

TRAINING REQUIREMENTS FOR
DIRECTOR OF OPERATIONS

Prior to the agency provider's application for initial certification, the director of operations shall successfully complete:

- (1) Department-provided web-based orientation for directors of operations including:
 - (a) "National Alliance for Direct Support Professionals" code of ethics
 - (b) 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
 - (c) Facilitating community participation and integration for individuals served
 - (d) Service documentation and billing for services
 - (e) Rule 5123-17-02 of the Administrative Code including a review of health and welfare alerts issued by the department
 - (f) Internal compliance programs
- (2) Department-provided training in empathy-based care

On an annual basis, the director of operations shall 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