

*** DRAFT - NOT YET FILED ***

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.

Replaces: 173-14-14

Effective:

R.C. 119.032 review dates:

Certification

Date

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