

III. CERTIFICATION CONTINUATION REQUIREMENTS

A. Requirements for Maintaining Certification

1. Compliance with LTCO Policies and Procedures

In order to maintain certification, the community ombudsman must comply with the requirements of the LTCO policies and procedures.

2. Program Affiliation

In order to maintain certification, the community ombudsman must remain affiliated with a designated community LTCOP.

3. Continuing Education Requirements

a. LTCO staff - 35 hours per year

- (1) Each staff LTCO shall attend a minimum of 35 hours of in-service training annually.
- (2) Each staff LTCO shall attend all state-wide trainings provided by the SLTCOP, which will count toward the fulfillment of the 35-hour requirement. Any circumstance that prevents attendance at required trainings must be approved in advance by the SLTCO.

Note: If the SLTCOP does not provide 35 hours of training in a calendar year or if a staff LTCO is unable to attend a training provided by the SLTCOP, the remainder of the requirement may be satisfied through other training related to ombudsman duties and approved by the SLTCO.

b. LTCO volunteers - 20 hours per year

- (1) Each volunteer LTCO shall receive a minimum of 20 hours of in-service training annually.
- (2) Each volunteer LTCO shall attend, when possible, one statewide LTCO training provided by the SLTCOP. Attendance at in-service training programs provided or arranged for by the community LTCOP with which the volunteer is affiliated may

fulfill this requirement either in whole or in part. The SLTCO shall approve such volunteer training programs.

B. Re-Certification

In order to continue to carry out his/her duties, each community ombudsman must be re-certified every two years by the SLTCO “as continuing to meet the Department's standards as community ombudsman.”⁴ Certification and re-certification records are maintained by the SLTCO. Upon re-certification, the SLTCO issues to the LTCO a new LTCO identification card.

C. De-designation

If a community ombudsman fails to meet these requirements to maintain certification, the SLTCO may initiate de-designation proceedings as set forth in the LTCO policies and procedures.

Endnotes

¹ O.C.G.A. § 31-8-52; *see generally* Older Americans Act, 42 U.S.C. § § 3001 et seq.

² O.C.G.A. § 31-8-52.

³ O.C.G.A. § 31-8-52.

⁴ O.C.G.A. § 31-8-52.