

173-14-14

**Staffing requirements and staff qualifications.****(A) Staffing requirements:**

- (1) Each regional program shall employ one paid, full-time employee to serve as the program's ombudsman program director. If a program director is responsible for more than one regional program, each regional program shall have full-time supervision provided by a certified ombudsman program director in that region.
- (2) Each regional program shall maintain a staffing ratio of one paid, full-time-equivalent ombudsman to every two thousand long-term care facility beds.

**(B) Staff qualification:**

- (1) Representative: To acquire/accept a candidate for certification as a representative of the office, the state or regional program shall either hire a person as a paid staff member or accept the person as a volunteer staff member. The state or regional program shall only hire/accept a person as a staff member if the person:
  - (a) Is at least eighteen years of age; and,
  - (b) Has the ability to understand and empathize with the concerns of consumers of long-term care services.
- (2) Ombudsman specialist: A regional program shall only hire a person to be the ombudsman specialist if the person is at least a registered nurse or has earned a bachelor of science degree in nursing, or a bachelor of arts or bachelor of science degree in social work, social services, a health-related field, or any other related field. Any paid representative who does not meet this requirement may substitute commensurate experience or education to meet the education qualification.
- (3) Ombudsman program director: A regional program shall only hire a person to be the ombudsman program director if the person:
  - (a) Is at least a registered nurse or has earned a bachelor of science degree in nursing, or a bachelor of arts degree or a bachelor of science degree in social work, social services, a health-related field, or any other related field. Any paid representative who does not meet this requirement may substitute commensurate experience or education to meet the education

qualification.

- (b) Has one year's experience in supervision/management in the fields of aging, long-term care, health care, social services, advocacy, or investigation.
- (4) Free database reviews and criminal records checks: The SLTCO (or the SLTCO's designee) shall conduct the free database reviews and criminal records checks required under section 173.27 of the Revised Code and Chapter 173-9 of the Administrative Code.

Five Year Review (FYR) Dates: 05/01/2015 and 05/01/2020

**CERTIFIED ELECTRONICALLY**

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Certification

05/01/2015

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Date

Promulgated Under: 119.03  
Statutory Authority: 173.01, 173.02, 173.16, 173.27; Sections 305(a)(1)(C) and 712(a)(5)(D) of the Older Americans Act of 1965, 79 Stat. 210, 42 U.S.C. 3001, as amended in 2006; 45 C.F.R. 1321.11 (October 1, 2014 edition).  
Rule Amplifies: 173.16, 173.27; Section 712 of the Older Americans Act of 1965, 79 Stat. 210, 42 U.S.C. 3001, as amended in 2006.  
Prior Effective Dates: 07/11/1991, 12/27/2001, 12/28/2006, 02/15/2009, 01/01/2013