



# *Certified Professional Guardianship and Conservatorship Board*

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Re: Stakeholder Communications Plan

Dear Stakeholder:

The Certified Professional Guardianship and Conservatorship Board originally adopted the attached communication process in January 2015 to facilitate increased involvement in developing standards, rules and regulations to guide the guardianship profession. The communication process is being updated at this time.

The Certified Professional Guardianship and Conservatorship Board is the regulatory authority for the practice of professional guardianship and conservatorship in Washington State. The Board is charged with establishing the standards and criteria for the certification of professional guardians and conservators, as defined by RCW 11.130. [RCW 11.130](#)

To involve stakeholders in its work, the Board developed an information sharing process. The details of the process are explained in the attached Communications Plan<sup>1</sup>.

Anyone can sign up to receive future communication by submitting the attached contact form<sup>2</sup> or sending an e-mail to Kathy Bowman at [Kathy.Bowman@courts.wa.gov](mailto:Kathy.Bowman@courts.wa.gov) or requesting notification via the website. Please click on the following link to request notification via the website.

[http://www.courts.wa.gov/programs\\_orgs/Guardian/?fa=guardian.proposed](http://www.courts.wa.gov/programs_orgs/Guardian/?fa=guardian.proposed)

Please share this information with other organizations and individuals who may wish to be added to the Board's list of stakeholders and receive future communications. A copy of the Certified Professional Guardianship and Conservatorship Board Public Comment Guidelines is attached.<sup>3</sup>

Thank you for your attention and collaboration. Should you have any questions about the process, Board procedures and/or regulations, questions can be directed to Stacey Johnson at the contact information below.

Stacey Johnson, [Stacey.Johnson@courts.wa.gov](mailto:Stacey.Johnson@courts.wa.gov) 360.705.5302

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<sup>1</sup> Attachment A – CPGCB Stakeholder Communication Plan

<sup>2</sup> Attachment B – Contact Information Form

<sup>3</sup> Attachment C – Public Comment Guidelines

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## Attachment A

# Certified Professional Guardianship and Conservatorship Board Communication Plan

## A. Purpose:

Stakeholders including family members of individuals subject to guardianship and/or conservatorship, professional guardian and conservators, senior and disability advocates and others continue to seek greater involvement in developing standards, rules and regulations to guide the guardianship and conservatorship profession. To continue effectively and efficiently performing its regulatory mission, the Certified Professional Guardianship and Conservatorship Board developed and has updated this Communications Plan to facilitate the consideration of diverse perspectives in an environment that supports and respects differences and commitment to group initiatives.

## B. Communication Objectives:

1. Develop understanding and appreciation for the shared goal of protecting the public.
2. Build understanding, trust and support for the rulemaking process.
3. Create a process that is transparent and helps stakeholders understand what the Certified Professional Guardianship and Conservatorship Board does and hold it accountable.

## C. Targeted Audiences: The audiences include, but are not limited to, the following:

	Stakeholder Name
1.	Board Members per General Rule 23
2.	Certified Professional Guardian and Conservators
3.	Washington Association of Professional Guardians (WAPG)
4.	Individuals subject to guardianship and/or conservatorship
5.	Family Members and Friends of Individuals subject to guardianship and/or conservatorship
6.	WSBA – Elder Law Section Executive Committee
7.	County Bar Associations/Elder Law Sections

8.	Superior Court Judges' Association Guardianship and Probate Committee
9.	Court Visitors and Guardians Ad Litem
10.	Alzheimer's Association
11.	LeadingAge
12.	Traumatic Brain Injury (TBI) Council
13.	Long-term Care Ombudsman
14.	Lay/Family Guardians
15.	Guardianship Monitoring Programs
16.	AARP
17.	Disability Rights Washington (DRW)
18.	National Association of Mental Illness (NAMI)
19.	Association of Area Agency on Aging
20.	Department of Social and Health Services—APS, DDA, HCS, RCS, Behavioral Health Administration
21.	OPG Stakeholder Listserv
22.	Supreme Court
23.	Legislators
24.	Developmental Disabilities Council
25.	Washington State Residential Care Council of Adult Family Homes
26.	SEIU Healthcare
27.	Arc of Washington
28.	Superior Courts
29.	Legal Aid Organizations including Northwest Justice Project and Columbia Legal Services
30.	People First
31.	Other Stakeholders that may be identified later.

#### **D. Communication Strategy:**

The Board plans to use five broad communications channels—board meetings, stakeholder engagement meetings, public comment periods during four long board meetings per year, the Web, and email to share information and seek input and feedback into the development of rules, regulations and Standards of Practice for the practice of professional guardianship and conservatorship.

## **Board Meetings**

Stakeholders are encouraged to attend Board meetings. The Board meets the second Monday of each month except for when a holiday conflicts. Generally, the Board meets in person, or hybrid Zoom and in person at the SeaTac Office Facility, 18000 International Blvd, SeaTac, WA, or via Zoom only, for the long board meetings in January, April, June and October. The April meeting is usually the Board's annual planning meeting, in which stakeholders participate. Zoom only meetings are generally held in the remaining months. Participation instructions are provided on the meeting agenda, which is posted on the Web approximately one week before each meeting. The Board's meeting calendar is also posted on the Web; to view see [http://www.courts.wa.gov/programs\\_orgs/guardian/?fa=guardian.CPGBoard](http://www.courts.wa.gov/programs_orgs/guardian/?fa=guardian.CPGBoard).

## **Public Comment Periods**

Each long meeting includes a public comment period. Comment guidelines are provided below. Individuals who participate in the public comment period will be encouraged to provide staff a written copy of the comments made during the comment period, which staff will attach to meeting minutes.

Regulation 600, the procedure for adoption, amendment and repeal of regulation also provides an opportunity to provide written comments. The notice and comment portion of Regulation 600 is provided below.

### **Public Comment Guidelines**

A public comment period shall be held at all regularly scheduled long meetings of the Certified Professional Guardianship and Conservatorship Board. The public comment period shall be the first item on the agenda after the chair report, shall not exceed thirty minutes total and will be subject to the following general guidelines:

1. Any member of the public who would like to speak at a meeting should send an email to [guardianshipprogram@courts.wa.gov](mailto:guardianshipprogram@courts.wa.gov) prior to the meeting indicating the topic.
2. No speaking when others are speaking.
3. Only the Chair may interrupt.
4. Comments will be limited to ten minutes per speaker.
5. Written comments may be submitted in lieu of, or in addition to public comments.

## **600 Procedure for the Adoption Amendment and Repeal of Regulations**

### **601 Intent.**

The intent of the Certified Professional Guardianship and Conservatorship Board (Board) is to give notice and the opportunity for public comment whenever the Board intends to adopt, amend, or repeal its regulations, except as otherwise stated in these regulations.

### **602 Notice.**

602.1 Except as otherwise stated in these regulations, the Board will give notice whenever it intends to adopt, amend, or repeal a regulation (regulation change). The Board must give notice at least thirty (30) calendar days before the meeting at which the Board intends to act on the proposed change. The notice will include the following information:

602.1.1 The text of the proposed change to the regulations. The notice may also include an explanation of the purpose of the proposed change.

602.1.2 The date, time and place of the meeting at which the Board intends to adopt the proposed change.

602.1.3 The name, address and telephone number of the person to whom written comments on the proposed change may be sent via U.S. mail. In the Board's discretion, the Board also may accept comments via electronic mail.

602.1.4 The date by which comments must be received by the Board.

602.2 To give notice of a proposed regulation change, the Board will do the following:

602.2.1 Publish the notice electronically on the Board's website.

602.2.2 Send the notice to stakeholders pursuant to the Board's Communication Plan.

602.2.3 Send an announcement via electronic mail to the state's certified professional guardian and conservators, stating that notice of a proposed regulation change is on the Board's website.

602.2.4 Give notice in any other manner that the Board deems appropriate.

## **Stakeholder Engagement Meetings**

Stakeholder engagement meetings/teleconferences are defined as small group meetings with target audiences. A stakeholder group may host an engagement meeting and invite board members to participate or a Board member may host an engagement meeting and invite stakeholders to participate. The meeting host will be responsible for all meeting arrangements and cost, including reporting back to the Board.

## **Web**

The Board will post request for comments on the Guardianship Program webpage and stakeholders are encouraged to email written comments, which will be posted on the Web for public viewing. Comments must adhere to posting guidelines.

See [http://www.courts.wa.gov/programs\\_orgs/Guardian/?fa=guardian.display&fileName=rulesindex](http://www.courts.wa.gov/programs_orgs/Guardian/?fa=guardian.display&fileName=rulesindex)

## **Email**

AOC staff will obtain email addresses for the stakeholders identified on the stakeholders' list and utilize the list to send the following:

- a) News articles;
- b) Stakeholder Engagement Meeting Announcements;
- c) Informational emails; and
- d) Requests for written comments.

## **E. Initial Process:**

To initiate communication and inform stakeholders of the process, AOC staff completed the following when the Board's Communication Plan was originally adopted in 2015:

1. Developed a contact list for stakeholders, organizations and individuals;
2. Sent the following to all contacts:
  - i. A letter explaining the plan to seek input;
  - ii. The Communications Plan;
  - iii. The first request for comment and back up materials; and
  - iv. Public comment posting guidelines.

The following tables describe key audiences that were used to communicate with each.

\*\* Please note that the language used at that time has subsequently been updated by RCW 11.130

**Table 1 – Stakeholder Communications**

	<b>Stakeholder Name/Contact</b>
1.	Board Members per GR23
2.	Certified Professional Guardians
3.	Washington Association of Professional Guardians (WAPG)
4.	Incapacitated Persons
5.	Family Members and Friends of IPs
6.	County Bar Associations/Elder Law Sections
7.	WSBA – Elder Law Section Executive Committee
8.	Superior Court Judges’ Association Guardianship and Probate Committee
9.	Guardians Ad Litem
10.	Alzheimer’s Association
11.	WA Health Care Association Leading Edge
12.	TBI Council
13.	Long-term Care Ombudsman
14.	Lay/Family Guardians
15.	Guardianship Monitoring Programs
16.	AARP
17.	Disability Rights Washington
18.	National Association of Mental Illness
19.	Association of Area Agency on Aging
20.	DSHS – APS, DDA, HCS, DBHR
21.	SCORE



	<b>Stakeholder Name/Contact</b>
22.	OPG Stakeholder Listserv
23.	Supreme Court
24.	Legislators
25.	Developmental Disabilities Council
26.	Washington State Residential Care Council of Adult Family Homes
27.	SEIU Healthcare
28.	Arc of Washington
29.	Superior Courts
30.	Columbia Legal Services

## Attachment B

# Contact Information for Certified Professional Guardianship and Conservatorship Board Stakeholder Communication

## Individual Stakeholder Information

Name	
Mailing Address	
City ST ZIP Code	
Phone	
Email Address	

## Organization Stakeholder Information

Organization Name	
Mailing Address	
City ST ZIP Code	
Phone	
Email Address	
Communication should be sent to the email address above.	<input type="checkbox"/> Yes <input type="checkbox"/> No
# Members	

## Organization Contact Person Information

Name	
Mailing Address	
City ST ZIP Code	
Phone	
Email Address	
Communication should be sent to the email address above.	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Please email or mail this form to:

**Certified Professional Guardianship and Conservatorship Board**  
P.O. Box 41170-1170  
Olympia, WA 98504  
or  
[guardianshipprogram@courts.wa.gov](mailto:guardianshipprogram@courts.wa.gov)

If you have questions, please contact [Kathy.Bowman@courts.wa.gov](mailto:Kathy.Bowman@courts.wa.gov)

## Attachment C



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## *Certified Professional Guardianship and Conservatorship Board*

### **Public Comment Guidelines**

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#### **Oral Public Comments**

A public comment period shall be held at all regularly scheduled long meetings of the Certified Professional Guardianship and Conservatorship Board. The public comment period shall be the first item on the agenda after the chair report, shall not exceed thirty (30) minutes total and will be subject to the following general rules:

1. Any member of the public who would like to speak at a meeting should send an email to [guardianshipprogram@courts.wa.gov](mailto:guardianshipprogram@courts.wa.gov) prior to the meeting indicating the topic.
2. No speaking when others are speaking.
3. Only the Chair may interrupt.
4. Comments will be limited to ten minutes per speaker.
5. Written comments may be submitted in lieu of, or in addition to public comment.

#### **Written Public Comments**

Written public comments that are provided in response to a Request for Public Comment, which meet the following guidelines, will be posted by AOC staff on the Guardianship Program website at:

[http://www.courts.wa.gov/programs\\_orgs/Guardian/?fa=guardian.proposed](http://www.courts.wa.gov/programs_orgs/Guardian/?fa=guardian.proposed)

Comments should:

1. Not exceed 1500 words.
2. Be double spaced in 12-point type.
3. Be on letter size paper (8 ½ x 11 inches).
4. Include no tabs or dividers, except that colored letter-size paper may be used for dividers between sections.
5. Clearly identify the Request for Comment topic being addressed. Each communication should include a subject line identifying the Request for

Comment topic being addressed; failure to do so could prevent posting of comments.

6. Be sent to one of the following addresses:

**Certified Professional Guardianship Board**

P.O. Box 41170

Olympia, WA 98504-1170

or

[guardianshipprogram@courts.wa.gov](mailto:guardianshipprogram@courts.wa.gov)

Should you have any questions about the process, Board procedures and/or regulations, the staff listed below are available to answer your questions.

Stacey Johnson, [Stacey.Johnson@courts.wa.gov](mailto:Stacey.Johnson@courts.wa.gov) 360.705.5302