



***Empowering Elders.
Strengthening Communities.***

Mike DeWine, Governor
Ursel J. McElroy, Director

PUBLIC HEARING NOTICE

OMBUDSMAN: COMPLAINT-HANDLING PROTOCOL

ODA proposes to amend rule 173-14-16 of the Administrative Code to (1) clarify how a representative shall document verbal consent in the case records and (2) require the SLTCO and each representative to document all complaint-handling activity in the Ombudsman Documentation and Information System (ODIS).

ODA will conduct a public hearing on this rule at the following place and time:

Ohio Department of Aging
246 N. High St., 1st Floor
Room 1149 (Training Room)
Columbus, OH 43215

Wednesday, October 9, 2019
3:00PM

Any person may participate in the public hearing. To submit written testimony to ODA in lieu of presenting written testimony in person, please email the written testimony to rules@age.ohio.gov before the day of the hearing.

Participants may find area parking at street meters and area parking garages.