



NEWS RELEASE

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Additional Options to Treat Pets During COVID-19

DCA Director Waives Requirements for Veterinary Telemedicine and Prescription Refills

SACRAMENTO – The Department of Consumer Affairs (DCA) issued new waivers regarding the veterinarian-client-patient relationship to give pet owners more options when seeking treatment for their pets during the COVID-19 pandemic.

The waivers authorize veterinarians to diagnose and treat new or different animal medical conditions via telemedicine in cases where a veterinarian-client-patient relationship is already established; and prescriptions can be refilled for six additional months without another in-person examination.

“We’ve heard from veterinarians that people aren’t taking their pets in for much needed veterinary care because of the fear of potential exposure to COVID-19,” said DCA Director Kimberly Kirchmeyer. “With these waivers, pet owners will be able to have their pets examined via technology and have prescription refills extended.”

Another waiver released today helping veterinarians removes “face-to-face” training requirements for applicants that are already licensed out-of-state and for temporary licensees. Training may now be conducted via appropriate electronic means.

Other waivers that have recently been issued by DCA include:

Bureau of Security and Investigative Services - For private investigator, private patrol operator and alarm company agent licensees with a firearm permit expiring between March 31 and May 29, 2020, the order waives the requirement that they complete a fourth (of four) training course, examination and firing range requalification, subject to the condition that they must make up the waived requirements within 60 days of the waiver order.

Occupational Therapy Board – For individuals who complete the education and experience requirements necessary for licensure between March 31 and June 1,

2020, it extends by two months (to six months) the period within which such persons must apply to take the licensing examination in order to qualify for a limited permit; and for individuals issued a limited permit between March 31 and June 1, 2020, it extends by three months (to six months) the validity of such permits.

Hearing aid dispensers – Extends by six months the temporary and trainee licenses expiring between March 31, 2020, and September 30, 2020, to enable the licensees to take the examinations that have been canceled as a result of COVID-19.

Board of Behavioral Sciences – Extends by 90 days the period that students studying to become licensed marriage and family therapists can continue counseling clients even though they are not currently enrolled in a practical training course. Another waiver would waive the law and ethics examination for re-registration of specific license types.

The director also issued waivers extending [DCA Waiver DCA-20-03 Nursing Student Clinical Hours](#) and [DCA Waiver DCA-20-07 Division 3 Continuing Education](#) for an additional 60 days.

The waivers are issued as the Director exercises the authority under Governor Gavin Newsom's Executive Orders N-39-20, N-40-20 and N-66-20. The Department of Consumer Affairs is working hand in hand with its healing arts licensing boards to determine which licensing requirement waivers would allow individuals to continue assisting with the COVID-19 pandemic while at the same time maintaining consumer protection.

A list of current waivers can be found on the [DCA website](#).

The Department of Consumer Affairs is a consumer protection department under the Business, Consumer Services and Housing Agency and has been working closely with other state departments and stakeholders to respond to and protect all Californians during the COVID-19 pandemic.

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ABOUT THE DEPARTMENT OF CONSUMER AFFAIRS: *The Department of Consumer Affairs (DCA) promotes and protects the interests of California consumers while ensuring a competent and fair marketplace. DCA helps consumers learn how to protect themselves from unscrupulous and unqualified individuals. The department also protects professionals (licensees) from unfair competition by unlicensed practitioners. Consumers can file complaints against licensees by contacting DCA at (800) 952-5210. Consumers can also file a complaint online at dca.ca.gov.*