

POLICY NUMBER 160.000

TITLE RESPONDING TO PUBLIC DISCLOSURE REQUESTS & OTHER INQUIRIES

EFFECTIVE DATE:	June 28, 2013
AUTHORITY:	General authority of the Director of the Department of Veterans Affairs, hereinafter referred to as WDVA, to manage and direct the Agency, RCW 43.60A.040, .050, and .060.
PURPOSE:	To provide guidelines for answering questions or public disclosure requests from the media, legislative staff or any other persons outside WDVA about programs, policy/procedural issues or internal operations. And to provide guidelines for media access to State Veterans Home facilities and residents.
APPLICABILITY:	All employees
DEFINITIONS:	<u>Designated management staff –</u> Director Deputy Director Communications Director Executive Assistants to the Director & Deputy Director Superintendents Associate Superintendent Chief Financial Officer Human Resources Director Assistant Director for Veterans Services
POLICY:	<ol style="list-style-type: none"> I. Legislative, Governor, Media & Other Outside Inquiries: <ol style="list-style-type: none"> A. All inquiries from the Governor's Office, State/Federal Legislature, media and members of the public with questions about WDVA programs, policy/procedural issues or internal operations shall be referred to the Communications Director. B. If appropriate, the Communications Director will assist in drafting the agency response.

II. Public Disclosure Requests:

A. Public Disclosure Requests must be responded to within 5 days of receipt of the request.

B. If the request involves research and will take more than 5 days, the Communications Director will contact the individual who made the request and give them a date when the response will be completed.

C. A record of the date and the nature of the contact will be maintained according to the Department's records management program.

D. Employees shall contact the Communications Director when they receive requests for public records.

E. WDVA creates or receives information/records that are confidential and may not be released without proper authority. Confidential records include but are not limited to:

1. Resident medical records;
2. Client administrative files; and
3. Personnel records.

F. Individuals who request copies of public records may be required to pay a reasonable charge for copies, up to \$0.15 per page.

REVIEW: This policy shall be reviewed and updated every three years.

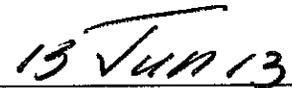
REFERENCES: Chapter 42.56 RCW
DVA HIPAA POLICY 170.000 - 170.500

SUPERSESSION DVA Policy 160.000 dated January 18, 2011; DVA policy 14-01 Responding to Public Inquiries dated January 20, 1995.

ATTACHMENTS: Request for Public Records #160.000 (A); Response to Public Records Requests # 160.000 (B).



Lourdes E. Alvarado-Ramos, Director



Date

**Washington State Department of Veterans Affairs
Request for Public Records**

To help us facilitate your request, please complete the form below. The information requested in blocks 4 and 5 is not mandatory, however, the completion of these blocks will enable this office to expedite your request and contact you, should the information you seek not be immediately available.

1. Name: _____	2. Phone: _____
3. Address: _____ _____	4. Representing: (if applicable)

5. If Urgent -- Date Needed: _____

Please identify the information you are requesting to review. Be as specific as possible. There will be a charge of .15 per page.

I certify that the information requested will not be used for commercial purposes.

(Signed) _____ (Date) _____

Please return this request to:
Office of Communications
Washington State Department of Veterans Affairs
1102 Quince St SE
PO Box 41150
Olympia, WA 98504-1150

Or e-mail to heidia@dva.wa.gov
*Requests will be acknowledged within five working days of arrival at Washington State
Department of Veterans Affairs*

WASHINGTON STATE
DEPARTMENT OF

**VETERANS
AFFAIRS**



**RESPONSE TO PUBLIC RECORDS
REQUESTS**

Inquiry Number 0000

Response to Public Records Requests

Date	
To	
From	
Date & Method Request Received	
Information Requested	
Agency Response	

Signature _____

Date _____

DVA Policy 160.000
Attachment B