

AGING AND LONG-TERM SUPPORT ADMINISTRATION  
RESIDENTIAL CARE SERVICES  
*“Transforming Lives”*

## CHAPTER 2 – BACKGROUND CHECKS

### **BACKGROUND CHECK INFORMATION – OVERVIEW**

- This policy describes procedures for background check authorizations conducted by DSHS for the Aging and Long Term Care Support Administration for Residential Care Services (RCS).
- Chapter 74.39A RCW requires all long-term care workers shall be screened through state and federal background checks in a uniform and timely manner to verify that they do not have a criminal history that would disqualify them from working with vulnerable persons.
- RCW 43.43.830-845 requires DSHS to conduct background checks on persons who may have unsupervised access to children or vulnerable adults.
- RCW 74.15.030 requires DSHS to consider national and state background check information must be used solely for the purpose of determining eligibility for a license and for determining the character, suitability, and competence of persons or agencies.
- RCW 74.39A.056 requires all long-term care workers shall be screened through state and federal background checks in a uniform and timely manner to verify that they do not have a criminal history that would disqualify them from working with vulnerable persons.
- This policy applies to RCS facilities that employ, directly or by contract, any agency or person that may involve unsupervised access to adults and minors who are receiving services in a Residential Care Services program under chapters.

The following Revised Code of Washington (RCW) Chapters authorizes DSHS and Residential Care Services to conduct background checks under specific regulations.

- [RCW 74.39A.056 CRIMINAL HISTORY CHECKS ON LONG-TERM CARE WORKERS](#)
- [RCW 43.43.830-845 BACKGROUND CHECKS-ACCESS TO CHILDREN & VULNERABLE ADULTS](#)
- [CHAPTER 70.128 RCW ADULT FAMILY HOMES \(AFH\)](#)
- [CHAPTER 18.20 RCW ASSISTED LIVING FACILITIES \(ALF\)](#)
- [CHAPTER 18.51 RCW NURSING HOMES \(NH\)](#)
- [CHAPTER 70.97 RCW ENHANCED SERVICES FACILITIES \(ESF\)](#)
- [CHAPTER 388-76 WAC ADULT FAMILY HOMES](#)
- [CHAPTER 388-78A WAC ASSISTED LIVING FACILITIES \(ALF\)](#)

- [CHAPTER 388-97 WAC NURSING HOMES \(NH\)](#)
- [CHAPTER 388-107 WAC ENHANCED SERVICES FACILITIES \(ESF\)](#)
- [CHAPTER 388-113 WAC DISQUALIFYING CRIMES AND PENDING CHARGES](#)

#### **SUBJECT MATTER EXPERTS**

- ESF – Claudia Baetge at (360) 725-2589 or [Claudia.Baetge@dshs.wa.gov](mailto:Claudia.Baetge@dshs.wa.gov)
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- NH – Lisa Herke at (509) 225-2819 or [Lisa.Herke@dshs.wa.gov](mailto:Lisa.Herke@dshs.wa.gov)
- AFH – Libby Wagner at (253) 234-6061 or [Elizabeth.Wagner@dshs.wa.gov](mailto:Elizabeth.Wagner@dshs.wa.gov)

## CHAPTER 2 – BACKGROUND CHECKS INDEX

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## 2A – BACKGROUND CHECKS STANDARD OPERATING PROCEDURES

This section contains the Standard Operating Procedures (SOPs) that licensed facilities are required to conduct in accordance with program WACs. These steps will help licensors/surveyors/investigators to understand the processes for two types of background checks: Washington State Patrol (WSP) and Federal Bureau of Investigations (FBI).

### A. STANDARD OPERATING PROCEDURES

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## 2A1 – DEFINITIONS

### **BACKGROUND**

- These are definitions associated with the background check processes.

### **DEFINITIONS**

**Applicant/Employee** means an individual who has signed the DSHS background check authorization form under penalty of perjury. The individual is also considered the subject of the background check.

**Background Check** means a review of an individual's criminal history and a review of any civil adjudication proceedings.

**Civil Adjudication Proceeding** is a judicial or administrative adjudicative proceeding that results in a finding of, or upholds an agency finding of, domestic violence, abuse, sexual abuse, neglect, abandonment, violation of a professional licensing standard regarding a child or vulnerable adult, or exploitation or financial exploitation of a child or vulnerable adult under any provision of law, including but not limited to, chapter [13.34](#), [26.44](#), or [74.34](#) RCW, or rules adopted under chapters [18.51](#) and [74.42](#) RCW.

**Background Check Central Unit (BCCU)** means the office within DSHS responsible to search, process, and report background information for authorized service providers and DSHS administrations.

**Character, Competence, and Suitability (CCS)** means the screening and assessment of the potential personal and professional capability of an employee or applicant to work with or serve minor or vulnerable adults based on a review of crimes and negative actions.

**Contractor** means an agency or person who contracts with a licensee under DSHS to provide resident care, services or equipment.

**Disciplinary Board Final Decision** means a finding issued by the Department of Health (DOH) for violation of the Uniform Disciplinary Act. The Act governs health care providers and individuals licensed, certified, or registered by DOH ([Chapter 18.130 RCW](#)).

**Fingerprint Check** means a fingerprint check is considered a positive identification check. The fingerprints of an applicant are reviewed to match fingerprints taken at the time of an arrest or conviction of a crime.

**Long-Term Care Workers** includes all persons providing paid, personal care services for the elderly or persons with disabilities, including individual providers of home care services, direct care workers employed by home care agencies, providers of home care services to persons with developmental disabilities under Title [71A RCW](#), all direct care workers in state-licensed assisted living facilities, adult family homes, respite care providers, community residential service providers, and any other direct care staff

providing home or community-based services to the elderly or persons with functional disabilities or developmental disabilities.

**Negative Action** means any action taken against the applicant, including but not limited to, the following:

- A decision issued after a due process civil adjudicative proceeding by a state agency or an Administrative Law Judge showing a finding of abandonment, abuse, neglect, exploitation, or financial exploitation of a child, juvenile, or vulnerable adult;
- Termination, revocation, suspension, or denial of a professional license, certification, and/or state or federal contract;
- Relinquishment of a license, certification, or contract in lieu of negative action;
- Revocation, suspension, denial or restriction placed on a professional license; and
- Disciplinary board final decisions.

**OCA Number** means the Originating Case Agency number assigned by the BCCU to track individual background checks.

**ORI Number** means a number assigned by the FBI and used to identify the origination information for a request for a fingerprint-based check.

**Pending Charge** means a criminal charge for a disqualifying crime that has been filed in a court of law for which the department has not received documentation showing the disposition of the charge. A pending charge in Washington will show on a RAP sheet for only twelve (12) months after the charge was filed if the court has not made a decision.

**Provider** means any individual or entity that provides services to DSHS.

**Requestor** means the requestor is the agency or person who submits the background authorization form to BCCU.

**Roll** means printing or scanning the applicant's fingerprints on the Washington State Patrol (WSP)/FBI identification card.

**Secure Fax Location** means (as defined by the WSP) a location accessible only to designated employees responsible to handle and process authorization forms and information related to background checks.

**Self-Disclosure** means crimes and negative action information provided directly by the applicant.

**Unsupervised access** means not in the presence of:

- Another employee or volunteer from the same business or organization; or
- Any relative or guardian of any of the children or individuals with a developmental disability or vulnerable adults to which the employee, student or volunteer has access during the course of his or her employment or involvement with the business or organization ([RCW 43.43.830](#)).

**Volunteer** means an individual who interacts with residents without reimbursement.

**Vulnerable Adult** means adults of any age who lack the functional, mental, or physical ability to care for themselves ([RCW 43.43.830](#)).

### **QUALITY ASSURANCE REVIEW**

A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A2 – APPLICANT/EMPLOYEE REQUIRED TO OBTAIN A BC

### **BACKGROUND**

- Background checks are required for employees, volunteers, and contracted staff of licensed facilities. Always review program WACs for prescribed regulations.

### **PROCEDURE**

- A. Background checks must be renewed at least every two (2) years or as required by program rule or contract.
- B. Beginning January 7, 2012, all new long-term care workers, must have fingerprint-based background checks.
- C. Individuals who may have unsupervised access to vulnerable adults or minors must complete a DSHS background check.
- D. Individuals who may have unsupervised access to vulnerable adults and minors in licensed RCS facilities must pass a background check, using [DSHS 09-653](#), *Background Check Authorization* form (BAF).
- E. Individuals may not work in a capacity that involves unsupervised access to residents until non-disqualifying background check results are received from the department.
- F. Long-term care workers must have fingerprint-based checks.
- G. Background checks must be renewed according to program rules. If the background check is expired, the individual may not have unsupervised access to residents in RCS facilities.
- H. All individuals who have resided less than three (3) continuous years in Washington State must have fingerprint-based background checks, since a Washington name and date of birth check will not be available. This includes individuals who reside out of state, but work in Washington State.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A3 – WASHINGTON STATE NAME AND DATE OF BIRTH CHECK

### BACKGROUND

- The initial background check completed by authorized facility representatives is run through the Washington State Patrol (WSP) for the Name and Date of Birth results.

### PROCEDURE

- A. Applicant must complete the [DSHS 09-653](#), *Background Authorization* form.
- B. Requestor must verify that the applicant has completed the form correctly and confirm that there is no information missing.
- C. Requestors must check the applicant's photo identification (i.e., driver's license, government identification card (ID), tribal ID, or passport) to verify the applicant's identity and that the name, date of birth, and signature match the information provided on the [DSHS 09-653](#), *Background Authorization* form.
- D. For new or initial hires, insert the statement: **"New Hire"** on the processing code box in the top right corner of the form. Unless the applicant/employee is required by program WACs to have a fingerprint check, then insert the statement: **"Fingerprint Check Required"**. See section C below.
- E. Providers must submit the [DSHS 09-653](#), *Background Authorization* form to the DSHS BCCU as follows:
  1. By fax: (results will be faxed to the requestor's secure fax location on file with BCCU):
  2. Attention: Background Check Central Unit
  3. Fax (360) 902-0292
- F. Nursing Home regulations permit background checks to be run through a law enforcement agency at cost to the Nursing Home. The results from these background checks do not include the negative actions information prescribed in [WAC 388-97-1820](#). It is the responsibility of the facility to verify this information and document it in the applicant/employee personnel file.

### QUALITY ASSURANCE REVIEW

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A4 – FINGERPRINT-BASED CHECK PROCEDURES

### **BACKGROUND**

- The second background check completed by authorized facility representatives is run through the Federal Bureau of Investigation (FBI) for the fingerprint-based results.

### **PROCEDURE**

- A. Complete the [DSHS 09-653](#), *Background Authorization* form.
- B. Print the statement: **“Fingerprint Check Required”** on the processing code box in the top right corner of the form.
- C. Fax or mail the completed [DSHS 09-653](#), *Background Authorization* form to the BCCU.
- D. The Requestor will receive a NDOB notification letter with the OCA/BCU Tracking number from the BCCU in approximately one to two working days. The OCA number specific to this check will be required for scheduling.
- E. Either the Requestor or the applicant schedules the electronic fingerprinting appointment at the nearest electronic fingerprinting location:
  1. Website: Go to [www.identogo.com/FP/Washington](http://www.identogo.com/FP/Washington) , also referred to as Morphotrust; or
  2. Call 1-888-771-5097 (Monday –Friday 8:00-5:00)
- F. The employee will receive a receipt a receipt from the vendor as proof of completion of the fingerprint appointment to affirm the FBI results are pending.
- G. The electronic fingerprinting company provides the applicant with an appointment confirmation receipt and sends electronic prints to the BCCU for completion of the federal check. The requestor must retain a copy of this receipt from the applicant.
- H. Nursing Homes applicant/employees are not required to conduct fingerprint-based checks.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A5 – CONDITIONAL/PROVISIONAL HIRES

### **BACKGROUND**

- The applicant/employee has limitations on whether they can work supervised or unsupervised based on the status of their background checks.

### **PROCEDURE**

- A. Providers may conditionally hire an applicant/employee provided they are supervised while having access to residents, and meet the additional program regulations for conditional hire.
- B. Providers may provisionally employ an applicant/employee with unsupervised access to residents, from the date of hire up to 120 days, as allowed under the law when:
  1. The applicant/employee is not disqualified based on the NDOB check; and
  2. The results of the national fingerprint check are pending.
- C. Providers making a provisional hire must ensure electronic prints have been submitted prior to the provisional hire by retaining a copy of the fingerprint receipt from the applicant.
- D. There are no exceptions to extend the 120 day timeframe.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A6 – NOTIFICATION LETTERS

### BACKGROUND

- The Background Check Central Unit (BCCU) will send to the facility a notification letter that provides the status of a background check. The letter could lead to further action by the facility or applicant/employee within the context of the notification letter.

### PROCEDURE

- A. BCCU will send one of the following notification letters in response to the background check:
1. **“No Record”** This letter indicates that no disqualifying crimes or negative actions were found during the background check. However, the requestor remains responsible to determine the applicant’s/employee’s suitability for employment; or
  2. **“Review Required”** This letter indicates that the background check found the applicant/employee has a record of criminal conviction(s) or other negative actions that do not automatically disqualify the individual. However, the requestor must review the character, competence, and suitability of the applicant to determine whether or not it would be appropriate to hire the applicant; or
  3. **“Disqualify”** This letter indicates that the applicant has a record of criminal conviction(s) or other negative actions that may disqualify the applicant/employee from employment. The requestor must compare the specific conviction(s) or negative actions with the applicable list of disqualifying crimes and negative actions in WAC 388-113 and ensure that applicants/employees with disqualifying records are not hired. If an existing employee receives this letter the requestor must ensure that they are immediately removed from having unsupervised access to minors and vulnerable adults. For applicants/employees hired prior to July 24, 2014, refer to WAC 388-113-0040 for certain exceptions that may apply.
  4. **“Additional Information Required”** This letter indicates that more information is needed in order for the background check to be completed. For example, if the RAP sheet lists the crime of theft but does not include the degree of the theft, the BCCU is unable to determine if the crime is disqualifying or not. Therefore, the applicant/employee must provide the BCCU with a copy of the Final legal Court from the court of conviction, along with the BCCU affidavit form, to complete the background check.
- B. Do not rely on the terms of ‘interim’ or ‘final’ on a notification letter as the only means of verification. The notification letters, revised in October 14, 2015, no longer make reference to ‘interim’ result.
- C. The facility must have in the employee personnel file a copy of the name and date of birth check, and the fingerprint check.
- D. Requestor’s must maintain a copy of the notification letters and their attachment(s) according to retention requirements.

- E. Fingerprint results for non-governmental agencies do not include FBI RAP sheets (criminal activity found through a fingerprint-based FBI check). The applicant/employee must obtain these from the BCCU and share them with the requestor/employer since FBI documents cannot be provided to the requestor by the BCCU.
- F. The notification letter provided by the BCCU for a fingerprint result is sharable. The FBI RAP sheet is not sharable per federal laws. The applicant/employee is responsible for obtaining the results from the BCCU and providing them to their employer.

**QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A7 – DISQUALIFICATIONS

### **BACKGROUND**

- Disqualifications can be related to a crime, pending charge, or negative action.

### **PROCEDURE**

- A. DSHS must automatically disqualify an applicant if their background check reveals criminal convictions and/or pending charges, on the list of disqualifying crimes in WAC 388-113-0020 or negative actions listed in program WACs.
- B. An applicant/employee can be disqualified based on their responses on the *Background Authorization Form* (BAF) [DSHS 09-653](#), Responses of 'yes' to numbers 12, 13, and 14 are automatically disqualifying. If the applicant/employee disagrees with the disqualification they must submit an *Applicant Affidavit Form* [DSHS 27-109](#) to the BCCU explaining their responses to either of these questions that were marked 'yes'. Until a new letter is issued by the BCCU, the applicant/employee cannot work unsupervised.
- C. RCS applicants/employees with disqualifying background check results must not have any unsupervised access to clients in the course of their employment duties.
- D. There are a few exemptions permitted under [WAC 388-113-0040](#) for criminal convictions. The applicant/employee must meet all the prescribed requirements to be eligible for an exemption to be approved by the employer.
- E. There are no exemptions for negative actions.
- F. A character, competence, suitability determination cannot be used for any disqualifying crime, pending charge, or negative action.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A8 – Character, Competence, Suitability (CCS) Determination

### **BACKGROUND**

- A determination of character, competence, and suitability review may be required as directed by the notification letter. This may be required after the WSP check and/or the FBI check depending on the results from either check.

### **PROCEDURE**

- A. When the notification letter indicates that an applicant's character, competence, and suitability (CCS) must be reviewed, the following information should be considered:
  1. The amount of time that has passed since the conviction or negative action;
  2. The seriousness of the crime that led to the conviction or finding;
  3. The number and types of other convictions in the applicant's background;
  4. Age when convicted of the crime or when he or she committed the act that notification in a negative action(s);
  5. Documentation indicating successful completion of all court-ordered programs and restitution;
  6. Review of FBI RAP sheets (if applicable)
  7. Behaviors since the convictions, charges, negative actions or other adverse behaviors; and
  8. The vulnerability of those that would be under the applicant/employees care.
  9. Whether he or she self-disclosed the crime(s), pending charge(s), and/or negative actions(s).
- B. The CCS review must also be conducted when an applicant has convictions, pending charges and negative actions that are not automatically disqualifying.
- C. Requesters must report to BCCU any new convictions, pending charges, and negative actions discovered during the CCS review.
- D. The CCS review must be documented and maintained in the employee's file according to retention requirements. CCS reviews for renewal background checks can only be used again if there is no new or different information. In these cases, the reviewer should re-sign and date the CCS form, as well as indicate that there have been no changes. If there is new or different information, a new CCS review must be conducted.
- E. When the applicant/employee is the owner or designee of a facility:
  1. The licensors/surveyors are required to review the background checks for the facilities owner(s) or designee. Note: There are no changes to the background check review process for others who may have unsupervised access to residents.

2. When a non-disqualifying crime, pending charges or negative actions are found that have occurred since the last licensing inspection or initial licensing, a Character, Competence and Suitability (CC&S) review must be completed.
3. When a /surveyor is reviewing background checks and discovers an owner or designee has a non-disqualifying crime, pending charges, or negative actions on their background check since the facility was licensed or since the last full inspection, they are to complete the following steps:
  - a. Determine if the crime is non-disqualifying.
  - b. If a CC&S has been done, review it to ensure it addresses the crime and does not pose concerns. An example of a concern would be if the owner or designee has a pending charge for driving while under the influence and reports s/he provides transportation to residents.
  - c. If a CC&S review has not been done, the owner or designee must have one completed and it must be reviewed by the licensor/surveyor. You may give them [DSHS Form 15-456](#) to complete the review or they can provide documentation as required by their program WAC.
  - d. The owner or designee will keep the CC&S with his/her records for future inspections.
4. When a licensor/surveyor is reviewing background checks and discovers an owner or designee has a disqualifying crime, pending charges, or negative actions on their background check since the facility was licensed, they are to complete the following steps:
  - a. Notify the FM for further direction.
  - b. The FM will consult with compliance and the Attorney General's Office to determine enforcement action; and
  - c. Inform licensor/surveyor of enforcement action decision.

#### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A9 – APPLICANT SELF-DISCLOSURE

### **BACKGROUND**

- The DSHS 09-653, Background Check Authorization Form (BAF) requires the applicant to disclose their criminal background, licensing, and abuse/neglect information under penalty of perjury.

### **PROCEDURE**

- A. If an applicant self-discloses a disqualifying crime, the employment process may end before verifying the disclosure.
- B. The completed disclosure form must be sent to BCCU when there are self-disclosures, even if the employment process stops.
- C. If the applicant/employee needs to clarify information provided on the disclosure form, they can submit an *Applicant Affidavit Form* [DSHS 27-109](#) to the BCCU explaining their responses with supporting documentation, such as a court order or Stipulated Agreement.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A10 – CORRECTING BACKGROUND CHECKS

### **BACKGROUND**

- If you disagree with the results of your background check, the notification letter provides directions on how to remedy the error.

### **PROCEDURES**

- A. If an applicant/employee reports that the conviction record is incorrect, direct the applicant to contact the WSP to get the conviction record corrected and to contact BCCU to report the error.
- B. If an applicant/employee reports that the negative actions on their background check are incorrect, direct the applicant to contact the agency that submitted the negative action and to contact BCCU to report the error.
- C. If the applicant/employee disagrees with the BCCU result to 'Disqualify' based on a negative action from the Department of Health, the applicant/employee must submit an Applicant Affidavit Form (DSHS 27-109) to the BCCU that states the disagreement with the BCCU decisions and the circumstances related to the negative action. The applicant/employee remains disqualified until BCCU issues an amended notification letter.
- D. The requestor must report to BCCU when the information returned by BCCU does not match the applicant's identifying information provided to BCCU.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A11 – BCCU ACCOUNT INFORMATION

### **BACKGROUND**

- A BCCU account number authorizes a facility to run background checks through DSHS as authorized by program regulations.

### **PROCEDURE**

- A. The BCCU account number provides authorization for a licensed facility to submit background checks for the specifically identified licensed facility location, secured fax number, and designated authorized representative.
- B. If the licensed facility has referred or contracted their background check submissions to a secondary entity on behalf of the facility using the BCCU account number, the facility must notify the Field Manager of the authorized entity, contact person, address, phone number, and secured fax information.
- C. The secondary entity information must be completed on the *Background Authorization Form* (BAF) [DSHS 09-653](#) with each submission to accurately reflect the authorized entity and/or representative who is actually submitting the request for a background check. For example, temporary hire agencies, contracted Human Resources organizations, the facility corporation representatives, and any other not employed at the facility location nor the approved employee to submit or receive background checks.
- D. The BCCU account number is neither transferable nor permitted to be utilized by an unauthorized entity.
- E. If changes are needed to an existing BCCU account (ie secure fax number):
  1. The licensee must contact the Field Manager directly with their account number and submit requested changes in writing with the verification information required above.
  2. The Field Manager will submit change information to the BCCU. Changes are usually effective in 24 hours.

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## 2A12 – ACCESS TO INFORMATION

### **BACKGROUND**

- The Washington State Patrol (WSP) and the Federal Bureau of Investigation (FBI) contract with DSHS to allow access to background check results. These agencies have limitations on how, to whom, and when results can be shared.

### **PROCEDURE**

- A. BCCU generally provides the results of the background inquiries to the requestor within five (5) working days, except for FBI inquiries which may take six (6) weeks or longer. Refer to the [BCCU Turnaround Times](#) for updated information.
- B. Only designated and trained staff responsible for the screening, faxing, mailing, and receipt of background checks results are permitted to have access to the background information records. Information must be kept in a secure location.
- C. Applicants have the right to expect all background check information will be kept confidential.
- D. The FBI does not permit the sharing of an FBI RAP sheet with anyone other than the applicant/employee. Therefore, when BCCU runs a fingerprint check that leads to an FBI RAP sheet, the facility will receive a notification letter, but the employee is then required to request the FBI Rap sheet

### **QUALITY ASSURANCE REVIEW**

- A. This procedure will be reviewed for accuracy and compliance at least every two years.

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## APPENDIX A – RESOURCES AND FORMS


### B. RESOURCES AND FORMS *(Docs & Links)*

1. ALTSA-Professional Page [ALTSA Background Checks](#)
2. CCS Form [DSHS 15-456](#)
3. BCCU Forms [BCCU Forms](#)
4. BCCU Turnaround Times [BCCU Turnaround Times](#)
5. BCCU FAQ's [BCCU Frequently Asked Questions](#)

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## APPENDIX B– BACKGROUND CHECKS CHANGE LOG

EFFECTIVE DATE	CHAPTER SECT #	WHAT CHANGED? BRIEF DESCRIPTION	REASON FOR CHANGE?	COMMUNICATION & TRAINING PLAN
6/2016	<b>All Sections</b>	All available SOPs, (OPPs) forms & resources are captured in a formal RCS Chapter format	To ensure all staff are familiar with all processes.  To comply with Director mandate.	Posted for employee review <b>**MB issued <a href="#">R16-048</a></b>  Chapter 2 <a href="#">R16-048.pdf</a>

\*\*Management Bulletins [R16-014 Superseded](#), [R15-025](#), and [R14-009 Superseded](#) have been adopted and incorporated into the Chapter and are now rescinded.

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