



Ohio Revised Code

Section 173.21 Training and certification programs.

Effective: October 3, 2023

Legislation: House Bill 33

(A) The office of the state long-term care ombudsman program, through the state long-term care ombudsman and the regional long-term care ombudsman programs, shall require each representative of the office to complete training and certification in accordance with this section and to meet any continuing education requirements that may be established in rules adopted under division (B) of this section.

(B) The department of aging shall adopt rules in accordance with Chapter 119. of the Revised Code specifying the content of training for representatives of the office of the state long-term care ombudsman program. Training for representatives other than those who are volunteers providing services through regional long-term care ombudsman programs shall include instruction regarding federal, state, and local laws, rules, and policies on long-term care facilities and community-based long-term care services; investigative techniques; and other topics considered relevant by the department. All of the following apply to training for representatives other than volunteers:

(1) Representatives shall complete a minimum of thirty-six hours of basic instruction, which shall be completed before the trainee is permitted to handle complaints without the supervision of a representative of the office certified under this section;

(2) Additional hours of instruction may include an internship, in-service training, and continuing education requirements as may be required in rules adopted under division (B) of this section;

(3) Representatives may be required to complete any other training considered appropriate by the department.

(C) The state ombudsman and each regional program shall train volunteers on their respective staffs in accordance with the rules adopted under division (B) of this section. Volunteers may be trained to complete some, but not all, of the duties of a representative of the office. Each regional office shall bear the cost of training its representatives who are volunteers. On completion of training, the



representative shall take an examination administered by the department of aging. On attainment of a passing score, a volunteer shall be certified by the department as a representative authorized to perform services specified in the certification. The department shall issue an identification card, which the representative shall show at the request of any person with whom the representative deals while performing the representative's duties and which shall be surrendered at the time the representative separates from the office. Except as a supervised part of training, no volunteer shall perform any duty unless the volunteer is certified as a representative having received appropriate training for that duty.

(D) The state ombudsman shall provide technical assistance to regional programs conducting training for volunteers and shall monitor the training.