COM/CALIFORNIADCA

REACH OUT



The Department of Consumer Affairs (DCA) protects and serves California consumers. DCA accomplishes this by administering more than 3.4 million licenses in more than 280 license types, including permits, certificates, and registrations through the licensing and regulatory entities under its jurisdiction. DCA provides consumers with current license status information on the millions of professionals licensed or certified through its entities. To check professionals' licenses, visit <http://search.dca.ca.gov>. To report concerns about a licensed professional or to find out more about a profession, contact one of the many DCA entities listed below.

ACCOUNTANCY, CALIFORNIA BOARD OF

2450 Venture Oaks Way, Suite 300
Sacramento, CA 95833
(916) 263-3680
www.cba.ca.gov

ACUPUNCTURE BOARD

1625 North Market Blvd.,
Suite N-219
Sacramento, CA 95834
(916) 515-5200
www.acupuncture.ca.gov

ARBITRATION CERTIFICATION PROGRAM

1625 North Market Blvd.,
Suite N-112
Sacramento, CA 95834
Toll-free: (800) 952-5210
(916) 574-7350
www.dca.ca.gov/acp
www.lemonlaw.ca.gov

ARCHITECTS BOARD, CALIFORNIA

2420 Del Paso Road, Suite 105
Sacramento, CA 95834
(916) 574-7220
www.cab.ca.gov

ATHLETIC COMMISSION, CALIFORNIA STATE

2005 Evergreen St., Suite 2010
Sacramento, CA 95815
(916) 263-2195
TTY: (800) 326-2297
www.dca.ca.gov/csac

AUTOMOTIVE REPAIR, BUREAU OF

10949 North Mather Blvd.
Rancho Cordova, CA 95670
Toll-free: (800) 952-5210
www.bar.ca.gov

BARBERING AND COSMETOLOGY, BOARD OF

2420 Del Paso Road, Suite 100
Sacramento, CA 95834
Toll-free: (800) 952-5210
www.barbercosmo.ca.gov

BEHAVIORAL SCIENCES, BOARD OF

1625 North Market Blvd.,
Suite S-200
Sacramento, CA 95834
(916) 574-7830
www.bbs.ca.gov

CEMETERY AND FUNERAL BUREAU

1625 North Market Blvd.,
Suite S-208
Sacramento, CA 95834
(916) 574-7870
Toll-free: (800) 952-5210
www.cfb.ca.gov

CHIROPRACTIC EXAMINERS, BOARD OF

1625 North Market Blvd.,
Suite N-327
Sacramento, CA 95834
(916) 263-5355
Toll-free: (866) 543-1311
www.chiro.ca.gov

CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive
Sacramento, CA 95827
(916) 255-3900
Toll-free: (800) 321-2752
www.cslb.ca.gov

COURT REPORTERS BOARD OF CALIFORNIA

2535 Capitol Oaks Drive, Suite 230
Sacramento, CA 95833
(916) 263-3660
Toll-free: (877) 327-5272
(877-3ASKCRB)
www.courtreportersboard.ca.gov

DENTAL BOARD OF CALIFORNIA

2005 Evergreen St., Suite 1550
Sacramento, CA 95815
(916) 263-2300
Toll-free: (877) 729-7789
www.dbc.ca.gov

DENTAL HYGIENE BOARD OF CALIFORNIA

2005 Evergreen St., Suite 1350
Sacramento, CA 95815
(916) 263-1978
www.dhbc.ca.gov

HOUSEHOLD GOODS AND SERVICES, BUREAU OF

4244 South Market Court, Suite D
Sacramento, CA 95834
(916) 999-2041
bhgs.dca.ca.gov

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

2420 Del Paso Road, Suite 105
Sacramento, CA 95834
(916) 575-7230
www.latc.ca.gov

MEDICAL BOARD OF CALIFORNIA

2005 Evergreen St., Suite 1200
Sacramento, CA 95815
(916) 263-2382
Toll-free: (800) 633-2322
www.mbc.ca.gov

NATUROPATHIC MEDICINE, CALIFORNIA BOARD OF

1300 National Drive, Suite 150
Sacramento, CA 95834
(916) 928-4785
www.naturopathic.ca.gov

OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF

1610 Arden Way, Suite 121
Sacramento, CA 95815
(916) 263-2294
www.bot.ca.gov

OPTOMETRY, CALIFORNIA STATE BOARD OF

2450 Del Paso Road, Suite 105
Sacramento, CA 95834
(916) 575-7170
Toll-free: (866) 585-2666
www.optometry.ca.gov

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

1300 National Drive, Suite 150
Sacramento, CA 95834
(916) 928-8390
www.ombc.ca.gov

PHARMACY, CALIFORNIA STATE BOARD OF

2720 Gateway Oaks Drive,
Suite 100
Sacramento, CA 95833
(916) 518-3100
www.pharmacy.ca.gov

PHYSICAL THERAPY BOARD OF CALIFORNIA

2005 Evergreen St., Suite 2600
Sacramento, CA 95815
(916) 561-8200
www.ptbc.ca.gov

PHYSICIAN ASSISTANT BOARD

2005 Evergreen St., Suite 2250
Sacramento, CA 95815
(916) 561-8780
www.pab.ca.gov

PODIATRIC MEDICAL BOARD OF CALIFORNIA

2005 Evergreen St., Suite 1300
Sacramento, CA 95815
(916) 263-2647
www.pmbc.ca.gov

**PRIVATE POSTSECONDARY EDUCATION,
BUREAU FOR**

1747 North Market Blvd., Suite 225,
Sacramento, CA 95834
(916) 574-8900
Toll-free: (888) 370-7589
www.bppe.ca.gov

**PROFESSIONAL ENGINEERS, LAND SURVEYORS,
AND GEOLOGISTS, BOARD FOR**

2535 Capitol Oaks Drive, Suite 300
Sacramento, CA 95833
(916) 263-2222
Toll-free: (866) 780-5370
www.bpelsg.ca.gov

PROFESSIONAL FIDUCIARIES BUREAU

1625 North Market Blvd.,
Suite S-209
Sacramento, CA 95834
(916) 574-7340
www.fiduciary.ca.gov

PSYCHOLOGY, BOARD OF

1625 North Market Blvd., Suite N-215
Sacramento, CA 95834
(916) 574-7720
Toll-free: (866) 503-3221
www.psychology.ca.gov

REAL ESTATE APPRAISERS, BUREAU OF

3075 Prospect Park Drive, Suite 190
Rancho Cordova, CA 95670
(916) 552-9000
www.brea.ca.gov

REGISTERED NURSING, BOARD OF

1747 North Market Blvd., Suite 150
Sacramento, CA 95834
(916) 322-3350
www.rn.ca.gov

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