

RECORDS POLICY & PROCEDURES

215.1 SECTION 1 PURPOSE

1. The EMS District is committed to providing the public full access to public records in accordance with the Washington State Public Records Act (PRA), referenced in RCW Chapter 42.56 and the Model Rules of WAC 44-14. The purpose of the PRA is to provide the public with full access to records concerning the conduct of government, mindful of individual privacy rights and the desirability of the efficient administration of government. This PRA disclosure policy establishes the procedures the District will follow to provide for the fullest assistance to requestors including the timeliest possible action on requests—based upon established District Administrative resources allotment, while protecting public records from damage and preventing “excessive interference with other essential agency functions.” [RCW 42.56.100] The District must also ensure that its record disclosure policy and procedure protects against the invasion of an individual's right to privacy and restricts access to its records that are exempt from public disclosure.

2. The inspection and copying of District records must be conducted under the supervision of District personnel to protect the records. While the District will make every effort to provide prompt responses to record inspection and copying requests, the District cannot permit the response to record requests to unduly interrupt the normal operations of the District.

To ensure the protection of the District records and to prevent the improper disclosure of records, no District personnel shall have access to District records, without the approval of the District Records Retention Officer, unless their regular job duties require access. This would be executed on a “need to know basis” and/or in accordance with the individuals’ assigned duties, responsibilities, and position. While District personnel shall have access to District records that they must use in the performance of their assigned duties, they shall not have access to confidential information that is exempt from disclosure and which is not necessary for the performance of their duties. In the event personnel are afforded access to confidential records, they must not improperly use or disclose the information or records.

This policy and procedure shall apply to members of the public and to all District personnel including officers, paid and volunteer members, independent contractors who are retained by the EMS District and the EMS Directors.

Except where these guidelines are mandated by statute, the guidelines in this policy are discretionary and advisory only and shall not impose any affirmative duty on the District. The District reserves the right to apply and interpret this policy as it sees fit, and to revise or change the policy at any time.

215.2 DEFINITIONS

1. **Public Records.** Public records of the District include any record containing information relating to the conduct or performance of any governmental function prepared, owned, used, or retained by the District as defined in chapter 42.56 RCW. Public records do not include personal records of District employees or officials that may be in the possession of the employee or official or located in their office, lockers, living quarters or personal electronic devices.
2. **Electronic Public Records.** Electronic public records of the District include all data compilation stored and retained on the District computers containing information relating to the conduct or performance of any governmental function prepared, owned, used, or retained by the District. Electronic public records do not include personal materials entered or stored on District computers by employees and officials when using the computers for incidental personal use.
3. **Record.** As used in this policy and procedure the “record” available to the public for electronic stored records shall be a printout or pdf copy of the stored record.

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4. **Copy.** As used in this policy a “copy” of a record shall mean a duplicate of the record in the same media. However, in the sole discretion of the District Records Retention Officer a copy may be a scanned duplicate of a paper record or a modified electronic version in a commercially available format.
5. **Records Retention Officer.** The District Records Retention Officer shall be William Harryman, Chief of EMS.
6. **District Review Authority.** The District Review Authority shall be the District legal counsel.

215.3 RECORDS ACCESS AND COPYING

1. **Allocated Administrative Resource Allotment:** In consideration for the limited, part-time hours expressed each week for KCEMS Administrative Staff during regular business hours of the District, the Board of EMS Directors has determined and assigned by policy a maximum of ten percent (10%) of the Record Retention Officer’s allotted, regular administrative work hours per week for responding to and completing requests for public records. In assigning this allotment, the Board recognizes the importance of balancing administrative, clerical, financial, logistical, and emergency response demands on the Administrative Staff allotted.
2. **Computer Network.** To maintain the security of the records as required by RCW 42.56.100, District computer hardware shall not be available to the public for access or review of electronic records.
3. **Public Records Availability.** The records or printouts of all electronic public records of the District as defined above are available for public inspection pursuant to these rules, except as otherwise provided by chapter 42.56 RCW and other applicable statutes.
4. **Data.** EMS District records are any-and-all documents or electronic files in existence which are currently STORED in various forms and formats in the EMS District archives. The EMS District is not obligated in any fashion to develop, massage, compile, assimilate, or calculate data or records apart from that which is currently physically or electronically on file with the EMS District.
5. **Location of Records.** The District's public records shall be maintained at the District headquarters station or such other locations as the Board of Directors approves. All records shall be in the custody of the District Records Retention Officer who shall be responsible for the implementation of these rules.
6. **Hours for Inspection and Copying.** Being a small, rural, EMS District, the District does not have sufficient resources to staff regular administrative office hours. Consistent with the requirements of the Public Records Act, the Record Retention Officer will be available to schedule times during the hours of 10:00 a.m. to 3:00 p.m. [15:00 hours], Monday through Thursday excluding legal holidays. The availability of District staff during these hours may be limited by budgetary constraints, staff workloads, emergency responses, the current volume of public records requests and other factors related to the District’s primary mission of providing its essential functions in the community. Scheduling inspection times in advance is strongly advised to help ensure staff availability.
7. **Protection of Public Records.** To protect public records from damage and disorganization, the following requirements are adopted pursuant to RCW 42.56.100
 - a) Public records must be inspected in the presence of a designated District employee – the District’s Records Retention Officer
 - b) Requestors may not remove public records from the viewing area.
 - c) Public records may not be marked, altered, or defaced by a requestor.
 - d) Access to file cabinets, shelves, computer files or District storage areas is restricted solely to District personnel.
8. **Requests for Public Records.** In accordance with the provisions of chapter 42.56 RCW public records may be inspected and copied, or copies obtained by members of the public as follows:

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- a) Requests shall be made in writing to the District Records Retention Officer on a form provided by the District and shall include the following information:
 - 1) The name and address of the person requesting the record.
 - 2) The time of day and calendar date on which the request is made.
 - 3) The nature of the request
 - 4) An appropriate description of the record requested.
 - 5) If the requested record is a list of individuals a signed statement that the information obtained will not be used for commercial purposes.
- b) All mailed or emailed requests shall contain the information described above and shall be mailed to the District or emailed to info@kcems1.com.
- c) In all cases in which a member of the public is making a request it shall be the obligation of the employee to whom the request is made to assist the member of the public in appropriately identifying the public record requested.
- d) If an un-written request is received, the Records Retention Officer, or designee shall confirm the specific request in writing.
- e) If a requestor refuses to identify themselves or provide sufficient contact information, the District will respond to the extent feasible and consistent with the law.
- f) All requests for public information shall be logged into a KCEMS Public Records (PRR) Logbook in chronological order. Each request shall be assigned a PRR number in chronological order, and, except under certain conditions, each PRR shall be fulfilled in the order that they have been received
- g) Said PRR Logbook shall record the date and time received; requester information; disposition of whether the PRR is to be reviewed by legal counsel. Closure entries for logged PRR's shall include the amount of KCEMS Administrative Staff time that the Records Retention Officer had expended to complete the request.

9. Exemption from Public Inspection.

- a) The District reserves the right to determine that a record requested is exempt in whole or in part from public inspection under chapter 42.56 RCW or other applicable statutes.
- b) In accordance with RCW 42.56.070 the District reserves the right to delete identifying details when it makes available any public record in any case where there is reason to believe that disclosure of details would be an invasion of personal privacy protected by chapter 42.56 RCW or other applicable statutes.
- c) All redactions made in accordance with the prior section and all denials of requests for copies of public records shall be accompanied by a written statement specifying the reason for the denial, including a statement of the specific exemption authorizing the withholding of the record or portion of the record and a brief explanation of how the exemption applies to the record.

10. Duties of Records Retention Officer. The Records Retention Officer shall undertake the following analysis with respect to all records requests:

- a) The Records Retention Officer shall review the request form and shall review the requested record in accordance with this policy to determine the nature of the information contained in the record and to determine whether the release of the requested record is exempt from public inspection under chapter 42.56 RCW or other applicable statutes.
- b) If the record requested is classified as a medical record the Records Retention Officer shall determine whether the patient has authorized disclosure of the medical record pursuant to RCW 70.02.030. In the absence of patient authorization, the Records Retention Officer shall

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determine whether the requester is an authorized recipient of the record as defined in chapter 70.02 RCW.

- c) If the disclosure of the record requested is restricted by any other federal or state statute, the Records Retention Officer shall comply with the restrictions or the procedure required for the release of the requested information.
- d) In the event it is determined that there would be no violation of the right to privacy by the disclosure of the record or any information contained in the record or that the information is not exempt from disclosure, the Records Retention Officer shall determine if the record may be inspected or copied in its entirety and if so, the inspection or copying shall be permitted.
- e) In the event the record contains confidential information and public information, the Records Retention Officer shall segregate the public information from the confidential information, prepare a copy of the record showing only the disclosable portion and release or permit copying of only the public information.
- f) In the event the record contains information that affects the privacy interest of a third party or District employee, or Director and the Records Retention Officer believes that an argument could be made that the record is exempt, the Records Retention Officer shall provide notice, in accordance with RCW 42.56.540, to the affected party of the District's intent to disclose the record.
- g) The Record Retention Officer shall document all communications with requestors in writing.
- h) In the event the requested records are located exclusively in an employee's personnel, payroll, supervisor, or training file, the Records Retention Officer shall provide notice to all affected employees, the union representative if applicable and the requestor. The notice must state:
 - i. The date of the request;
 - ii. The nature of the requested record relating to the employee;
 - iii. That the District will release all non-exempt records and information no sooner than 10 days from the date of the notice; and
 - iv. That the employee may seek an injunction under RCW 42.56.540 to enjoin release of the records or information contained therein.

11. Response to Request for Records. The Records Retention Officer, within five business days after receipt of the request (within fifteen business days of a patient's request for the patient's medical records) shall take one of the following actions:

- a) In the event the Records Retention Officer determines that the request requires clarification, the Records Retention Officer shall acknowledge receipt of the request and ask the requester to clarify what record the requester is seeking. When requesting a clarification, the Records Retention Officer shall, to the greatest extent possible, also provide a reasonable estimate of the time it would take to produce the records if the request were not clarified. If the requester fails to clarify the request, the Records Retention Officer shall provide no further response to those portions of the request that were not clarified.
- b) In the event the Records Retention Officer determines that a full response will take longer than five business days after receipt of the request the Records Retention Officer shall acknowledge receipt of the request and provide a reasonable estimate of when the District will respond. The determination of the time required to respond to the request will be based on a consideration of the following factors:

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- i) Clarity of the request,
 - ii) Time required to locate and assemble the information requested,
 - iii) Time required to notify third parties affected by the request,
 - iv) Time required to determine whether any of the information requested is exempt,
 - v) Time required to obtain the consent of a person identified in the record if consent is required by statute.
 - vi) Current staffing levels and essential job functions that must be performed by staff prior to locating and assembling the record requested.
 - vii) Volume of pending public records requests. The general policy of the District shall be to respond to records requests on a first come first serve basis. However, the Records Retention Officer retains discretion to respond to requests out of order of receipt when such out of order responses are more efficient.
 - viii) Impact on Essential Functions. The Records Retention Officer has numerous duties in addition to responding to records requests that are essential to the effective operation of the District. In situations where the Records Retention Officer is unable to perform the essential duties and respond to all pending records requests, the Records Retention Officer shall notify the Board of Directors to determine the appropriate action.
- c) Provide the record for inspection or provide a copy of the record if requested. For large requests, the District shall attempt, where feasible, to release the records in reasonable installments as the records become available.
 - d) In the event the Records Retention Officer determines the request meets the statutory definition of a “bot request” the District may deny the request if responding to the request would cause excessive interference with other essential functions of the District.
 - e) Deny the request in whole or in part and redact any exempt information consistent with the redaction and denial requirements specified in this policy. Denials of a patient’s request for the patient’s medical records shall comply with the requirements specified in RCW 70.02.090.
 - f) The Record Retention Officer shall notify the requestor in writing when the response to the request is complete.
 - g) If, within thirty days, the requestor fails to inspect, pick up or pay for the records requested, the public records officer or designee may stop searching for the remaining records and close the request.

12. Review of Denials.

- a) Any person who objects to the denial of a request to inspect or copy a public record may petition for a prompt review of the decision by submitting a written request for review to the District Records Retention Officer.
- b) Upon receipt of a written request for review of a decision denying inspection or copying of a public record, the District Records Retention Officer shall refer it to the District Review Authority. The District Review Authority shall promptly review the matter and either affirm or reverse the denial. The final decision shall be rendered to the individual who requested the record within two business days after the review request.
- c) Administrative remedies shall not be considered exhausted until the District has returned the request with the decision or until a period of five business days has elapsed after the denial of the request or after the review of the initial denial.

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13. **Fees.** Pursuant to RCW 42.56.120, the District is not calculating all actual costs for copying records because to do so would be unduly burdensome for the following reasons: (1) the District does not have the resources to conduct a study to determine all of its actual copy costs; (2) conducting such a study would interfere with the essential functions of the District and (3) this policy adopts the fee schedules and requirements as provided by the state legislatures in RCW 42.56.120. The following charges shall be imposed to reimburse the District for costs incurred in providing public records:
- a) **General Records.** Except for medical incident reports the District shall charge a fee of fifteen cents per page for providing a photocopy or a printout of an electronic record. The District may also charge for the actual cost of any container or envelope used to deliver records and the actual cost of postage or delivery charges.
 - b) **Electronic Records.** Except for medical incident report, if records are provided in electronic format the District shall charge a fee of ten cents per page for hard copies scanned into an electronic format and five cents for each four electronic files or attachments transmitted electronically and ten cents per gigabyte for transmitting electronic records. The District may also charge for the cost of the media on which the record is disclosed (i.e., CD, DVD). The Records Retention Officer may waive copying fees as a matter of administrative convenience for small requests.
 - c) **Medical Incident Reports.** In accordance with chapter 70.02 RCW the District shall charge the rates established by the Department of Health (WAC 246-08-400), which until June 30, 2023, establishes a clerical fee for searching and handling requests for medical incident reports of \$28.00 for each report. In addition, the District shall charge \$1.24 per page for the first thirty pages and \$.94 per page for all additional pages of each report copied or printed out. The Records Retention Officer may waive copying fees as a matter of administrative convenience for small requests.
 - d) **Video and Audio Tapes.** The District shall charge the actual cost it incurs in commercially duplicating audio or visual tape records.
 - e) **Customized Service Charge.** The District may impose a customized service charge for requests that require the use of IT expertise beyond the level that can be met by staff. In the event District Records Retention Officer determines that IT expertise will be necessary to comply with the request, the District Records Retention Officer shall use the following procedures:
 - i) The District Records Retention Officer shall notify the requestor of the charge and shall provide an explanation of why the charge is necessary and shall provide a reasonable estimate of the charge. The requestor shall be provided an opportunity to amend the request to avoid the need for the charge.
 - f) **Flat Fee.** The District may, in lieu of the fees set forth in Section 13.a -e charge a flat fee of \$2.00 per request when such request is anticipated to generate costs more than \$2.00.
 - g) **Deposits and Installments.** The District may require a deposit of up to 10% of the estimated cost of copying records prior to copying records for a requestor. RCW 42.56.120. If the District releases records on a partial or installment basis, it will charge for each part of the request as it is provided.
 - h) **Fee Estimates.** The District may, and shall when specifically requested, provide a summary of the estimated applicable charges prior to producing the records and shall allow the requestor to revise the request to reduce the applicable charges.
 - i) **Waiver of Fees.** The District will waive the fees identified in this Section 11 in the event the total fee is estimated not to exceed \$_____ .

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- 14. **Records Index.** The District does not maintain a complete current index which provides identifying information as to all the records maintained by the District because, due to staffing and resource levels, the creation of a complete index would be unduly burdensome to the District.
- 15. **Record Request Log.** The Records Retention Officer shall maintain a log of public disclosure requests received by the District. The log shall include the following minimum information.
 - a) Identity of requestor if available.
 - b) Date request received.
 - c) Text of original request together with any clarifications received.
 - d) Description of records produced
 - e) Description of any records withheld or redacted and the reasons supporting the withholding or redaction; and
 - f) The final disposition of the request.
- 16. **Medical Records.** Records containing individually identifiable health information regarding a District patient are subject to additional protections under chapter 70.02 RCW and HIPAA. Requests for medical records must be accompanied by the patient’s consent or the requestor must identify the legal basis under which the District is authorized to release the record without patient consent.

Statutory Provisions that may affect the disclosure of records

(These are the provisions most encountered by the District. A full list of other statutes can be found on the Washington State Attorney General’s website at [http://www.atg.wa.gov/sunshine-committee.](http://www.atg.wa.gov/sunshine-committee))

- RCW 5.60.060.Attorney Client Privilege
- RCW 10.52.100.Records identifying child victim of sexual assault
- RCW 18.71.0195.Medical Disciplinary Reports
- RCW 19.34.240(3). Private digital signature keys
- RCW 26.12.170.Reports of child abuse/neglect with courts
- Ch. 26.23 RCW..... Domestic Relations –State Support Registry
- RCW 26.44.010.Privacy of reports on child abuse and neglect
- RCW 26.44.020(19). Unfounded allegations of child abuse or neglect
- RCW 26.44.030.Reports of child abuse/neglect
- Ch.40.14 RCW..... Preservation and destruction of public records
- Ch.40.24..... Address confidentiality for victims of domestic violence, sexual assault, and stalking
- RCW 42.23.070(4).Municipal officer disclosure of confidential information prohibited
- RCW 42.41.030(7). Identity of local government whistleblower
- RCW 42.41.045.Non-disclosure of protected information (whistleblower)
- RCW 43.43.830 -.840.Background Checks

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- RCW 48.62.101.Local government insurance transactions
- Ch. 49.17 RCW. Washington Industrial Safety and Health Act
- RCW 50.13.060.Access to employment security records by local government
- RCW 51.28.070.Worker’s compensation records
- RCW 51.36.060.Physician information on injured workers
- RCW 51.48.040.Inspection of Employer Records by L&I
- RCW 70.24.105.HIV/STD records
- RCW 70.96A.150. Alcohol and drug abuse treatment programs
- RCW 71.05.390.Mental health records.
- RCW 74.20.280.Child support enforcement
- RCW 74.34.095.Abuse of vulnerable adults
- RCW 82.32.330.Disclosure of tax information
- 42 USC 290dd-2.Confidentiality of Substance Abuse Records
- 42 USC Sec. 12101 et. seq. ...Americans with Disabilities Act
- 29 USC Sec 657 et seq.Occupational Safety and Health Act

Most of the Federal or State agencies that administer the above acts have adopted regulations to implement the acts. The regulations must be reviewed together with the acts when reviewing record requests.

215.1 FORMS (Attached)

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REQUEST FOR PUBLIC RECORDS

NAME OF REQUESTER: _____

ADDRESS: _____

CITY: _____ STATE _____ ZIP _____

PHONE: _____ DATE OF REQUEST: _____ TIME: _____

NATURE OF REQUEST:

1. Identification of records*: _____

2. Inspection only _____

3. Number of copies requested _____

I declare under penalty of perjury under the laws of the State of Washington that I do not intend to use any list of individuals that may be covered by this request for commercial purposes.

Signature _____

*If the identified records include medical records of a District patient, you must also attach a patient authorization form. If you do not have the patient’s consent, the records will be redacted unless you identify the legal basis under which patient consent is not required.

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For Office Use Only: Date _____ Time _____

(1) Request Granted _____ Record Withheld _____ Record Redacted _____

(2) If consent is needed, name of individual: _____

(3) If withheld or redacted, identify the exemption contained in chapter 42.56 RCW or other applicable statute that authorizes the withholding of the record or part of record:

(4) If withheld or redacted, explain how the exemption applies to the record withheld:

Signature _____

