



Ohio Administrative Code

Rule 173-14-07 Training and certification: curricula.

Effective: November 10, 2025

(A) 45 C.F.R. 1324.13(c)(2)(iii) and 1324.13(d) establish a requirement for all program staff or volunteers who have access to residents, files, records, and other information of the ombudsman program who are subject to disclosure requirements to undergo training to be certified as an ombudsman.

(B) Ombudsman associates: The certification training curricula for all candidates seeking certification as ombudsman associates includes instruction in all the following topics:

(1) The state long-term care ombudsman program: scope of the office, roles, responsibilities, authorities, and federal and state regulations.

(2) Ombudsman ethics and conflict of interest.

(3) The resident and the resident experience.

(4) Putting the resident first and resident rights.

(5) Long-term care settings (types of providers, methods of payment for services).

(6) Access and communication(interpersonal communication, observation, building relationships).

(7) Consent, capacity, and confidentiality.

(8) Cognitive impairment, including Alzheimer's disease and related dementias. Topics to include:

(a) Overview of Alzheimer's disease and related dementias.

(b) Communication techniques.



(c) Advocating for persons with cognitive impairment.

(9) Facility visits, regular presence, and advocacy and general information activities.

(10) Long-term care ombudsman program complaint handling.

(11) Documentation.

(12) Any additional topic that the SLTCO deems as appropriate.

(C) Ombudsman specialists:

(1) The initial thirty-six hours of certification training under paragraph (B) of rule 173-14-04 of the Administrative Code includes the following topics:

(a) A more in-depth review of the topics covered for candidates for certification as ombudsman associates, including written exercises, case studies, role plays, research exercises, and analysis of systemic issues.

(b) Complaint-handling protocol, as outlined in rule 173-14-16 of the Administrative Code.

(c) Overview of quality assurance practices.

(d) Systems advocacy skills.

(e) How and when it is permissible to represent a client in a hearing, to appeal a proposed transfer, discharge, service/benefit denial, or termination.

(f) Complex case handling.

(g) How to recruit and engage volunteers.



(h) Any additional topic the SLTCO deems as appropriate.

(2) The sixty additional hours of certification training under paragraph (B)(1) of rule 173-14-04 of the Administrative Code includes the following experiential learning activities:

(a) Field observation.

(b) Documentation review and discussion with supervisor.

(c) Shadowing and assisting experienced ombudsman staff performing core services.

(d) Observing or participating in discharge hearings and ODH/ODMHAS surveys, when available.

(e) Any additional topic that the SLTCO deems as appropriate.

(D) Ombudsman program directors: The certification training curricula for all candidates seeking certification as an ombudsman program director includes the following topics:

(1) All the professional development topics for candidates for ombudsman specialists under paragraph (C) of this rule.

(2) Administering the program.

(3) Program management.

(4) Supervision.

(5) Managing core ombudsman services and data.

(6) Prioritization of a regional program's services and activities.

(7) Developing an ombudsman plan.



(8) Fiscal management.

(9) Policy development.

(10) Any additional topic that the SLTCO deems as appropriate.