## Missouri Real Estate Appraisers Commissions

The Missouri Real Estate Appraisers Commission was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating real estate appraisers in the State of Missouri.

Statutory authority for this program - 339.500-339.549, RSMo.

Board rulemaking authority - 339.544, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2245 | 9.010 | Competency and Scope of Practice Standards | This rule sets the scope of practice standards for the development and communication of real estate appraisals by state-certified general real estate appraisers, state-certified residential real estate appraisers, and state-licensed real estate appraisers. | Section 339.509(5). | Allows businesses/clients to know whether or not an appraiser is qualified to appraise a specific type of property. | The Appraisal Subcommittee of the Federal Financial Institutions Examination Council is a Federal government agency responsible for overseeing state real estate appraiser regulatory programs under Title XI of the Financial Institutions Reform, Recovery and Enforcement Act of 1989. States are required under Title XI to ensure that individuals seeking licensure meet the Appraiser Qualifications board minimum examination, education and experience qualifications criteria. |

## Missouri Real Estate Commission

The Missouri Real Estate Commission was established to protect the interests of the citizens of the State of Missouri by licensing and regulating real estate brokers and salespersons in the State of Missouri.

Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 1.010 | General Organization | This rule complies with section 536.023(3), RSMo which requires each agency to adopt as a rule a description of its operation and the methods and procedures where the public may obtain information or make submissions or requests. | Section 339.120. | Provides methods and procedures as to how the public may obtain information or make requests or submissions | Establishes procedures for Real Estate commission actions. |
| 20 CSR 2250 | 2.010 | Definitions | This rule defines the terminology used in the rules of the Missouri Real Estate Commission. | Section 339.120. | Establishes standard terminology to ensure greater understanding and consistency in terms. | Enhances understanding and reduces confusion of real estate terminology. |
| 20 CSR 2250 | 2.020 | Commission Action | This rule establishes how the commission may take action. It further restricts the staff from engaging in the real estate industry while in the Commission's employment. | Section 339.120. | Licenses gain confidence of how the Commission will record its actions and that the Commission's staff can not compete in real estate while employed at the Commission. | Mandates that Real Estate Commission staff may not conduct real estate activity while employed by the Commission. Also requires record of Commission actions. |
| 20 CSR 2250 | 2.030 | Records | This rule establishes which records are public documents and those which are confidential. The impropriety of commissioners discussing, with the licensee, matters pending before the Administrative Hearing Commission is affirmed. | Section 339.120. | Licensees gain confidence of commission's responsibility to maintain confidentiality of certain records. | Mandates confidentiality of certain information. |
| 20 CSR 2250 | 2.040 | Disputes | This rule defines the Commission's limitations with regard to civil problems of licensees. | Section 339.120. | Licensees must go through means other than the Commission to settle commission disputes. Restitution may be ordered as part of the conditions of a licensee's probation. | Offers clearer understanding of licensee's role in these types of disputes. |
| 20 CSR 2250 | 3.010 | Applications for License | This rule informs applicants of the requirements, procedures and qualifications necessary for obtaining a license. | Sections 339.090 and 339.120. | Candidates must meet certain requirements to be eligible to make application for a real estate license. | Offers clearer understanding of requirements for license. |
| 20 CSR 2250 | 3.020 | License Examinations | This rule establishes how and by whom the examination shall be given. The requirements, fees and prohibitions are included in this rule. | Sections 339.090 and 339.120. | Testing candidates must pay a fee to take the exam. Fee is determined by contract between the Real Estate Commission and the testing company. | Offers clearer understanding of license exam fees and procedures. |
| 20 CSR 2250 | 4.010 | Form and Contents | This rule declares the form and identifying information on the license. | Section 339.120. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 4.020 | Expiration and Renewal; Name and Address Changes | This rule establishes the dates of license validity and the obligation of licensees for renewal of same. The broker license must be renewed before the salesperson or broker-salesperson license may be renewed. | Section 339.120. | Licensees are responsible for renewing their license in order to continue to practice. Additional fees are required for renewing late. Failure to renew prevents the individual from legally providing services and can be grounds for discipline. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 4.030 | Fictitious Name | This rule enforces compliance with other statutes. | Section 339.120. | Any licensee wishing to use a fictitious name must show evidence of having made a proper filing and/or renewal for use of that fictitious name. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 4.040 | Individual License; Business Name; Inactive Brokers | This rule assures that the Commission may fulfill its regulatory authority over licensees. In order to fulfill its authority, it must be in a position to communicate with and identify all licensees. | Section 339.120. | Requires licensee to file for use of any other name used other than as originally licensed as an individual. Requires licensee to advise MREC of any address change. This rule further addresses steps required to change status or reinstate a license. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 4.050 | Broker-Salesperson and Salesperson Licenses; Transfers; Inactive Salespersons | This rule is to clearly define the distinction between a broker and an individual who, even though s/he achieved broker status, must function as a salesperson. | Section 339.120. | Identifies steps required for licensee to work as a broker-salesperson. Requires brokers to return the license of associates within 72 hours of notice. Spells out when a license is considered transferred. Identifies the option of changing status to inactive. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 4.070 | Partnership, Association or Corporation License | This rule proclaims all provisions necessary to procuring and maintaining a partnership, association or corporation license. | Section 339.120. | Identifies steps an individual must follow to obtain an entity license. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 4.075 | Professional Corporations | This rule establishes guidelines for real estate salespersons and broker-salespersons who wish to incorporate as a professional corporation. | Section 339.120. | Identifies which licensees are eligible to obtain licenses as a professional corporation. | Clarifies responsibilities of licensee. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 4.080 | Nonresident Licenses; Reciprocity | This rule clarifies and qualifies who may obtain a nonresident license and the condition for its renewal. | Sections 339.090 and 339.120. | Identifies requirements to be met before a nonresident licensee may obtain a license to practice real estate in Missouri. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 5.010 | Payment | This rule establishes that fees are to be paid by cashier's check or money order and sets a penalty for unpaid checks. The term of licenses and the no-refund policies are established. | Section 339.120. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2250 | 5.020 | Application and License Fees | This rule sets fees of original issue, biennial renewal, transfer, reinstatement, reissue or replacement of a lost, destroyed or stolen license of an individual broker, salesperson, broker-salesperson, partnership, association, corporation, broker-partner, broker-associate or broker-officer. | Sections 339.090 and 339.120. | Licensees are responsible for paying the costs associated with obtaining a real estate license in Missouri. Fees are set at a level not to exceed the cost of administering sections 339.100 - 339.190 & 339.710 - 339.855. | Clarifies responsibilities of licensee. |
| 20 CSR 2250 | 5.030 | Miscellaneous Fees | This rule establishes and fixes certain fees and charges statutorily authorized to be made by the Missouri Real Estate Commission by the provisions of section 610.026, RSMo. | Sections 339.090, 339.120, and 620.140.2. | Licensees are responsible for paying the costs associated with obtaining a real estate license in Missouri. Fees are set at a level not to exceed the cost of administering sections 339.100 - 339.190 & 339.710 - 339.855. | Increases understanding of how fees are calculated. |
| 20 CSR 2250 | 5.040 | Application Fees for School Accreditation and Course Approval | This rule establishes application and course approval fees. | Sections 339.090 and 339.120. | Schools are responsible for paying the costs associated with obtaining accreditation and/or course approval. Fees are set at a level not to exceed the cost of administering the real estate practice act. | Increases understanding of how fees are calculated. |
| 20 CSR 2250 | 6.060 | Content of Salesperson and Broker Pre-Examination Courses and the Missouri Real Estate Practice Course | This rule establishes course content of the pre-examination courses and the Missouri Real Estate Practice Course. | Sections 339.090 and 339.120. | Clarifies for exam candidates what information is expected to be covered in approved pre-license courses. | To ensure that certain subjects will be taught to students before they become licensed to conduct real estate business in Missouri. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 7.010 | Standards for Real Estate School Accreditation and Renewal | This rule establishes standards for real estate accreditation and renewal. | Section 339.045, 339.090, and 339.120. | Identifies the standard by which real estate schools must comply. It further identifies how long the initial accreditation will remain valid. | To ensure that all Missouri approved real estate schools maintain certain standards. |
| 20 CSR 2250 | 7.020 | Application for Accreditation | This rule identifies the requirements to seek accreditation or renewal of accreditation for a school offering real estate prelicense or continuing education in Missouri. | Sections 339.045, 339.090, and 339.120. | Addresses the requirements for seeking or renewing a school accreditation, depending on whether the school offers classroom or distance delivered courses. | To ensure that all Missouri approved real estate schools maintain certain standards. |
| 20 CSR 2250 | 7.060 | Instructor Standards | This rule outlines standards for instructors. | Sections 339.090 and 339.120. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2250 | 7.070 | General Requirements | This rule establishes general requirements that each real estate school must meet. | Sections 339.045, 339.090, and 339.120. | Identifies the standards by which real estate schools must conduct their business. | To ensure that all Missouri approved real estate schools maintain certain standards. |
| 20 CSR 2250 | 7.080 | Additional Requirements for Approved Schools Offering Distance Delivered Courses | This rule outlines additional requirements for real estate schools offering prelicense or continuing education courses by distance delivery. | Section 339.045, 339.090, and 339.120. | Identifies additional standards for schools offering distance delivered courses. | To ensure that all Missouri approved real estate schools maintain certain standards. |
| 20 CSR 2250 | 7.090 | Investigation and Review of Accredited Schools and Approved Courses | This rule outlines additional requirements for approved schools offering distance delivered courses. | Section 339.045, 339.090, and 339.120. | Accredited schools whose activities are questioned may be investigated and possibly disciplined for their actions. | To ensure that all Missouri approved real estate schools maintain certain standards. |
| 20 CSR 2250 | 8.010 | Place of Business | This rule affirms the fact that a broker who holds him/herself out to the public as a broker must clearly identify him/herself and his/her location and maintain regular business hours. | Section 339.120. | Licensed brokers are required to meet certain standards regarding their place of business. | To ensure that all real estate offices are maintained within certain standards. |

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 8.020 | Broker Supervision and Improper Use of License and Office | This rule explicitly prohibits a broker from using his/her license to permit a salesperson to function as a real estate brokerage firm. | Section 339.120, 339.710, 339.780, and 339.820. | Licensed brokers are required to meet certain standards regarding their place of business. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.030 | Branch Offices | This rule qualifies a branch office and stipulates who may manage and direct the branch office. | Section 339.120. | A licensed broker who elects to open a branch office must meet certain standards. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.040 | Sales Manager | This rule defines who may be a sales manager. | Section 339.120. | Individual must hold a form of broker license to serve as sales manager. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.050 | Clerical Personnel | This rule defines clerical personnel and their limitations. | Section 339.120. | Prohibits non-licensed personnel from conducting real estate related activities. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.060 | Display of License | This rule directs the display of brokers' and associates' licenses. | Section 339.120. | No effect beyond that referenced herein for more specific rules. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.070 | Advertising | This rule not only defines advertising, but it also regulates the manner, form, requirements and restrictions imposed on advertising. It prohibits advertising by a salesperson in his/her own name. It explicitly prohibits a free offering of any value in promotional material. Further, it forbids discrimination of any group because of race, creed, color or national origin. | Sections 339.100 and 339.120. | Licensees who chose to advertise must do so within the confines of these rules. | To ensure that consumers know that they are dealing with individuals with superior real estate knowledge. |
| 20 CSR 2250 | 8.080 | Franchises; Trade Names; Insignia | This rule sets forth the requirements that the use of a trade name in advertising must be clearly revealed that the broker owns and operates the entity and, if the franchisor has no legal liability, that must also be revealed on all documents. | Section 339.120. | Any licensee who has a business relationship through a franchise agreement must provide the Commission with certain documentation. Depending on the agreement, certain other information may be required. | To ensure that all real estate offices are maintained within certain standards. |

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 8.090 | Brokerage Service Agreements | This rule requires that a listing agreement be in writing and that a copy of the agreement be delivered to the owner before a broker may advertise or place a sign on the property. The agreement must contain all terms, conditions, a definite expiration date and signatures of all parties. All information contained on the agreement shall be carefully investigated for accuracy by the listing agent. In a cooperative listing, the selling broker shall be presumed to be a subagent of the listing broker. | Sections 339.730, 339.740, 339.750, 339.755, 339.820, 339.120, and 339.780. | Licensees are required to have written agreements to advertise or show property of others. This rule spells out specific information that must be contained in the various agreements. | To ensure that all real estate offices are maintained within certain standards. |
| 20 CSR 2250 | 8.095 | Brokerage Relationship Disclosure | The Commission is proposing this rule in order to comply with provisions in HB 1601 of the 89th General Assembly and HB 866 of the 90th General Assembly. | Sections 339.120, 339.720, and 339.770. | Licensees are required to disclose their brokerage relationships. | To ensure that consumers know that they are dealing with individuals with superior real estate knowledge. |
| 20 CSR 2250 | 8.096 | Brokerage Relationship Confirmation | This rule outlines requirements for a brokerage relationship confirmation. | Sections 339.120, 339.780, and 339.720. | Depending on the type of property transaction, licensees may be required to obtain written confirmation of broker disclosure. | To ensure that consumers know the type of representation options available. |
| 20 CSR 2250 | 8.097 | Broker Disclosure Form | This rule implements a statutory requirement that licensees must present agency alternatives to the public using a Broker Disclosure Form prescribed by the Missouri Real Estate Commission. | Sections 339.120 and 339.770. | For residential property, licensees must present all parties not in a current brokerage agreement with a copy of the Broker Disclosure Form as prescribed by the Commission. All brokers with affiliate licensees are required to have a written office policy. | To ensure that consumers know the type of representation options available. |
| 20 CSR 2250 | 8.100 | Offers | This rule affirms that all offers to sell shall contain all the terms and conditions authorized by the owner. It demands that all written offers to buy must be submitted promptly to the seller. | Section 339.120. | Licensees are required to make sure that certain terms are included in an offer to buy or sell, that all offers be promptly delivered to the seller, and that all changes be properly initialed. | To ensure that all real estate licensees meet certain standards. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 8.110 | Licensee's Interest in Transactions; Relationship with Parties | This rule makes very clear the licensee's responsibility and relationship as an agent. It demands the licensee make declaration of any personal involvement in a transaction in which the licensee might have an interest. It prohibits his/her requiring the parties in a transaction to use the service of any lending, title insurance or other groups. It forbids any forms of related or direct profit on expenditures made for a party in a transaction. The licensee must disclose all material facts regarding the condition of property which s/he is offering for sale or lease. | Section 339.120. | Licensees are required to make full disclosure of any interests in a transaction for the sale/lease of real property. They may not discourage the use of an attorney and must identify any controlled or directed business arrangements. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.120 | Deposits to Escrow or Trust Account | This rule requires all earnest money be deposited in a noninterest bearing escrow account not later than ten banking days next following the execution of a contract. If the account is interest-bearing, all parties must be made aware. A salesperson must immediately deliver to the broker all money received in connection with a transaction in which he/she is engaged. | Section 339.120. | Licensees are required to maintain escrow accounts in certain instances. Those escrow accounts must be registered and are subject to review by the MREC. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.130 | Earnest and Escrow Money; Disputes | This rule prohibits acceptance of nonnegotiable securities as earnest money without the knowledge and consent of the owner. In the event of a dispute over the return of an earnest money deposit, it instructs the broker as to its proper disposition. | Section 339.120. | Licensees are not allowed to accept nonnegotiable instruments as earnest money without written consent. Additionally, all earnest money disputes must be addressed in a certain fashion. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.140 | Standard Forms | This rule instructs a broker as to his/her use and preparation of standard forms approved by counsel. S/he may not complete these forms for a separate charge for persons in which s/he is not acting as a broker, unless s/he is one of the parties to the contract or instrument. | Section 339.120. | Licensees must use forms provided by certain organizations or their attorney. Licensees are prohibited from charging a separate fee for completing forms in transactions where they are not acting as a broker. | To ensure that all real estate licensees meet certain standards. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 8.150 | Closings and Closing Statements | This rule requires that a broker deliver a closing statement, containing a complete, accurate and detailed statement showing all receipts and disbursements at the time a contract is consummated to the interested party. If the closing is handled by anyone other than the broker, it is the listing broker's responsibility to deliver the closing statement to the buyer and seller. | Section 339.120. | While a broker may delegate to another the administration of a closing, he is still responsible for maintaining a copy of the closing in his files as well as ensuring that a copy is delivered to the parties. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.155 | Closing a Real Estate Firm | This rule informs licensees of the procedures they need to follow when closing a real estate firm. | Section 339.120. | Regardless of the reason for closing, the broker is required to follow certain procedures when closing a real estate business. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.160 | Retention of Records | This rule mandates that all records relating to each real estate transaction handled by the broker be retained for three (3) years and the broker make them available for Commission inspection at all times. | Sections 339.120 and 339.770. | Brokers are required to maintain business records of all transactions for no less than three years and must make those files available to the Commission upon request. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.170 | General | This rule stipulates the Commission's authority to present a complaint to the Administrative Hearing Commission against any licensee who is acting in any manner inimical to the public interest. | Section 339.120. | Licensees who fail to respond within 30 days to correspondence from the Commission is grounds for discipline. | To provide consequences to licensees who ignore Commission requests for information. |
| 20 CSR 2250 | 8.200 | Management Agreement Required | This rule regulates the employment contract between a broker and a member of the public so that the public will know what s/he may expect from the licensee who is managing the leasing or rental of real estate. | Section 339.120. | Brokers must hold a current effective management agreement before a licensee can offer that property for lease. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.210 | Management Agreements | Rescinded | Sections 339.120, 339.720, 339.780 and 339.820. | Rescinded | |

## Missouri Real Estate Commission

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 8.220 | Escrow or Trust Account and a Separate Property Management Escrow Account Required | This rule removes any uncertainty as to how monies received in connection with the management or rental of real estate are required to be maintained. A broker must establish and maintain a separate escrow account as a property management escrow account to act as an operating account for the rental property(ies) managed. A broker must deposit in this account current rents and monies received for payments to third parties. A broker may establish and maintain additional property management escrow accounts as needed, provided the broker complies with this rule and section 339.105, RSMo. A broker is also required to deposit into an escrow account, other than the property management escrow account, security deposits and any rent, other than current rent, and to maintain these funds intact. This rule also requires a salesperson to immediately deliver to the broker money received in connection with property management. This rule makes other specific requirements for the handling of escrowed funds. | Section 339.105 and 338.120. | Brokers are required to maintain separate escrow accounts when conducting property management. All monies, belonging to others, must be maintained in an escrow account. Certain information must be provided regarding each transaction. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 8.230 | Security Deposits: Disputes | This rule points out that disputes over security deposits are governed by other law. | Section 339.120. | Clarifies how security disputes must be handled. | To ensure that all real estate licensees meet certain standards. |
| 20 CSR 2250 | 9.010 | Complaints | This rule requires that a complaint against a licensee be in writing on forms provided by the Commission. The Commission may initiate a complaint on its own motion. | Sections 339.120 and 620.010.15(6). | Creates a standard of how complaints against real estate licensees are received. | Assists consumers in understanding the need to provide certain information when filing a complaint against a real estate licensee. |
| 20 CSR 2250 | 9.020 | Investigation | This rule proclaims the Commission's procedure regarding investigations of a complaint. | Section 339.120. | Creates a standard of expectation for licensees regarding any complaints filed against them. | Assists consumers and licensees in understanding complaint process. |

**Missouri Real Estate Commission**

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Statutory authority for this program - 339.010-339.860, RSMo.

Board rulemaking authority - 339.090, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2250 | 9.030 | Dismissal of Complaint | This rule advises all of dispositions of a complaint or the withdrawal of one. | Section 339.120. | Creates a standard of expectation for licensees regarding any complaints filed against them. | Assists consumers and licensees in understanding complaint process. |
| 20 CSR 2250 | 9.040 | Violations | This rule provides for the Commission's decision to refer licensees' acts to the Administrative Hearing Commission. | Section 339.120. | Creates a standard of expectation for licensees regarding any complaints filed against them. | Assists consumers and licensees in understanding complaint process. |
| 20 CSR 2250 | 9.050 | Action by the Commission | This rule stipulates that, upon receipt of a ruling by the Administrative Hearing Commission that a licensee has violated the license law, the Missouri Real Estate Commission has authority to suspend, revoke, place on probation, or take whatever action necessary against the licensee. | Section 339.120. | Upon final ruling by the AHC of violations, a licensee may have his license disciplined. Additionally, licensees may have to perform certain conditions before reinstatement or reissuance of a disciplined license. | Assists consumers and licensees in understanding complaint process. |
| 20 CSR 2250 | 10.100 | Continuing Education Requirements for Licensees | This rule outlines the continuing education requirements for licensees. | Sections 339.045, 339.090 and 339.120. | Individual licensees must obtain no less than 12 hours of continuing education as a condition to renew their real estate license. | Clarifies to the licensees educational requirements to renew their real estate license. |

## Missouri Board for Respiratory Care

The Missouri Board for Respiratory Care was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating respiratory therapists in the State of Missouri.

Statutory authority for this program - 334.800-334.930, RSMo.

Board rulemaking authority - 334.810.4., RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2255 | 1.010 | Board Information - General Organization | This rule describes the organization and general method of administration and communication concerning the Missouri Board for Respiratory Care. | Sections 334.800, 334.830, 334.840, and 334.850. | No effect beyond that referenced herein for more specific rules. | Establishes and implements policies/procedures for functioning of the board. |
| 20 CSR 2255 | 1.020 | Policy for Release of Public Records | This rule establishes the policy in compliance with sections 610.010–610.030, RSMo, regarding the release of information on any meeting, record or vote of the board. | Sections 334.800, 334.840.2, 334.850, 610.010–610.200. | No effect beyond that referenced herein for more specific rules. | Rule establishes requirements for public access to open records of the board. |
| 20 CSR 2255 | 1.030 | Complaint Handling and Disposition | This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo. | Sections 334.800, 334.840.2, 334.850,and 620.010.15(6). | No effect beyond that referenced herein for more specific rules. | Rule protects the public by establishing procedures for filing and processing of public complaints. |
| 20 CSR 2255 | 1.040 | Fees | This rule establishes the fees for the Division of Professional Registration and the Missouri Board for Respiratory Care. | Sections 334.840.2 and 334.850. | Licensees are responsible for paying the costs associated with obtaining a license in Missouri. Fees are set at a level not to exceed the cost of administering sections 334.800 to 334.930. Some employers may incur the costs. | Rule establishes fees for licensure used to fund functioning of the board and public protection measures. |
| 20 CSR 2255 | 1.050 | Name and Address Changes | This rule outlines the requirements and procedures for notifying the board of name and address changes. | Sections 334.800, 334.840.2 and 334.850. | This rule assures that the board has the most current contact information for its licensees to ensure receipt of information from the board (renewal forms, newsletters, etc.). | To further the purpose of the rule. |
| 20 CSR 2255 | 2.010 | Application for Licensure | This rule outlines the procedure for application for licensure as a respiratory care practitioner. | Sections 334.840.2, 334.850, and 334.870. | Businesses hiring therapists benefit from this regulation in that this rule outlines the requirements to obtain a license to practice in Missouri. | Rules allows for the licensure of therapists. |

**Missouri Board for Respiratory Care**

The Missouri Board for Respiratory Care was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating respiratory therapists in the State of Missouri.

Statutory authority for this program - 334.800-334.930, RSMo.

Board rulemaking authority - 334.810.4., RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2255 | 2.020 | Application for Temporary Permit | This rule outlines the procedure for application for a temporary permit. | Sections 334.840.2, 334.850, and 334.890. | Businesses hiring therapists benefit from this regulation in that this rule outlines the requirements to obtain a permit to practice in Missouri. | Rule allows for the licensure of therapists. |
| 20 CSR 2255 | 2.030 | Application for an Educational Permit | This rule outlines the procedure for application for an educational permit. | Sections 334.840.2, 334.850, and 334.890. | Businesses hiring therapists benefit from this regulation in that this rule outlines the requirements to obtain a permit to practice in Missouri. | Rule allows for the licensure of therapists. |
| 20 CSR 2255 | 2.040 | License Renewal | This rule outlines the process of renewing a license to practice as a respiratory care practitioner. | Sections 334.800, 334.840.2, 334.850, 334.880.1, 334.910, and | Licensees are responsible for renewing their license in order to continue practicing. Failure to renew would prevent the individual from providing services. | Rule allows for the renewal of licenses. |
| 20 CSR 2255 | 2.050 | Inactive Status | This rule outlines the process of requesting inactive status to maintain a license for a respiratory care practitioner. | Sections 334.800, 334.840.2, 334.850, 334.910, 334.920, and 334.880.1. | Consumers of respiratory care services and businesses hiring therapists benefit from the regulation as such individuals will not be eligible to provide therapy services. | To further the purpose of the rule. |
| 20 CSR 2255 | 2.060 | Reinstatement | This rule outlines the process for reinstating a lapsed license to practice as a respiratory care practitioner and complies with the provisions of House Bill 343 of the 90th General Assembly. | Sections 334.800, 334.840.2, 334.850, 334.910, 334.920, 334.870, and 334.880.2. | Consumers of respiratory care services and businesses hiring reinstated therapists benefit from the regulation as such individuals will be eligible to provide therapy services. | To further the purpose of the rule. |
| 20 CSR 2255 | 3.010 | Supervision of Permit Holders | This rule defines the supervision requirements for permit holders. | Sections 334.800, 334.840.2, 334.850, 334.890.4, 334.910 and | Outlines the supervision requirements and responsibilities of the supervising therapist to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |

**Missouri Board for Respiratory Care**

The Missouri Board for Respiratory Care was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating respiratory therapists in the State of Missouri.

Statutory authority for this program - 334.800-334.930, RSMo.

Board rulemaking authority - 334.810.4., RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2255 | 4.010 | Continuing Education Requirements | This rule details the continuing education that will be required for renewal of a license to practice as a respiratory care practitioner. | Sections 334.840.2, 334.850, and 334.880. | Continuing Competency requirements are set to ensure the therapists are up to date with the latest equipment, therapies, patient safety techniques, etc. to ensure overall competency and patient/consumer safety. | Rule ensures proper continuing education of licensees. |
| 20 CSR 2255 | 5.010 | Code of Ethics | This rule establishes the code of ethics for respiratory care practitioners and for holders of temporary permits issued by the board. | Sections 334.800, 334.840.2, 334.850, 334.910 and 334.920. | Establishes the code of ethics for licensees to ensure patient/consumer wellbeing and safety. | To further the purpose of the rule. |
| 20 CSR 2255 | 5.020 | Professional Conduct | This rule defines what is considered unprofessional conduct for respiratory care practitioners and holders of temporary permits issued by the board. | Sections 334.800, 334.840.2, 334.850, 334.910 and 334.920. | Defines what is considered unprofessional conduct for applicants and licensees to ensure patient/consumer wellbeing and safety. | To further the purpose of the rule. |

## State Committee for Social Workers

The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri.

Statutory authority for this program - 337.600-337.689, RSMo.

Board rulemaking authority - 337.627, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2263 | 1.010 | Definitions | This rule defines terms used in 4 CSR 263. | Sections 337.065, 337.600, 337.627, and 337.674. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 1.015 | General Organization | This rule complies with sections 337.600–337.639, RSMo, which permit the department to adopt rules governing the conduct of the State Committee for Social Workers. | Sections 337.627, 337.622, and 337.677. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 1.016 | Policy for Handling Release of Public Records | This rule outlines the policy regarding the release of information on any meetings, committee records or votes in compliance with sections 610.010–610.030, RSMo. | Sections 337.627 and 610.010–610.200. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 1.025 | Complaint Handling and Disposition | This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo Supp. 1997. | Sections 337.627, 337.677 and 620.010.15(6). | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 1.030 | Name and Address Changes | This rule outlines the requirements and procedures for notifying the committee of name and address changes. | Sections 337.612 and 337.627. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 1.035 | Fees | This rule establishes the fees for both clinical and baccalaureate social workers. | Sections 337.612, 337.677, and 337.627. | Licensees are responsible for paying the costs associated with obtaining a license in Missouri. Fees are set at a level not to exceed the cost of administering sections 337.600 to 337.689. Some employers may incur the costs. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.020 | Educational Requirements for Licensed Social Workers | This rule defines the educational requirements for an applicant for social work licensure, registration of supervision and reciprocity. | Sections 337.612, 337.615, and 337.627. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |

## State Committee for Social Workers

The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri.

Statutory authority for this program - 337.600-337.689, RSMo.

Board rulemaking authority - 337.627, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2263 | 2.022 | Rescinded April 30, 2010 | | | | |
| 20 CSR 2263 | 2.030 | Supervised Licensed Social Work Experience | This rule defines supervised licensed social work experience and sets out the supervised experience requirements for licensed clinical social workers and licensed baccalaureate social workers. | Sections 337.600, 337.627, 337.612, 337.615, 337.650, 337.662, 337.665, and 337.677. | Sets out the supervised experience requirements for licensed social workers to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.031 | Acceptable Supervisors and Supervisor Responsibilities | This rule defines an acceptable supervisor and supervisor responsibilities. | Sections 337.627, 337.600, 337.612, 337.615, 337.665, and 337.677. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.032 | Registration of Supervised Social Work Experience | This rule outlines the requirements for registering clinical social work experience. | Sections 337.600, 337.612, 337.615, 337.650, 337.665, 337.677, and 337.627. | Outlines the requirements for registering clinical social work experience to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.045 | Provisional Licenses | This rule outlines the requirements for provisional licensed clinical social workers. | Sections 337.600, 337.612, 337.615, 337.627, and 337.630. | Businesses hiring clinical social workers benefit from this regulation in that this rule outlines the requirements to obtain a license to practice in Missouri while under supervision. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.047 | Rescinded April 30, 2010 | | | | |
| 20 CSR 2263 | 2.050 | Application for Licensure as a Social Worker | This rule outlines the procedures for application for licensure as a clinical social worker. | Sections 337.627, 337.630, 337.600, 337.612, and 337.615. | Businesses hiring clinical social workers benefit from this regulation in that this rule outlines the requirements to obtain a license to practice in Missouri. | To further the purpose of the rule. |

## State Committee for Social Workers

The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri.

Statutory authority for this program - 337.600-337.689, RSMo.

Board rulemaking authority - 337.627, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2263 | 2.052 | Rescinded April 30, 2010 | | | | |
| 20 CSR 2263 | 2.060 | Licensure by Reciprocity | This rule provides information to those desiring licensure by reciprocity. | Sections 337.600, 337.612, 337.615, 337.627 and 337.630. | Businesses hiring clinical social workers benefit from this regulation in that this rule outlines the requirements to obtain a license to practice in Missouri. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.062 | Rescinded April 30, 2010 | | | | |
| 20 CSR 2263 | 2.070 | Temporary Permits for Licensed Social Workers | This rule establishes a procedure for reciprocity applicants to practice social work in Missouri pending licensure. | Sections 337.600, 337.621, 337.627 and 337.630. | Businesses hiring clinical social workers benefit from this regulation in that this rule outlines the requirements to obtain a temporary license to practice in Missouri. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.072 | Rescinded April 30, 2010 | | | | |
| 20 CSR 2263 | 2.075 | Renewal of License | This rule outlines the process of renewing a license to practice as a licensed clinical social worker or as a licensed baccalaureate social worker. | Sections 337.600, 337.612, 337.618, 337.627, 337.630, 337.677, and 337.680. | Licensees are responsible for renewing their license in order to continue practicing. Failure to renew would prevent the individual from providing services. | To further the purpose of the rule. |

**State Committee for Social Workers**

The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri.

Statutory authority for this program - 337.600-337.689, RSMo.

Board rulemaking authority - 337.627, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2263 | 2.082 | Continuing Education | This rule sets continuing education requirements for renewal of licenses to practice as a licensed social worker and establishes the basic continuing education standards. The goal of continuing education is to ensure quality social work services to clients. | Sections 337.627, 337.668, and 337.677. | The goal of continuing education is to develop and enhance professional expertise and increase competence to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.085 | Restoration of License | This rule outlines the process for restoring a license to practice as a social worker. | Sections 337.600, 337.612, 337.618, 337.650, 337.662, 337.677, 337.627, and 337.630. | Outlines the process for restoring a license to practice as a clinical social worker or a baccalaureate social worker to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 2.090 | Inactive Status | This rule outlines the process of requesting inactive status to maintain a license as a licensed social worker. | Sections 337.600, 337.677, and 620.150. | Consumers of occupational therapy services and businesses hiring therapists benefit from the regulation as such individuals will not be eligible to provide therapy services. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.010 | Scope of Coverage and Organization | This rule sets forth the ethical standards and disciplinary rules inclusive to all licensees practicing social work as defined in statute in this state. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the scope of coverage and organization of the ethical standards/disciplinary rules to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |

**State Committee for Social Workers**

The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri.

Statutory authority for this program - 337.600-337.689, RSMo.

Board rulemaking authority - 337.627, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2263 | 3.020 | Moral Standards | This rule sets forth the moral obligations of the ethical standards/disciplinary rules. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the moral obligations of the ethical standards/disciplinary rules to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.040 | Client Relationships | This rule sets forth the ethical standards/disciplinary rules for client relationships. | Sections 337.600, 337.615, 337.627 and 337.630. | Sets forth the ethical standards/disciplinary rules for client relationships to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.060 | Relationships with Colleagues | This rule sets forth the ethical standards/disciplinary rules for relationships with colleagues. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the ethical standards/disciplinary rules for relationships with colleagues to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.080 | Public Statements/Fees | This rule sets forth the ethical standards/disciplinary rules as they pertain to public statements/fees. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the ethical standards/disciplinary rules as they pertain to public statements/fees to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.100 | Confidentiality | This rule sets forth the ethical standards/disciplinary rules as they pertain to confidentiality. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the ethical standards/disciplinary rules as they pertain to confidentiality to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |

| State Committee for Social Workers | | | | | | |
|---|---|---|---|---|---|---|
| The State Committee for Social Workers was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating social workers in the State of Missouri. | | | | | | |
| Statutory authority for this program - 337.600-337.689, RSMo. | | | | | | |
| Board rulemaking authority - 337.627, RSMo. | | | | | | |
| **Rule Number** | | **Rule Name** | **Rule Purpose** | **Authority for this Rule** | **Effects on Small Business** | **Justification for Continued Existence** |
| 20 CSR 2263 | 3.120 | Research on Human Subjects | This rule sets forth the ethical standards/disciplinary rules as they pertain to research on human subjects. | Sections 337.600, 337.615, 337.650, 337.665, 337.677, 337.680, 337.627, and 337.630. | Sets forth the ethical standards/disciplinary rules as they pertain to research on human subjects to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |
| 20 CSR 2263 | 3.140 | Competence | This rule is promulgated pursuant to section 337.630.2(15), RSMo and sets forth the ethical standards/disciplinary rules as they pertain to competence. | Sections 337.600, 337.615, 337.618, 337.650, 337.662, 337.665, 337.677, 337.680,, 337.627, and 337.630. | Sets forth the ethical standards/disciplinary rules as they pertain to competence to ensure patient/consumer safety when services are provided. | To further the purpose of the rule. |

## Office of Tattooing, Branding and Body Piercing

The Office of Tattoo, Body Piercing and Branding was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating tattoo artists, body piercers, branding, and tattoo, body piercing and branding businesses in the State of Missouri.

Statutory authority for this program - 324.520-324.524, RSMo.

Board rulemaking authority - 324.522.2.,RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2267 | 1.010 | Definitions | This rule defines terms used in these administrative rules. | Section 324.522. | No effect beyond that referenced herein for more specific rules. | To further the purpose of the rule. |
| 20 CSR 2267 | 1.020 | Name and Address Changes | This rule outlines the requirements and procedures for notifying the division of a name and/or address change. | Section 324.522. | This rule assures that the office has the most current contact information for its licensees to ensure receipt of information from the office (renewal forms, newsletters, etc.). | To further the purpose of the rule. |
| 20 CSR 2267 | 1.030 | Tattoo, Body Piercing and Branding Establishment - Change of Name, Ownership or Location | This rule outlines the requirements and procedures for notifying the division of a change of name, ownership or location of a tattoo, body piercing or branding establishment. | Section 324.522. | Requires business owners to submit a new application and fee when there is a change in ownership and/or location. The new license allows for consumers to know that the shop has passed state inspection. | To further the purpose of the rule. |
| 20 CSR 2267 | 2.010 | Licenses | This rule outlines the requirements for obtaining a tattoo, body piercing and branding license. | Section 324.522. | Requires individuals pursuing licensure to complete specific requirements. These requirements are set out to protect the consumer. Some businesses may incur the cost for individuals to attend the specific courses noted. | Rules allows for the licensing of practitioners. |
| 20 CSR 2267 | 2.020 | Fees | This rule establishes and fixes various fees and charges authorized by section 324.522, RSMo. | Section 324.522. | Licensees are responsible for paying the costs associated with obtaining a license in Missouri. Fees are set at a level not to exceed the cost of administering sections 324.520 to 325.524. Some employers may incur the costs. | Rule establishes fees for licensure used to fund functioning of the board and public protection measures. |
| 20 CSR 2267 | 2.030 | License Renewal | This rule outlines the process for renewing a practitioner's license and/or an establishment license. | Section 324.522. | Licensees are responsible for renewing their license in order to continue practicing. Failure to renew would prevent the individual from providing services. | Rule allows for the renewal of practitioners license. |

## Office of Tattooing, Branding and Body Piercing

The Office of Tattoo, Body Piercing and Branding was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating tattoo artists, body piercers, branding, and tattoo, body piercing and branding businesses in the State of Missouri.

Statutory authority for this program - 324.520-324.524, RSMo.

Board rulemaking authority - 324.522.2.,RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2267 | 3.010 | Tattoo, Body Piercing and Branding Establishment | This rule specifies the requirements to operate a tattoo, body piercing and branding establishment. | Section 324.522. | Requires that businesses meet specific requirements that relate to hygienic and sanitary practice. Consumer safety. | To further the purpose of the rule. |
| 20 CSR 2267 | 4.010 | Temporary Establishment License | This rule outlines the requirement that must be met when applying for a temporary tattoo, body piercing or branding establishment. | Section 324.522. | Requires that businesses meet specific requirements that relate to hygienic and sanitary practice. Consumer safety. | To further the purpose of the rule. |
| 20 CSR 2267 | 4.020 | Temporary Practitioner License | This rule outlines the requirements for a temporary practitioner's license in the event of a state or national convention being held in the state of Missouri. | Sections 324.522 and 324.526. | Requires individuals pursuing licensure to complete specific requirements. These requirements are set out to protect the consumer. | To further the purpose of the rule. |
| 20 CSR 2267 | 5.010 | Standards of Practice | This rule outlines the standards that a practitioner will be held to in the course of performing tattoos, body piercing or branding. Such standards relate to practitioners' personal hygiene, safe and sanitary practices in performing procedures and the protection of the health and welfare of tattoo, body piercing and branding patrons. | Section 324.522. | Outlines the standards that practitioners and establishment owners are required to meet to ensure consumer safety. | To further the purpose of the rule. |
| 20 CSR 2267 | 5.020 | Patrons | This rule outlines the age requirements of a patron and the necessity of a parental release for patrons under the age of eighteen (18) years of age. The rule also requires the establishment owner to keep on file photocopies of parental release forms and photocopies of picture identification. | Section 324.522. | To protect the consumer this rule specifies what information is to be obtained from each consumer prior to the procedure being done. | To further the purpose of the rule. |
| 20 CSR 2267 | 5.030 | Cleaning and Sterilization | This rule outlines the proper cleaning and sterilization of equipment used by a tattooist, body piercer or brander. | Section 324.522. | This rule outlines equipment cleaning and sterilization requirements for consumer safety. The owner of the establishment is responsible for the cost of biohazard waste pick up and the spore test. | To further the purpose of the rule. |

## Office of Tattooing, Branding and Body Piercing

The Office of Tattoo, Body Piercing and Branding was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating tattoo artists, body piercers, branding, and tattoo, body piercing and branding businesses in the State of Missouri.

Statutory authority for this program - 324.520-324.524, RSMo.

Board rulemaking authority - 324.522.2.,RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2267 | 5.040 | Preparation and Care of Site | This rule outlines the requirements for skin care before and after a tattoo, body piercing or branding procedure is completed on each patron. | Section 324.522. | Licensees are required to provide aftercare directions to consumers as a safety precaution. | To further the purpose of the rule. |
| 20 CSR 2267 | 6.010 | Enforcement | This rule outlines the authority of the office/division personnel to inspect establishments. | Section 324.522. | To ensure owners are operating a sanitary business the office conducts inspections, this is a matter of consumer safety. | To further the purpose of the rule. |
| 20 CSR 2267 | 6.020 | Public Complaint Handling and Dispositions | This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to section 620.010.15(6), RSMo. | Section 324.522. | No effect beyond that referenced herein for more specific rules. | Rule protects the public by establishing procedures for filing and processing of public complaints. |
| 20 CSR 2267 | 6.030 | Initiation of Disciplinary Proceedings | Rescinded | | | |

**Missouri Board of Therapeutic Massage**

The Board of Therapeutic Massage was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating massage therapists and massage

Statutory authority for this program - 324.240-324.275, RSMo.

Board rulemaking authority - 324.245, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2197 | 1.010 | Definitions | This rule defines terms used in 20 CSR 2197. | Sections 324.245, 324.257, and 324.265. | No effect beyond that referenced herein for more specific rules. | Rule establishes uniform definitions of commonly used terms within the statute and regulation. |
| 20 CSR 2197 | 1.020 | Titling | This rule specifies the title that may be used by an individual licensed by the board as a massage therapist. | Sections 324.240, 324.245, and 324.270. | The rule outlines the title to be used by licensed massage therapists to ensure an employer or consumer can distinguish a person is permanently licensed versus an unlicensed practitioner, or provisionally license or licensed as a student. | Rule protects the public by ensuring clear and accurate licensure designation of practitioners of massage therapy. |
| 20 CSR 2197 | 1.030 | Name and Address Changes for Individuals | This rule outlines procedures to be followed for name, address and telephone number changes. | Sections 324.245 and 324.250. | This rule ensures that the board has the most current contact information to facilitate mailing information to the licensee, including but not limited to, correspondence, renewal application, and newsletter. | Rule establishes requirements for maintaining accurate licensee contact information. |
| 20 CSR 2197 | 1.040 | Fees | This rule establishes and fixes the various fees and charges for the Board of Therapeutic Massage. | Sections 324.245, 324.247, 324.265, 324.250, 324.252, and 324.267. | Costs associated with the administration of the licensure law are paid according to various fees within the regulation pursuant to section 324.245.1(5) RSMo. Such fees shall be set at a level to produce revenue which shall not substantially exceed the cost and expense of administering of the law. | Rule establishes fees required to administer the law and regulations in order to protect the public |
| 20 CSR 2197 | 2.010 | Application for Licensure | This rule outlines the requirements for licensure as a massage therapist including the grandfathering provisions and temporary two (2)-year license. | Sections 324.240, 324.243, 324.265, 324.267, 324.245, and 324.270. | Licensees and applicants providing massage therapy have met minimum education and examination requirements to practice competently. Businesses hiring massage therapists do not have to conduct extensive and time consuming reviews of educational transcripts and examination results to determine if a perspective employee has obtained adequate and appropriate education and training in massage therapy. | Rule allows for the licensure of massage therapists. |

**Missouri Board of Therapeutic Massage**

The Board of Therapeutic Massage was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating massage therapists and massage

Statutory authority for this program - 324.240-324.275, RSMo.

Board rulemaking authority - 324.245, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2197 | 2.020 | Reciprocity | This rule outlines the requirement for licensure by reciprocity. | Sections 324.245 and 324.265. | Massage therapists licensed in another state and relocating to Missouri are apprised of all documentation required in order to reduce the delay in reviewing an application. | Rule allows for the licensure of massage therapists based upon licensure in another state. |
| 20 CSR 2197 | 2.030 | Provisional License | This rule outlines the requirements to obtain a provisional license. | Sections 324.245 and 324.265. | Applicants for licensure are apprised of all documentation required in order to reduce the delay in reviewing an application. Businesses hiring a massage therapist do not have to conduct extensive and time consuming reviews of educational transcripts to determine if a perspective employee has obtained adequate and appropriate education and training in massage therapy. | Rule allows for the licensure of provisional massage therapists. |
| 20 CSR 2197 | 2.040 | Students/Student License | This rule outlines the requirements to obtain a student license. | Sections 324.245 and 324.265. | Massage therapy schools are apprised of all documentation required in order to reduce the delay in reviewing an application, as well as the requirements to practice on the public within the school's massage therapy business setting. Students are apprised of the supervisory requirements of their practice while enrolled in a massage therapy program. | Rule allows for the licensure of student massage therapists. |
| 20 CSR 2197 | 2.050 | License Renewal | This rule outlines the requirements for the renewal of licensure and specifies continuing education requirements. | Sections 324.245, 324.262 and 324.265. | A current license is required to provide massage therapy. | Rule allows for the renewal of a license. |
| 20 CSR 2197 | 3.005 | Definitions | This regulation defines certain terms used throughout Chapter 3. | Sections 324.245 and 324.262. | No effect beyond that referenced herein for more specific rules. | Rule establishes uniform definitions of commonly used terms within the statute and regulation. |

**Missouri Board of Therapeutic Massage**

The Board of Therapeutic Massage was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating massage therapists and massage

Statutory authority for this program - 324.240-324.275, RSMo.

Board rulemaking authority - 324.245, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2197 | 3.010 | Standards of Practice | This regulation establishes standards of practice for massage therapists including massage therapists performing chair or on-site (outcall) massage therapy. | Sections 324.245 and 324.262. | The rule establishes general business practices to ensure adequate and secure record keeping and informed consent to provide massage therapy. Additionally, the rule ensures the licensee is practicing in a clean, secure, and safe environment. | Rule protects the public by ensuring secure record keeping and guidelines for a safe and sanitary working environment. |
| 20 CSR 2197 | 4.010 | Certified Mentor | This rule outlines the requirements to be a certified mentor. | Section 324.240, 325.245, 324.240, and 324.245. | Licensees seeking an alternative delivery system of massage therapy education and training are aware of the documentation and work experience required to meet the educational requirements for licensure via an apprenticeship. | Rule allows for the licensure of massage therapists. |
| 20 CSR 2197 | 4.020 | Certified Mentor - Apprenticeship Program | Rescinded | Sections 324.240, 324.245, 324.247, 324.250, and 324.265. | Rescinded | |
| 20 CSR 2197 | 4.030 | Apprenticeship Training Program | This rule outlines the composition of an apprenticeship training program. | Section 324.240 and 324.245. | This rule defines the composition of an apprenticeship program to ensure that the alternate delivery system of massage therapy education meets the content and hours defined by statute. | Individuals have a choice between obtaining education and training through a traditional massage therapy course of study or through an apprenticeship. |
| 20 CSR 2197 | 4.040 | Apprenticeship Training Documentation | This rule outlines the documentation to be maintained by the certified mentor regarding an approved apprenticeship training program. | Section 324.240 & 324.245. | This rule provides the mentor and apprentice performance expectations throughout the apprenticeship to ensure compliance with the education, training, and documentation requirements for licensure. | Rule identifies the education and training documentation required for licensure.. |
| 20 CSR 2197 | 5.010 | Massage Therapy Business - Survey Inspections | This rule specifies the requirements to operate a massage therapy business. | Sections 324.240, 324.250, 324.252, 324.255, 324.260, 324.245, 324.247 and 324.257. | The rule establishes practice parameters to ensure employees can provide massage therapy within a safe, secure, and clean environment. | Rule allows for the licensure of massage therapy business and protects the public by ensuring a safe and sanitary working environment. |

| Missouri Board of Therapeutic Massage | | | | | | |
|---|---|---|---|---|---|---|
| The Board of Therapeutic Massage was established by law to protect the interests of the citizens of the State of Missouri by licensing and regulating massage therapists and massage | | | | | | |
| Statutory authority for this program - 324.240-324.275, RSMo. | | | | | | |
| Board rulemaking authority - 324.245, RSMo. | | | | | | |
| **Rule Number** | | **Rule Name** | **Rule Purpose** | **Authority for this Rule** | **Effects on Small Business** | **Justification for Continued Existence** |
| 20 CSR 2197 | 5.020 | Issuance of an Original Business License | This rule outlines the requirements for this issuance of an original business license. | Sections 324.240, 324.250, 324.252, 324.255, 324.260, 324.245, 324.247, and 324.257. | Applicants for licensure are apprised of all documentation required in order to reduce the delay in reviewing an application. | Rule allows for the licensure of massage therapy businesses. |
| 20 CSR 2197 | 5.030 | Massage Therapy Business - Change of Name, Ownership or Location | This rule outlines the procedures for a change of name, ownership, or location for a business license. | Sections 324.240, 324.250, 324.252, 324.255, 324.260, 324.245, 324.247, 324.257, and 324.262. | Applicants for licensure are apprised of all documentation required in order to reduce the delay in reviewing an application. | Rule establishes requirements for maintaining accurate contact information. |
| 20 CSR 2197 | 5.040 | Massage Therapy Business License Renewal | This rule outlines procedures for the renewal of a business license. | Sections 324.245, 324.257, 324.262, 324.250, 324.255 and 324.260. | Licensees are responsible for maintaining a current license to practice and obtain reimbursement for services. | Rule allows for the renewal of a license. |
| 20 CSR 2197 | 6.010 | Public Complaint Handling and Disposition Procedure | This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo. | Sections 324.245, 324.257, 324.260, 324.262, 324.275, and 620.010.15(6). | No effect beyond that referenced herein for more specific rules. | Rule protects the public by establishing procedures for filing and processing complaints. |
| 20 CSR 2197 | 6.020 | Investigation | This rule outlines the procedures for conducting an investigation. | Sections 324.245, 324.257, 324.260, 324.262, 324.275, and 620.010.15(6). | No effect beyond that referenced herein for more specific rules. | Rule protects the public by establishing procedures for filing and processing complaints. |

## Missouri Veterinary Medical Board

The Missouri Veterinary Medical Board was established to protect the interests of the citizens of the State of Missouri by licensing and regulating veterinarians and veterinary technicians in the State of Missouri.

Statutory authority for this program - 340.200-340.350, RSMo.

Board rulemaking authority - 340.350, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2270 | 1.011 | Organization of Veterinary Technician Committee | This rule specifies the duties of the board and describes its organization. | Sections 340.208 and 340.210. | None | Establishes and implements policies/procedures for functioning of the board. |
| 20 CSR 2270 | 1.021 | Fees | This rule establishes the various fees authorized in Chapter 340, RSMo. | Sections 340.210 and 340.232. | Fees are applicable to all licensure classifications, including, small veterinary facility practices. | Rule establishes fees for licensure used to fund functioning of the board and public protection measures. |
| 20 CSR 2270 | 1.031 | Application Procedures | This rule outlines the procedure for application for licensure as a veterinarian or registration as a veterinary technician. | Sections 340.210, 340.228, and 340.300. | None | Rule establishes guidelines for applying for licensure in Missouri. |
| 20 CSR 2270 | 1.040 | Name and Address Changes | This rule outlines the requirements for notifying the board of name and address changes. | Section 340.210. | None | This rule assures that the board has the most current contact information for licensees (renewal forms, newsletters, etc.). |
| 20 CSR 2270 | 1.050 | Renewal Procedures | This rule provides information to veterinarians licensed and veterinary technicians registered in Missouri regarding renewal of their license or certificate of registration. | Sections 340.210 340.258, 340.314, 340.322, 340.324, 340.326, 340.262, 340.312 and 340.320. | Licensees are renewed annually and it is the responsibility of the licensee to renew (pay required fee, submit form and comply with continuing education requirements). Employers may incur the cost of renewal. | Rule establishes renewal requirements for veterinarians and veterinary technicians. |
| 20 CSR 2270 | 1.060 | Public Records | This rule establishes standards for compliance with Chapter 610, RSMo as it relates to public records of the Missouri Veterinary Medical Board. | Sections 340.210, 610.023, and 610.026. | None | Rule establishes requirements for public access to open records of the board. |
| 20 CSR 2270 | 2.011 | Educational Requirements | This rule defines the educational requirements for an individual to be licensed as a veterinarian in Missouri. | Sections 340.210, 340.228, and 340.230. | None | Rule allows for the licensing of veterinarians. |

## Missouri Veterinary Medical Board

The Missouri Veterinary Medical Board was established to protect the interests of the citizens of the State of Missouri by licensing and regulating veterinarians and veterinary technicians in the State of Missouri.

Statutory authority for this program - 340.200-340.350, RSMo.

Board rulemaking authority - 340.350, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2270 | 2.021 | Internship or Veterinary Candidacy Program | This rule describes the postgraduate internship program required for licensure as a veterinarian. | Sections 340.200, 340.246, and 340.210. | None | Rule establishes the requirements for work experience prior to licensure. |
| 20 CSR 2270 | 2.031 | Examinations | This rule describes the examination and passing scores required for licensure as a veterinarian. | Sections 340.210 and 340.234. | None | Rule allows for the licensing of veterinarians. |
| 20 CSR 2270 | 2.041 | Reexamination | This rule outlines the requirements and procedures for retaking the licensure examination for veterinarians. | Sections 340.210 and 340.232. | None | Rule allows for the licensing of veterinarians. |
| 20 CSR 2270 | 2.051 | Licensure (Exception) | This rule provides for an exception to the requirements of licensure for university veterinary school or college faculty members who are graduates of non-American Veterinary Medical Association accredited universities and who do not have an Educational Commission of Foreign Veterinary Graduate certificate but are American Veterinary Medical Association board-certified. | Sections 340.210, 340.216 and 340.230. | None | Rule establishes an exception to the requirements for licensure and restricts the licensee to practice within the university setting where s/he is employed as a member of the faculty. |
| 20 CSR 2270 | 2.052 | Faculty Licensure | This rule establishes a restricted veterinary license for faculty at the University of Missouri College of Veterinary Medicine. | Sections 340.210 and 340.247. | None | Rule establishes a restricted faculty license at the University of Missouri College of Veterinary Medicine. |
| 20 CSR 2270 | 2.060 | Reciprocity | This rule provides information to those desiring licensure by reciprocity. | Sections 340.210, 340.238, and 340.234. | None | Rule allows for the licensing of veterinarians. |

## Missouri Veterinary Medical Board

The Missouri Veterinary Medical Board was established to protect the interests of the citizens of the State of Missouri by licensing and regulating veterinarians and veterinary technicians in the State of Missouri.

Statutory authority for this program - 340.200-340.350, RSMo.

Board rulemaking authority - 340.350, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2270 | 2.070 | Provisional Licenses | This rule provides the procedures and requirements for obtaining a provisional license in Missouri. | Sections 340.210, 340.250, and 340.246. | None | Rule allows for the provisional licensing of veterinarians pending final approval. |
| 20 CSR 2270 | 2.071 | Temporary Licenses | This rule provides the procedures and requirements for obtaining a temporary license in Missouri. This rule also implements Senate Bill 424 of the 90th General Assembly, which made various changes to Chapter 340. | Sections 340.210, 340.248, and 340.250. | None | Rule allows for the temporary licensing of a veterinarian from another state for the exclusive purpose of providing veterinary services for a specific animal owner in Missouri. |
| 20 CSR 2270 | 3.011 | Registration Requirements | This rule defines the requirements for a veterinary technician registration. | Sections 340.210 and 340.300. | None | Allows for the registration of veterinary technicians. |
| 20 CSR 2270 | 3.020 | Examinations | This rule describes the examinations required for registration as a veterinary technician. | Sections 340.210, 340.300, 340.302 and 340.308. | None | Allows for the registration of veterinary technicians. |
| 20 CSR 2270 | 3.030 | Reciprocity | This rule provides information to those desiring registration by reciprocity. | Sections 340.210 and 340.238, 340.234, and 340.306. | None | Allows for the registration of veterinary technicians. |
| 20 CSR 2270 | 3.040 | Temporary Registration for Veterinary Technicians | This rule describes the requirements and procedures for getting a temporary registration for veterinary technicians. | Sections 340.210, 340.246, and 340.298. | None | Rule allows for the temporary registration of veterinary technicians pending final approval. |
| 20 CSR 2270 | 3.050 | Animal Health Care Tasks | This rule describes the delegated animal health care tasks that veterinary technicians may perform and the level of supervision required for each. | Sections 340.210 and 340.296. | All veterinarians and veterinary technicians are required to comply with the rule. | Rule protects the public by ensuring adequate supervision. |
| 20 CSR 2270 | 4.011 | Minimum Standards for Veterinary Facilities | This rule defines the minimum standards for veterinary hospitals and clinics, central hospitals, satellite out-patient or mobile small animal clinics and large animal mobile clinics. | Sections 340.210, 340.224, and 340.264. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule protects the public by establishing minimum standards for veterinary facilities to ensure patient/consumer wellbeing and safety. |

## Missouri Veterinary Medical Board

The Missouri Veterinary Medical Board was established to protect the interests of the citizens of the State of Missouri by licensing and regulating veterinarians and veterinary technicians in the State of Missouri.

Statutory authority for this program - 340.200-340.350, RSMo.

Board rulemaking authority - 340.350, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2270 | 4.021 | Minimum Standards for Emergency Clinics/Services | This rule defines the minimum standards for emergency clinics and services. | Section 340.210. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule protects the public by establishing minimum standards for emergency clinics and services to ensure patient/consumer wellbeing and safety. |
| 20 CSR 2270 | 4.031 | Minimum Standards for Practice Techniques | This rule defines the minimum standards for the delivery of various services. | Sections 340.200 and 340.210. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule protects the public by establishing minimum standards for the delivery of veterinary services to ensure patient/consumer wellbeing and safety. |
| 20 CSR 2270 | 4.041 | Minimum Standards for Medical Records | This rule describes the minimum standards for medical records. | Sections 340.210, 340.264, and 340.284. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule protects the public by ensuring proper record keeping and documentation. |
| 20 CSR 2270 | 4.042 | Minimum Standards for Continuing Education for Veterinarians | This rule defines the minimum standards for continuing education for veterinarians. In August, 1999 Senate Bill 424 became effective which revised Chapter 340. | Sections 41.946, 340.210, 340.258 and 340.268. | None | Rule ensures proper continuing education of veterinarians. |
| 20 CSR 2270 | 4.050 | Minimum Standards for Continuing Education for Veterinary Technicians | This rule defines the minimum standards for continuing education for veterinary technicians. | Sections 41.946, 340.210, 340.258 and 340.324. | None | Rule ensures proper continuing education of veterinary technicians. |
| 20 CSR 2270 | 4.060 | Minimum Standards for Supervision | This rule defines the minimum standards for supervision. | Sections 340.210, 340.326, and 340.222. | None | Rule outlines the duties of a supervising veterinarian and the responsibilities associated with being a supervisor. |
| 20 CSR 2270 | 5.011 | Permit Application | This rule outlines the procedures required to secure a permit for all veterinary facilities. | Sections 340.210 and 340.226. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule allows for the permitting of veterinary facilities. |

## Missouri Veterinary Medical Board

The Missouri Veterinary Medical Board was established to protect the interests of the citizens of the State of Missouri by licensing and regulating veterinarians and veterinary technicians in the State of Missouri.

Statutory authority for this program - 340.200-340.350, RSMo.

Board rulemaking authority - 340.350, RSMo.

| Rule Number | | Rule Name | Rule Purpose | Authority for this Rule | Effects on Small Business | Justification for Continued Existence |
|---|---|---|---|---|---|---|
| 20 CSR 2270 | 5.021 | Veterinary Facility Self-Inspection Procedures | This rule outlines the procedures for self-inspection of veterinary facilities. | Sections 340.210 and 340.264. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule allows for the permitting of veterinary facilities. |
| 20 CSR 2270 | 5.031 | Facility Permit Renewal Procedures | This rule outlines the procedures for the renewal of facility permits. | Sections 340.210 and 340.264. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule establishes renewal requirements for veterinary facilities. |
| 20 CSR 2270 | 5.041 | Temporary Continuance of Veterinary Practice Upon Death of Owner | This rule establishes a way for an individually owned veterinary practice to be continued when the owner dies. | Sections 340.210 and 340.264. | All veterinary facilities are required to comply with the rule, including small business veterinary facilities. | Rule establishes requirements for a veterinary practice to remain open after the death of the owner, this benefits and protects the public in the performance of professional services. |
| 20 CSR 2270 | 6.011 | Rules of Professional Conduct | This rule establishes a professional code of conduct for veterinarians and veterinary technicians. | Section 340.210. | All veterinarians and veterinary technicians are required to comply with the rule. | Rule protects the public by establishing what is considered unprofessional conduct to ensure patient/consumer wellbeing and safety when services are provided. |
| 20 CSR 2270 | 7.010 | Public Complaint Handling and Disposition Procedure | This rule establishes a procedure for the receipt, handling and disposition of public complaints pursuant to the mandate of section 620.010.15(6), RSMo. | Sections 340.210, 340.282, and 620.010.15. | None | Rule protects the public by establishing procedures for filing and processing of public complaints. |
| 20 CSR 2270 | 7.020 | Revocation of Temporary or Provisional License | This rule sets forth the procedure to be used for revocation of temporary licenses under section 340.250, RSMo. | Sections 340.210 and 340.250. | None | Rule allows for the revocation of a temporary or provisional licenses. |
| 20 CSR 2270 | 7.030 | Automatic Revocation of License | This rule sets forth the procedure to be used for the automatic revocation of licenses under section 340.274, RSMo. | Sections 340.210 and 340.274. | None | Rule allows for the automatic revocation of veterinary licenses. |

## Insurance Consumer Hotline

Contact DIFP's Insurance Consumer Hotline
if you have questions about your insurance policy
or to file a complaint against an
insurance company or agent:

**difp.mo.gov**

**800-726-7390**

DIFP

Department of Insurance,
Financial Institutions &
Professional Registration

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