

173-14-04

**Hours of professional development required for representatives of the office, certification.**

(A) Representatives of the office shall complete the following professional development:

- (1) A candidate for certification as an ombudsman associate level 1 shall complete a minimum of twelve clock hours of professional development, including a two-hour orientation with a long-term care provider, and pass the certification examination before performing any duties. The provider orientation shall be directed by the regional ombudsman program in accordance with the curriculum required by the SLTCO, and may be done after passing the certification exam, but shall be done before performing any duties. Within sixty days of completing the required professional development, the candidate shall take the ombudsman associate level 1 examination. Any candidate who passes the examination shall be certified as an ombudsman associate level 1 and may perform the duties of an ombudsman associate level 1. A certified associate level 1 who is seeking advanced certification may not perform associate level 2 duties until the associate passes the associate level 2 examination.
- (2) A candidate for certification as ombudsman associate level 2, who has not previously been certified as an ombudsman associate level 1, shall complete a minimum of fourteen clock hours of professional development and pass the certification examination before performing any duties. These fourteen hours of professional development shall include observation of, and participation in, a complaint-handling experience. That experience may be done after passing the certification examination, but shall be done before performing any duties as an ombudsman associate level 2. Within sixty days of completing the required professional development, the candidate shall take the ombudsman associate level 2 examination. A candidate who passes the examination shall be certified as an ombudsman associate level 2 and may perform the duties of an ombudsman associate level 2 without direct supervision.
- (3) A candidate for certification as an ombudsman associate level 2, who was previously certified as an ombudsman associate level 1, shall complete a minimum of four additional clock hours of professional development, including instruction in complaint-handling protocol and observation of and participation in a complaint-handling experience. Within 60 days of completing the required professional development, the candidate shall take the ombudsman associate level 2 examination.
- (4) A candidate for certification as ombudsman specialist shall complete forty clock hours of professional development before handling complaints without the supervision of a certified ombudsman specialist or a certified ombudsman program director. After the initial forty clock hours of professional

development, the candidate shall complete:

- (a) An additional sixty clock hours of professional development within the first fifteen months of employment;
- (b) A twenty clock hour orientation within the first twenty-four months of employment. This orientation shall be performed at a site approved by the SLTCO in accordance with rule 173-14-08 of the Administrative Code;
- (c) An observation of a survey or inspection as defined in division (B)(4) of section 173.21 of the Revised Code within the first twenty-four months of employment; and,
- (d) Any other professional development considered appropriate by the SLTCO.

Within sixty days of completing the required professional development, the candidate shall take the ombudsman specialist examination. All candidates who pass the examination shall be certified as ombudsman specialists.

- (5) The professional development requirements for an ombudsman program director candidate are the same as for an ombudsman specialist with the addition of six clock hours of education on program management and administration to be completed as soon as feasible. An ombudsman program director candidate shall work under the supervision of the SLTCO until the candidate has completed the initial forty clock hours of professional development and the six clock hours on program management and administration.

Within sixty days of completing the required professional development, the candidate shall take the ombudsman program director examination. All candidates who pass the examination shall be certified as ombudsman program directors.

- (B) All clock hours of professional development accrued by a candidate when preparing for any category of representative may be applied to the required clock hours of professional development required of the candidate when preparing to become certified as a different type of representative. If a candidate has completed clock hours of professional development toward a type of representative, but has not been certified, those clock hours shall be credited toward the professional development requirement for a different category of representative.

R.C. 119.032 review dates: 11/09/2010 and 02/09/2016

**CERTIFIED ELECTRONICALLY**

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Certification

11/09/2010

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Date

Promulgated Under: 119.03  
Statutory Authority: 173.02, 173.16, 173.21  
Rule Amplifies: 173.16, 173.21  
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