



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

Home and Community Living Administration  
P.O. Box 45600 • Olympia, Washington 98504

August 14, 2025

**AFH #2025-036**  
**ALF #2025-034**  
**ESF #2025-022**  
**NH #2025-038**

**CR-103P FILED TO ADD TO CHAPTER 388-76 AND AMEND CHAPTER 388-76 WAC,  
CHAPTER 388-78A WAC, CHAPTER 388-97 WAC, CHAPTER 388-107 WAC**

Dear Provider/Administrator:

The Department of Social and Health Services (department) filed a CR-103P on August 6, 2025, adopting additions to Chapter 388-76 WAC, and amending sections of Chapter 388-76 WAC, Chapter 388-78A WAC, Chapter 388-97 WAC, and Chapter 388-107 WAC. The rule change was a direct requirement of SHB 1218 (2021) and addresses topics on communications within the facility, with residents and their families as well as care teams, and the community, specifically ombudsmen and emergency assistance entities.

The adopted rules require facilities to:

- address communication abilities between staff, residents, and residents support systems;
- foster relationships with respective ombudsmen as well as qualified emergency assistance entities and resources, and
- other improvements related specifically to emergencies or disasters the facilities may encounter and respond to.

The adopted rules are published in the Washington State Register under [WSR 25-16-099](#). The department held a public hearing on July 8, 2025. During the comment period, RCS received an internal comment which prompted us to remove 3 proposed sections and not move forward with rulemaking for those sections at this time. You can find a copy of the Concise Explanatory Statement [here](#).

The permanent rule will become effective September 6, 2025. The permanent rule change will not appear online for at least two weeks after the rule is published in the Washington State Register.

There will be four virtual workshops based on facility type for providers to ask questions and seek clarification on those changes. Please be on the lookout for the registration information on those workshops.

If you have any questions, please contact [rcspolicy@dshs.wa.gov](mailto:rcspolicy@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Partnering with People"