



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

March 21, 2024  
**AMENDED April 4, 2025**

ALTSA: AFH #2024-011  
ALTSA: ALF #2024-010  
ALTSA: ESF #2024-010  
ALTSA: CCRSS #2024-007  
ALTSA: ICF/IID #2024-007  
ALTSA: NH #2024-015

**DOCUMENT ACCESS REQUIREMENTS DURING RCS FIELD VISITS**

Dear Provider/Administrator/Superintendent:

This letter is to inform you of document access requirements during Residential Care Services (RCS) inspection, investigation, and certification visits. **Amended to clarify that iPhones are not to be used for scanning any documents.**

Record review is a core function essential to regulatory work. Timely access to records is expected and requested during regulatory visits.

**Residential Care Services is transitioning to paperless work.** RCS staff will collect and retain documents for working papers during inspections, surveys, and complaint investigations in an electronic format. Providers **can email, fax, or scan documents** to RCS staff **and/or provide access to electronic medical records** during the regulatory visit.

**Documents can be provided in the following ways:**

1. **Provide RCS staff access to paper and electronic records during their visit.**  
Access to electronic records can be temporary and restricted to requested documents.
2. **RCS Email: You may scan and email documents to the relevant secure email address for your region or directly to staff as requested.**  
Region 1: [rcsregion1email@dshs.wa.gov](mailto:rcsregion1email@dshs.wa.gov);  
Region 2: [rcsregion2email@dshs.wa.gov](mailto:rcsregion2email@dshs.wa.gov);  
Region 3: [rcsregion3email@dshs.wa.gov](mailto:rcsregion3email@dshs.wa.gov);  
CCRSS (All Regions): [rcsccrssemail@dshs.wa.gov](mailto:rcsccrssemail@dshs.wa.gov)
3. **RCS Fax: Please fax documents to the relevant local RCS office.**  
A list of office fax numbers is provided at the end of this letter.
4. **RCS Staff may utilize a portable scanner to scan documents.** Please provide working space for RCS staff if a scanner is utilized.

**Note: If requested documents are unable to be provided during the visit it is expected that requested documents be electronically sent within 24 hours unless otherwise specified by RCS staff.**

**Regulatory References:**

- **Adult Family Home** [WAC 388-76-10915](#) (1)(b)(c) Department staff access—Willful interference prohibited.
- **Assisted Living Facilities** [WAC 388-78A-3140](#) (2) Responsibilities during inspections.
- **Enhanced Services Facilities** [WAC 388-107-1170](#) (2)(c) Department access.
- **Nursing Home** [WAC 388-97-1720](#) (3)(b) Clinical records.
- **Certified Community Residential Supports & Services** [WAC 388-101-3130](#) (2)(b) Certification evaluation.
- **Intermediate Care Facilities for Individuals with Intellectual Disabilities** State Operations Manual Chapter 1 - [Program Background and Responsibilities](#) 1012A - Meaning of Certification

**RCS Office and Program Fax Numbers**

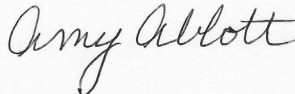
OFFICE	FAX #
Spokane RCS Office	(509) 921 2426
Union Gap RCS Office	(509) 454 4160
Arlington RCS Office	(360) 651-6940
Lynnwood RCS Office	(206) 971-6791
Kent RCS Office	(253) 395-5071
Lakewood RCS Office	(253) 589-7240
Tumwater RCS Office	(360) 664-8451
Vancouver RCS Office	(360) 992-7969

PROGRAM	FAX #
CCRSS – ALL REGIONS	(360) 725-3208

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager or [rcspolicy@dshs.wa.gov](mailto:rcspolicy@dshs.wa.gov).

Sincerely,



Amy Abbott, Director  
Residential Care Services

DSHS: “Partnering with People”