

## Iowa Personal Care Licensing Summary

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Summary of Scope                     | <b>This Licensing Summary is a resource for current and prospective business owners who wish to understand the requirements for obtaining licensure for personal care services. This summary is intended to be inclusive of all requirements that are readily accessible and available. Requirements can change without notice. This Licensing Summary will be reviewed and updated regularly to provide the most up-to date information. This summary will not include any requirements related to Medicare, Medicaid services, or waiver programs. This summary is not intended to guide current and prospective business owners through every step of licensing, but to provide the necessary information for assistance with the process.</b> |
| Agency(s)                            | <b>Iowa Department of Inspections &amp; Appeals (DIA)<br/>Regulated Health Facilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Key Contacts                         | <b>DIA Regulated Health Facilities</b><br>321 E 12th St, Des Moines, IA 50319<br>Phone (515) 281-4115                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Agency Website                       | <b>DIA Regulated Health Facilities</b><br><a href="https://dia.iowa.gov/health-facilities">https://dia.iowa.gov/health-facilities</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| License (Homemaker & Companion Care) | No license is required. The State of Iowa does not govern or regulate companion and homemaker services.<br><br>Companion or sitter services include a person who spends time with or cares for an elderly, handicapped, or convalescent individual and accompanies such individual on trips and outings and may prepare and serve meals to such individual. A companion does not provide hands-on personal care to a client.<br>Homemaker services are household chores that include housekeeping, meal planning and preparation, shopping assistance, and routine household activities for an elderly, handicapped, or convalescent individual. A homemaker does not provide hands-on personal care to a client.                                 |
| License (Personal Care)              | No license is required. The State of Iowa does not govern or regulate personal care services.<br><br>Personal care services involve providing assistance with activities of daily living. These are nonmedical services that are provided by an unlicensed caregiver and focus on assisting the client in living independently. The services include but are not limited to dressing, bathing, toileting, transferring or ambulating, light exercises, light housekeeping, meal preparation, and companionship.                                                                                                                                                                                                                                   |
| Certificate of Need                  | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Moratorium                           | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| License Costs                        | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Iowa Personal Care Licensing Summary

|                                                              |                                                                                                                                                                                                                                                |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Licensure Term                                               | NA                                                                                                                                                                                                                                             |
| Renewal Late Fee Process                                     | NA                                                                                                                                                                                                                                             |
| Application Process Summary                                  | NA                                                                                                                                                                                                                                             |
| Branches and Workstations (Satellite Offices)                | NA                                                                                                                                                                                                                                             |
| Application Form                                             | NA                                                                                                                                                                                                                                             |
| Change of Ownership                                          | NA                                                                                                                                                                                                                                             |
| Change in License Category or Classification Process         | NA                                                                                                                                                                                                                                             |
| Change of Name Process                                       | NA                                                                                                                                                                                                                                             |
| Change of Address Process                                    | NA                                                                                                                                                                                                                                             |
| Changes to information in last submitted license application | NA                                                                                                                                                                                                                                             |
| Closure Process                                              | NA                                                                                                                                                                                                                                             |
| Key Personnel Requirements and Qualifications                | The state does not mandate key disciplines, qualifications, or initial training requirements for staff in an unlicensed agency. Your agency will follow the agency policy and procedure manual and agency job descriptions for these criteria. |
| Background Check Requirements                                | NA                                                                                                                                                                                                                                             |

## Iowa Personal Care Licensing Summary

|                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Initial Caregiver Training Requirements                 | Companion Care, Personal Care agencies are not licensed, registered, or regulated by the state of Iowa. Initial training requirements related to companion care or personal care are not mandated by the state. Your agency will depend on its policy and procedure manual for guidance in operations, finance, personnel, and client care. The state of Iowa requires that a mandatory reporter whose work involves the examination, attending, counseling, or treatment of adults on a regular basis shall complete two (2) hours of training relating to the identification and reporting of dependent adult abuse within six (6) months of initial employment.<br>Iowa Code section 235B.16 (3)(b)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Ongoing Caregiver Training Requirements                 | <p>The state does not regulate Companion Care or Personal Care, but your agency will want to ensure staff receive ongoing training to maintain compliance to your policy and procedures.</p> <p>The state of Iowa requires that a mandatory reporter whose work involves the examination, attending, counseling, or treatment of adults on a regular basis shall complete at least one (1) hour of additional dependent adult abuse identification and reporting training every three (3) years.</p> <p>Your agency In-Service Education policy should specify the number of in-service hours that employees are required to complete. The agency will maintain records on in-service education and attendance.</p> <p>Your agency's licensed caregivers will need to meet the continuing education units that are prescribed by their licensing board prior to renewing their license to practice. Each license will have an expiration date that is visible on the license.</p> <p>Note: Iowa Code section 235B.16 requires that a mandatory reporter whose work involves the examination, attending, counseling, or treatment of adults on a regular basis shall:</p> <ol style="list-style-type: none"> <li>1. Obtain a statement of the abuse reporting requirements from the person's employer within one (1) month of initial employment.</li> <li>2. Complete two (2) hours of training relating to the identification and reporting of dependent adult abuse within six (6) months of initial employment.</li> <li>3. Complete at least one (1) hour of additional dependent adult abuse identification and reporting training every three (3) years.</li> </ol> |
| Survey Tags & Interpretive Guidelines                   | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Complaints, inspections, investigations and enforcement | Your companion care/personal care agency is not licensed by the Iowa DIA, and, as such, the DIA does not have jurisdiction over your agency. Complaints the DIA receives that are about issues such as professional practice are referred to the licensing/professional standards boards (i.e., Nursing Board) for review and action as they deem necessary. In this situation, the licensing board can visit your agency to review the complaint with your management team as a part of their investigation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## Iowa Personal Care Licensing Summary

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | Your agency will have a policy in its policy and procedure manual that pertains to complaints. The policy and procedural manual will review the process, documentation and record keeping regarding complaints.                                                                                                                                                                                                                                                                              |
| Application Corrections Requested by the Department | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Conditional & Provisional License                   | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Revisit Fee                                         | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Reporting Requirements for Fraud, Abuse & Neglect   | <p>Homemakers, home health aides and certain health care practitioners, such as physicians and nurses, are required to report suspected elder abuse, neglect or exploitation in Iowa. Anyone who is not a mandated reporter may also report suspected abuse.</p> <p>If your staff suspects that an older adult is being mistreated, contact the Iowa Department of Human Services. Dependent Adult Abuse 24-hour hotline:<br/>1-800-362-2178<br/>Iowa Code Ann. §§ 235B.1-235B.20 (West)</p> |
| Licensure Marketing                                 | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Additional Considerations                           | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Relevant Statutes & Regulations                     | <p>Iowa Code Ann. §§ 235B.1-235B.20 (West) (Dependent Adult Abuse Reporting)</p> <p>Iowa Code Ann. § 152 (West). (Nurse Practice Act)</p>                                                                                                                                                                                                                                                                                                                                                    |