



Ohio Administrative Code

Rule 5122-26-04 Policy and procedure manual.

Effective: August 1, 2026

- (A) Each provider is to develop and comply with a written manual of policies and procedures regarding all activities of the provider and certifiable services and supports delivered by the provider.
- (B) The policy and procedure manual will be available for review by staff, individuals served, and the family members and significant others of individuals served.
- (C) The provider is to have a written policy and procedure describing how the provider ensures that staff assisting clients with telehealth services or providing telehealth services are adequately trained in equipment usage.
- (D) A provider is to have a contingency plan for providing services or supports to clients when technical problems occur during a telehealth session.
- (E) A provider is to maintain, at a minimum, the following local resource information:
 - (1) Contact information for the behavioral health hotline service as defined in rule 5122-29-08 of the Administrative Code; and
 - (2) Contact information for the local police and fire departments.

For purposes of this subparagraph, "local" means the area where the client indicates they reside and where they are receiving certifiable services or supports as indicated in paragraph (F) of rule 5122-26-22 of the Administrative Code. The provider is to provide the client with information regarding how to access assistance in a crisis, including one caused by equipment malfunction or failure. If a provider has a facility or unit that is serving as a client site, that site is to be maintained in such a manner that appropriate staff persons are on hand at the facility or unit in the event of a malfunction with equipment used to provide telehealth services.