

TRAINING REQUIREMENTS FOR
DIRECTOR OF OPERATIONS

- (A) Prior to the agency provider's application for initial certification, or within thirty calendar days of appointment or hire as director of operations of an established agency provider, the director of operations will successfully complete the department-provided web-based orientation for directors of operations including:
- (1) "National Alliance for Direct Support Professionals" code of ethics
 - (2) Rights of individuals set forth in section 5123.62 of the Revised Code and the agency provider's responsibilities set forth in sections 5123.63 and 5123.64 of the Revised Code
 - (3) Facilitating community participation and integration for individuals served
 - (4) Service documentation and billing for services
 - (5) Rule 5123-17-02 of the Administrative Code including a review of health and welfare alerts issued by the department
 - (6) Internal compliance programs
 - (7) Empathy-based care
- (B) On an annual basis, the director of operations will successfully complete:
- (1) Two hours of department-provided web-based training in:
 - (a) Essential topics relevant to the agency provider's role and responsibilities
 - (b) Empathy-based care
 - (c) Rule 5123-17-02 of the Administrative Code including a review of health and welfare alerts issued by the department since previous year's training

- (2) Four hours of training selected by the director of operations in topics relevant to services provided and individuals served by the agency provider and/or management of the agency provider