



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

October 24, 2024

AL TSA: NH #2024-051
QSO-24-21-NH COMPLIANCE WITH RESIDENTS' RIGHTS REQUIREMENT
RELATED TO NURSING HOME RESIDENTS' RIGHT TO VOTE

Dear Nursing Facility/Home Administrator:

Under federal resident rights regulations at **42 CFR §483.10 (F550)** and state rules in **WAC 388-97-0180**, nursing home (NH) residents have the right to exercise their rights as a citizen, and the NH has the responsibility to support or promote those rights.

On September 4, 2024, Residential Care Services (RCS) issued ***Dear Administrator Letter, 024-043, REMINDER OF REQUIREMENTS RELATED TO RESIDENTS' RIGHT TO VOTE.*** The letter served as a reminder to NHs and their staff of residents' rights to vote in all Washington State long-term care facilities.

On September 26, 2024, CMS issued ***QSO-24-21-NH***, regarding NH residents' right to vote. The guidance in the memorandum is ***effective immediately*** and includes the following information:

- CMS strongly encourages NHs to have a plan in place to ensure residents can exercise their right to vote whether in person, by mail, absentee ballot, or other authorized process.
- NHs are reminded of resident's rights including the right to vote, must not be restricted in any way by the NH and its staff.
- Guidance on how to report incidents in which a resident, resident representative, or staff believe a resident's rights were violated, or if there are concerns regarding voter intimidation or coercion.

Residents, their representatives, or facility staff who believe that the rights of a resident have been violated, can file a complaint with the RCS Complaint Resolution Unit at 800- 562-6078 or <https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-onlineincident-reporting>.

Allegations of voter coercion or intimidation can be referred to the Department of Justice for filing voting complaints with the Civil Rights Division by calling 800-253-3931, emailing voting.section@usdoj.gov or by submitting an [online form](#).

Additional information is available from the U.S. Department of Health and Human Services (HHS) Administration for Community Living related to voting rights and resources, as well as contact information for Long Term Care Ombudsmen, at: <https://acl.gov/news-and-events/announcements/voting-resources-older-americans-and-peopledisabilities>.

Questions about the memorandum should be addressed to DNH_TriageTeam@cms.hhs.gov.

ALTSA Provider Letter: **QSO-24-21-NH COMPLIANCE WITH RESIDENTS' RIGHTS
REQUIREMENT RELATED TO NURSING HOME RESIDENTS' RIGHT TO VOTE**

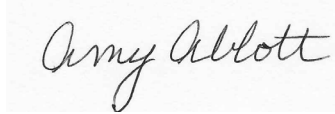
October 24, 2024

Page 2

Thank you for your continued commitment to resident health and safety.

If you have any questions, please contact [Tiffany Meyers](#), Nursing Home Policy Program Manager, (360) 464-0373.

Sincerely,

A handwritten signature in black ink that reads "Amy Abbott". The signature is written in a cursive style and is centered within a light gray rectangular box.

Amy Abbott, Director
Residential Care Services

DSHS: *"Partnering with People"*

Related References:

[WAC 388-97-0180](#)

[Appendix PP of the State Operations Manual](#)

[QSO-24-21-NH](#)

[42 CFR §483.10](#)

[024-043](#)