



## Private Caregiver Instructions and Checklist for Hiring

☐ United  
☐ Third  
Unit No. \_\_\_\_\_

The board of directors of United Laguna Woods Mutual and Third Laguna Hills Mutual adopted a Private Caregiver Policy to reasonably address caregivers who provide care for Residents. **Every Private Caregiver Application for Permit must be approved in writing prior to commencing support.** Please follow this checklist to ensure a smooth and efficient process.

**Omission of any required items will result in delay or denial of the Private Caregiver Permit.**

### 1. Review the Private Caregiver Policy and submit the required paperwork.

- ☐ Register the Private Caregiver with the California Department of Social Services and complete the Live Scan requirements, which include background check and fingerprinting;
- ☐ Complete the Application for Private Caregiver Permit;
- ☐ Provide a copy of the private caregiver's state-issued driver's license or ID;
- ☐ Submit Private Caregiver Application to Community Services.

### 2. Documentation Review

The board of directors or authorized designee will review the submitted documentation for approval or denial. Community Services will notify the Resident of the outcome within 10 business days.

- a. If approved, the private caregiver will be issued an ID, which must be worn in clear sight at all times and obtain a gate pass, which may include an overnight parking pass.
- b. If denied, the Owner/Member and private caregiver will be notified by Community Services.

### Important Information

- ☐ All documents must be received by Community Services before the application can be processed;
- ☐ The private caregiver cannot commence work until a permit is obtained. Special circumstances may be granted;
- ☐ Only completed applications with the required paperwork will be reviewed;
- ☐ The private caregiver must be registered with the California Department of Social Services Home Care Services Bureau;
- ☐ The Private Caregiver Permit is approved for a period of up to one year and must be renewed annually;
- ☐ Community Services must be informed in writing of any deviations from an approved Private Caregiver Permit;
- ☐ Owner/Member is responsible for ensuring that rules, regulations and policies are followed by anyone he or she allows into the Community;
- ☐ Failure to abide by the rules, regulations and policies may result in disciplinary action, including monetary fines, suspension of Owner/Member privileges and/or legal action.

### ATTACHMENTS

Private Caregiver Policy  
Application for Permit  
Policy Frequently Asked Questions  
Private Caregiver / Home Care Aide Application Process

## Private Caregiver Policy

### I. Purpose

The purpose of this document is to define the policy of Third Laguna Hills Mutual (Third) and United Laguna Woods Mutual (United) regarding individuals who provide care to Residents.

### II. Definitions

For the purposes of this policy:

- a. Activities of Daily Living (ADL) are defined as a series of basic activities performed by individuals on a daily basis necessary for independent living at home or in the community. There are many variations on the definition of the activities of daily living, including, without limitation:
  - i. Personal hygiene: Bathing/showering, grooming, nail care and oral care
  - ii. Dressing: The ability to make appropriate clothing decisions and physically dress/undress oneself
  - iii. Eating: The ability to feed oneself, though not necessarily the capability to prepare food
  - iv. Maintaining continence/toileting: Both the mental and physical capacity to use a restroom, including the ability to get on and off the toilet and cleaning oneself
  - v. Transferring/Mobility/Ambulating: Moving oneself from seated to standing, getting in and out of bed, and the ability to walk independently from one location to another
- b. Instrumental ADL are not necessary for fundamental functioning, but they let an individual live independently in a Community.
  - i. Companionship and mental support
  - ii. Transportation and shopping
  - iii. Preparing meals
  - iv. Managing household
  - v. Managing medications and finances
  - vi. Communicating with others
- c. Application is the form prescribed by Third and United to apply for a private caregiver.
- d. Community is Laguna Woods Village.
- e. Community Facilities are defined as the facilities and services operated by the Golden Rain Foundation (GRF).
- f. Community rules are defined as the Bylaws, Articles of Incorporation, CC&Rs, Occupancy Agreement and any rules and regulations of Third, United, and GRF.
- g. GRF: The nonprofit mutual benefit corporation organized to manage and

maintain Community Facilities and services for the Community.

- h. A live-in private caregiver is defined as an individual who will stay overnight for more than 60 days in any 12-month period, including individuals who are related to the Resident/Member.
- i. A live-in private caregiver can be a family member, paid or not paid. All rules in the Private Caregiver Policy apply.
- j. Member is a person who has been approved by Third or United as being entitled under the governing documents of Third or United to membership in Third or United and has an appurtenant right of membership in GRF.
- k. Private caregiver, also known as a home care aide or care provider, is a person who has been approved by Third, United or authorized designee in writing on the basis of being a provider of primary caregiver support to the Resident. A private caregiver is a helper who assists an individual with activities of daily living or nonmedical services. Nonmedical home care is provided by caregivers. Unlike home health, caregivers are considered nonclinical and are not covered by insurance and does not need a physician order.
- l. Private caregiver services include, but are not limited to, assistance with the following:
  - i. ADL as defined in Section II(a).
  - ii. Instrumental ADL as defined in Section II(b).
- m. An affiliated caregiver is a person who is employed by a licensed Home Care Organization/Agency (HCO) who provides homecare services to a Resident(s).
- n. A private caregiver is an independent Home Care Aide and is not employed by a HCO.
- o. In-home supportive service (IHSS) caregivers are part of the Medi-Cal program and are required to adhere to this policy.
- p. Resident is defined as any person who has been approved by the board of directors for occupancy.

### **III. Conditions**

- a. Private caregivers must be approved by the board or authorized designee in writing prior to commencing support. Special circumstances may be granted.
- b. Private caregivers must be 18 years old or older.
- c. Private caregivers must be registered with the California Department of Social Services Home Care Services Bureau.
- d. Private caregivers must provide a copy of a driver's license or passport with the application.
- e. Private caregivers must provide a copy of their driver's license, vehicle registration, and proof of vehicle insurance with the application if he/she will be operating a vehicle within Laguna Woods Village.
- f. A Private Caregiver Permit is approved for a period of up to one year. Residents are required to reapply for approval.

- g. The total number of persons residing in a unit shall not exceed the number of bedrooms, plus one or no more than two persons in a one-bedroom unit; no more than three persons in a two-bedroom unit, etc.
- h. Each private caregiver shall not have been convicted of a felony or a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats).
- i. The Member is responsible for the conduct of the private caregiver and shall ensure that he/she complies with all community rules, regulations, and policies.
- j. Upon approval by the board or authorized designee, a gate pass shall be issued to the private caregiver that will permit gate access into the community. If a gate pass is supplied, it must be displayed on their car dashboard at all times. This pass may include an overnight parking pass when necessary.
- k. The private caregiver must wear in clear sight the Laguna Woods Village picture ID at all times.
- l. The private caregiver's ID and gate pass may not be transferred or lent to anyone.
- m. The private caregiver is authorized to use the Community facilities only as necessarily incidental to provide support to the Resident.
- n. Part-time private caregivers may only use the laundry facilities for the Resident's use. Live-in private caregivers may use the laundry facilities for their limited personal use and the Resident's use.
- o. The live-in private caregiver requires written permission from the board of directors to remain in the unit without the Resident only if both of the following are applicable:
  - i. The Resident is absent from the unit due to hospitalization or other necessary medical treatment and expects to return to the unit within 90 days from the date the absence began; and
  - ii. The Resident submits a written request to the board of directors desiring the live-in private caregiver be allowed to remain in order to be present when the Resident returns to reside in the unit ((Civil Code §51.11(b)(7)).
- p. Private caregivers are not permitted to bring family members, pets or guests into the Community. The sole purpose of the private caregiver is to provide care for the Resident.
- q. The Resident must surrender the private caregiver ID and vehicle pass to Community Services at the conclusion of the care service or be subject to charges.
- r. The private caregiver shall meet all applicable GRF requirements relating to operating a motor vehicle within the community.
- s. All caregivers employed by a licensed Home Care Organization/Agency (HCO) are required to obtain a business pass.

- t. A person living in the residence to provide short term care must obtain a 60-day caregiver pass. Any person providing care beyond 60 days must adhere to the Private Caregiver Policy.
- u. If applicant employs an IHSS caregiver and receives any correspondence related to ineligibility or violations that have occurred involving caregiver, the applicant must notify Community Services immediately.

#### **IV. Enforcement**

Third and United are authorized to take disciplinary action against a Member who is found in violation of the Private Caregiver Policy. When a violation occurs, the board of directors are obligated to evaluate and impose, if appropriate, Member discipline as set forth in the governing documents. The boards have the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action. The Member is entirely responsible for ensuring that the community rules and policies are followed by anyone they allow into the Community.

- a. The Member and private caregiver must read and agree to comply with and be bound by all the governing documents and the community rules.
- b. Nothing contained herein shall relieve Member of the performance of any obligation owed to Third, United and/or GRF under the governing documents.

#### **V. Procedures**

- a. The Resident must complete and submit Application for Private Caregiver Permit for review. The application is available for download at [lagunawoodsvillage.com](http://lagunawoodsvillage.com) or upon request from Community Services.
- b. Application can be submitted to Community Services located in the Laguna Woods Village Community Center.
- c. Upon receipt of an application, Community Services will research whether the Member and/or private caregiver has received notices of violations or has any outstanding charges and assessments before approval of the application.
- d. The boards or authorized designee will review the application and approve or deny request.
- e. Community Services will notify the Resident of the results within 10 business days. Special circumstances may be granted.
- f. Community Services hours of operation are Monday through Friday, 8 a.m. to 5 p.m., phone number 949-268-2393.
- g. Mailing address is P.O. Box 2220, Laguna Hills, CA 92654-2220.



## Private Caregiver Application for Permit

- ☐ United  
☐ Third

Unit No. \_\_\_\_\_

Return completed application to Community Services Department – 240, 24351 El Toro Road, Laguna Woods, CA 92637; 949-268-2393; [sally.munson@vmsinc.org](mailto:sally.munson@vmsinc.org)

Resident Information					
Name		<input type="checkbox"/> Member <input type="checkbox"/> Occupant			
Address					
Telephone		Cell phone			
Email					
What is the expected schedule of the private caregiver? <input type="checkbox"/> Daytime only <input type="checkbox"/> Nighttime only <input type="checkbox"/> 24 hours, number of days per week _____					
What is the service the private caregiver is expected to provide? Check all that apply. <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Personal hygiene (bathing)  <input type="checkbox"/> Continence management  <input type="checkbox"/> Dressing  <input type="checkbox"/> Feeding  <input type="checkbox"/> Ambulating  <input type="checkbox"/> Toileting               </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Companionship and mental support  <input type="checkbox"/> Transportation and shopping  <input type="checkbox"/> Preparing meals  <input type="checkbox"/> Managing household  <input type="checkbox"/> Managing medications and finances  <input type="checkbox"/> Communicating with others               </td> </tr> </table>				<input type="checkbox"/> Personal hygiene (bathing) <input type="checkbox"/> Continence management <input type="checkbox"/> Dressing <input type="checkbox"/> Feeding <input type="checkbox"/> Ambulating <input type="checkbox"/> Toileting	<input type="checkbox"/> Companionship and mental support <input type="checkbox"/> Transportation and shopping <input type="checkbox"/> Preparing meals <input type="checkbox"/> Managing household <input type="checkbox"/> Managing medications and finances <input type="checkbox"/> Communicating with others
<input type="checkbox"/> Personal hygiene (bathing) <input type="checkbox"/> Continence management <input type="checkbox"/> Dressing <input type="checkbox"/> Feeding <input type="checkbox"/> Ambulating <input type="checkbox"/> Toileting	<input type="checkbox"/> Companionship and mental support <input type="checkbox"/> Transportation and shopping <input type="checkbox"/> Preparing meals <input type="checkbox"/> Managing household <input type="checkbox"/> Managing medications and finances <input type="checkbox"/> Communicating with others				
Is the Resident an in-home supportive services (IHSS) recipient? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, list the seven-digit county IHSS case number _____					
Private Caregiver Information					
Name					
Address					
Telephone		Cell phone			
Email					
Driver's license		Expiration date			
Vehicle color	Make	Model	License plate		
Vehicle insurance company		Policy number, expiration date			
Private caregiver's personal state identification number Expiration date					
Is the live-in private caregiver a family member? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, relationship to Resident _____					

## Private Caregiver Permit Agreement

The undersigned acknowledges that the issuance of a private caregiver permit does not constitute approval of the private caregiver nor does it represent any direct or indirect liability on behalf of United Laguna Woods Mutual (United), Third Laguna Hills Mutual (Third) and the Golden Rain Foundation of Laguna Woods (GRF), all California nonprofit mutual benefit corporations, and Village Management Services Inc. (VMS), a California corporation, and each of their respective directors, officers, employees and agents. Further, I/we have read and received a copy of the Private Caregiver Policy and agree to wear the ID in clear sight and display the pass at all times while in this Community. I/we also understand that falsification of any information related to this application is subject to disciplinary action.

**\*\*\* Member is aware of and agrees to pay to the mutual an additional sum each month for each occupant of the unit in excess of two, at the rate prescribed by the mutual and GRF. A schedule of fees is available upon request and is subject to change annually. Additional fee is added to the member's account.**

Initial: \_\_\_\_\_

Resident signature	Date
Member signature	Date
Private caregiver signature	Date

### For Office Use Only

Received by	SA No.
Requirements <input type="checkbox"/> ID <input type="checkbox"/> Gate pass <input type="checkbox"/> Overnight pass <input type="checkbox"/> Other	
Will approval cause the unit to exceed the number of occupants permitted? <input type="checkbox"/> Yes <input type="checkbox"/> No	
State status of the private caregiver: <input type="checkbox"/> Pending <input type="checkbox"/> Registered <input type="checkbox"/> Other _____	
Has the Resident received notices of rules violation? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Verified IHSS caregiver form SOC 2271 <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does staff recommend approval of this application? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If, no, state reason _____	

### For Board of Directors or Authorized Designee Use Only

<b>Application DENIED</b> The Board of Directors of this mutual corporation or authorized designee has reviewed this application. Based on the information provided, the application is denied.	<b>Application APPROVED</b> The Board of Directors of this mutual corporation or authorized designee has reviewed this application. Based on the information provided, the application is approved.
Signature	Signature
Signature	Signature
Signature	Signature

### For Office Use Only

Resident notified by:
Date _____ <input type="checkbox"/> SA No. updated/closed <input type="checkbox"/> Documents scanned



## Private Caregiver Policy Frequently Asked Questions

### 1. Who is a private caregiver?

A private caregiver also known as a home care aide or care provider, is a person who has been approved by Third Laguna Hills Mutual (Third), United Laguna Woods Mutual (United) or authorized designee in writing on the basis of being a provider of primary caregiver support to the Resident. Private caregiver services include, but are not limited to, assistance with the following:

- i. Activities of Daily Living as defined in Section II(a) of the Private Caregiver Policy.
- ii. Instrumental Activities of Daily Living as defined in Section II(b) of the Private Caregiver Policy

### 2. What if my private caregiver is already registered with the California Department of Social Services (CDSS)?

If your private caregiver is already registered with the CDSS, you will need to provide proof of registration, with expiration date, along with the completed Private Caregiver Application to Community Services.

### 3. How does a Private Caregiver get registered with the CDSS?

The Private Caregiver can apply as a Home Care Aide by visiting the CDSS website <http://www.cdss.ca.gov>:

- a. Click on *Information & Resources* at the top of the page
- b. Select *Home Care Services* listed under *Community Care Licensing*.
- c. Scroll down to Quick Links and select *Home Care Aide Application Process*.

If you have questions, please phone California Department of Social Services, Home Care Service Bureau at 877-424-5778.

### 4. How does a private caregiver get a background check?

Complete the request for Live Scan fingerprinting service, form LIC 9163. Take form to a Live Scan location for processing. A criminal background check will be performed, and the results will be electronically sent to the CDSS.

### 5. What are the costs to get registered?

The CDSS currently charges a registration fee of \$35. Other fees involved are Live Scan fingerprinting and government criminal history background checks. The Live Scan fingerprinting operator's fee will vary depending on location of your choice and can run from \$10 up to \$49. Government fees for state and federal background checks for private caregivers will cost \$49. Costs are subject to change.

### 6. Who pays the registration costs?

That is held to the Resident's discretion. You can pay the private caregiver's registration fees or require the private caregiver that you hire pay his/her own registration fees.

### 7. When did the mandate take place?

The new policy began March 1, 2017.



**8. Why do I have to obtain a Private Caregiver Permit?**

The board of directors of each mutual recognized a need to provide a systematic, fair and reasonable manner to address individuals who provide care to the residents.

**9. Who is expected to abide by the amended Private Caregiver Policy?**

All residents who hire a private caregiver must abide by the amended policy. Residents with existing private caregivers must abide by the amended policy when their current permit expires.

**10. How do I find out when my current permit is up for renewal?**

Call Community Services at 949-268-2393 or email [sally.munson@vmsinc.org](mailto:sally.munson@vmsinc.org).

**11. Are there any exemptions or exceptions to the policy?**

There is no set list of exemptions. If there are special circumstances that the Owner/Member would like to have taken into account, the Owner/Member may file this request in writing to the board of directors stating why they cannot abide by the policy. This statement will be reviewed by the board for consideration.

**12. How can I file an exception/exemption to the policy?**

Owner/Members may file for an exception/exemption by submitting a written request to Community Services located on the first floor of the Community Center.

**13. What if I hire a caregiver from a licensed agency?**

Caregivers from a licensed agency are exempt from this process because agencies are required by law to do background checks on all their caregivers. Agencies are required to obtain a business pass.

**14. Who is an in-home supportive services (IHSS) recipient?**

The IHSS program provides in-home assistance to eligible persons of 65 years of age and over, or disabled or blind individuals as an alternative to out-of-home care. The IHSS Program enables recipients to remain safely in their own homes.

# To Be Completed by Private Caregiver for State Registration

## Private Caregiver / Home Care Aide Application Process

Revised August 21, 2023

All private caregivers hired to work in Laguna Woods Village are required to register with the California Department of Social Services as a home care aide (HCA). Private caregivers can apply online or by mail. Applying online is the quickest way to obtain a personal ID. Applying by mail can take up to four weeks to process.

Applicants can contact the Home Care Services Bureau at 877-424-5778 to check on the status of the application, or status can be obtained online at [California Home Care Aide Registry](http://www.cclld.dss.ca.gov/hcsregistry/registrysearch.aspx) (www.cclld.dss.ca.gov/hcsregistry/registrysearch.aspx). The Home Care Aide application fee is currently \$35; and the registration is valid for two years and must be renewed to remain a Home Care Aide. The fee is subject to change.

Private caregivers must also complete a request for Live Scan fingerprinting. A criminal background check will be performed, and results will be sent electronically to the California Department of Social Services Home Care Service Bureau. The Live Scan fingerprinting operator fee will vary depending on location of your choice and can range from \$10 to \$49. Costs are subject to change.

**To apply online** for Home Care Aide registration, please have a credit card ready and follow the steps below:

1. Access the Guardian Applicant Portal at <https://guardian.dss.ca.gov/Applicant>.
2. Create an account by clicking "Register as a new user." A temporary password will be sent to your email account. Your login username is your email address.
3. Once a temporary password is received, log onto the Guardian and fill out the application. When prompted for a PIN (Personal Identification Number), enter **R38XKSPE (the PIN for independent home care aides)**.

You will be required to pay a fee of \$35.00 to register; payment can be made by debit or credit card. At the end of the application process you will receive a **Personal ID / HCA ID**. This ID is required on the **Laguna Woods Village Private Caregiver Application for Permit** in the Private Caregiver Information section. It also allows you to access the Home Care Aide Registry to check status or for inquiries. It is important to always keep available.

4. Print and complete the pre-populated Request for Live Scan Service [LIC 9163](#) form and take it to an authorized Live Scan vendor to submit fingerprints and initiate the background check. In section 6 of the form, enter the Facility/Organization No. **349855555** (this number represents the California Department of Social Services). For a list of approved Live Scan vendors in your area, please visit the [California Department of Justice](#) website.

For questions regarding the application process in Guardian, please contact the Care Provider Management Bureau (CPMB) at 1-888-422-5669 or [guardian@dss.ca.gov](mailto:guardian@dss.ca.gov)

**To apply via mail** for Home Care Aide registration, please have a check or money order ready and complete the following steps:

1. Print and complete the following form:

Application for Home Care Aide Registration or Renewal [HCS 100](#) (also available in [Spanish](#))

2. Mail the completed application (HCS 100) and the \$35.00 application fee (via check or money order) to the HCSB at:

California Department of Social Services  
Home Care Services Bureau  
744 P Street, M.S. 9-14-90  
Sacramento, CA 95814

3. Print and complete the Request for Live Scan Service [LIC 9163](#) form and take it to an authorized Live Scan vendor to initiate the background check. In section 6 of the form, enter the Facility/Organization No. **349855555** (this number represents the California Department of Social Services). For a list of approved Live Scan vendors in your area, please visit the [California Department of Justice](#) website.
4. Applicants can contact the Home Care Services Bureau at 877-424-5778 to check on status of the application and to obtain their Personal ID/HCA ID.
5. A letter will be mailed to the applicant within four weeks of the post mark date with a status of their application.

### Home Care Aide Registration Renewal

**To renew your registration online**, please have a credit card ready and follow the steps below:

1. Access the Guardian Applicant Portal at <https://guardian.dss.ca.gov/Applicant>.
2. If you have not created an account before, please click "Register as a new user". Your login username is your email address. A temporary password was sent to the email account you used to register.
3. Fill out Application. For "Request Type" select "Home Care Aide Registry Renewal".
4. When prompted for a PIN, enter **R38XKSPE (the PIN for independent home care aides)**.

You will be required to pay a fee of \$35.00 to renew your registration; payment can be made by debit or credit card.

For questions regarding the renewal process in Guardian, please contact the Care Provider Management Bureau (CPMB) at 1-888-422-5669 or [guardian@dss.ca.gov](mailto:guardian@dss.ca.gov)

**To renew via mail**, please have a check or money order ready and complete the following steps:

1. Print and complete both pages of the following form:

Application for Home Care Aide Registration or Renewal Form [HCS 100](#), (also available in [Spanish](#))

2. Review the HCS 100 form for renewal application instructions.
3. Mail the completed HCS 100 form and the \$35.00 renewal fee (via check or money order) to the HCSB at:

California Department of Social Services  
Home Care Services Bureau  
744 P Street, M.S. 9-14-90  
Sacramento, CA 95814

## Disclosure of HCA Personal Information

For all registrations and renewals, the Department is required to provide the name and telephone numbers of Registered HCAs who do not opt-out of this requirement to labor organizations when the labor organization asks for the information. This means that if you do not opt-out of this requirement, your full name and any telephone numbers on file with the Department may be released to a labor organization.

The law states that the labor organization can only use your information for employee organizing, representation, and assistance activities and it also states that the labor organization cannot disclose your information to any other party. However, the Department has no authority over labor organizations or control over what they do with the information. Additionally, if you opt-in at any point during your registration, there is a chance that your name and phone numbers may be provided to a labor organization and the Department cannot retract any personal information once it has been released to the labor organizations. For further information, see [Health and Safety Code section 1796.29\(d\)-\(f\)](#).