

**231.45 Certified volunteer long-term care ombudsman program.**

1. The department shall establish a certified volunteer long-term care ombudsman program in accordance with the federal Act to provide assistance to the state and local long-term care ombudsmen.

2. The department shall develop and implement a certification process for volunteer long-term care ombudsmen including but not limited to an application process, provision for background checks, classroom or on-site training, orientation, and continuing education.

3. Unless specifically excluded, the provisions of [section 231.42](#) relating to local long-term care ombudsmen shall apply to certified volunteer long-term care ombudsmen.

4. The department shall adopt rules pursuant to [chapter 17A](#) to administer [this section](#).

[2012 Acts, ch 1133, §97](#); [2013 Acts, ch 18, §25](#)

Referred to in [§135C.1](#), [225C.4](#), [231.4](#)