

## **Policies and Procedures**

### **Academic Integrity**

Policy: PDI has an honor system based on personal integrity, which is presumed to be sufficient assurance in academic matters that the intern's work is performed honestly and without unauthorized assistance. This applies to all didactic assignments and learning activities associated with rotations.

#### **Procedures:**

1. Interns are responsible for maintaining integrity in all activities performed in conjunction with fulfilling the requirements of the PDI.
2. Academic misconduct includes, but is not limited to:
  - a. Giving, receiving, or utilizing unauthorized aid on didactic assignments, preparation of reports, projects, and/or other assignments or undertakings;
  - b. Misrepresenting the source of academic work;
  - c. Writing a paper or preparing a project for another intern;
  - d. Using homework answers from a previous intern's assignment;
  - e. Falsifying rotation hours or student data;
  - f. During rotations, engaging in any unprofessional behavior, inappropriate acts or omissions which place a client/patient in jeopardy;
  - g. During rotations concealing and not reporting any illegal, unethical, fraudulent or incompetent acts of others;
  - h. During rotations, committing any breach or violation of the confidence of a person being served;
  - i. Committing unethical practices in conducting and/or reporting research.
3. Sanctions for academic misconduct will be determined and imposed to maintain the integrity of the PDI and the rights of all individuals and to maintain the mission of the MDHSS. Types of sanctions include:
  - a. Warning: A formal written warning for the intern's acknowledgement and signature; the signed warning to be placed in the intern's permanent file.
  - b. Disciplinary Action: Such action will be taken in accordance with the Disciplinary Action and Termination policy and procedure.
  - c. Termination: Such action will be taken in accordance with the Disciplinary Action and Termination policy and procedure.
4. Interns have the right to appeal a dismissal in accordance with the Grievance Policy.

## **Confidentiality of Intern Records and Information**

Policy: DHSS PDI maintains confidential intern records. Only those persons who maintain the records or who have responsibility to evaluate the intern's performance or ACEND site/program reviewers may view the files unless otherwise required by law. No other information, with the exception of these items, may be divulged or released to persons or agencies outside DHSS without the express written permission of the intern.

### **Procedures:**

1. Any intern enrolled in the PDI may make an appointment with the Internship Coordinator to view his/her personnel record.
2. All intern records are made available to respective interns with the following guidelines:
  - a. Recommendations submitted to PDI by third parties under conditions of confidence, other than evaluation forms provided by the PDI, will be shown only with signed permission of the third party.
  - b. Intern's records requiring the interpretation of a professional (medical, psychiatric, psychological, etc.) must be reviewed in consultation with the appropriate professional.
  - c. Items from intern records that are considered public information are:
    - i. The fact of attendance
    - ii. Date of attendance
    - iii. The fact and date of completion of the program
3. Results of Immunizations records and certain background screenings may be provided to Affiliate Sites upon request with interns' permission.
4. ACEND site/program reviewers may have access to interns' records as necessary to conduct PDI program site evaluation(s).
5. Interns' identifying information used for distance learning is protected and kept confidential. See also DHSS Policy 22.1 Information Technology Use Policy, Guidelines and Processes and DHSS Policy 22.2 Computer Equipment Management.

## **Confidentiality of Program**

Policy: DHSS PDI is committed to maintaining the privacy of all persons who receive services through the program or its affiliates.

### **Procedures:**

1. The intern is required to sign the DHSS confidentiality statement.
2. The intern is required to comply with confidentiality requirements of all assigned affiliate sites.

3. The intern shall maintain the confidentiality of all participant/patient information or other confidential information obtained while participating in the program. Should the interns divulge such information, he/she will be dismissed immediately from the program.
4. Failure to maintain confidentiality of DHSS or the PDI affiliate sites may result in immediate dismissal from the program.
5. A Video/Audio/Photo Release Form must be signed by any and all individuals, including interns, who agree to use of their photo, video or audio by and/or for the PDI.

### **Disciplinary Action or Termination**

Policy: Disciplinary action or termination may be based on evidence of unacceptable or unsatisfactory performance with no evidence of change.

Procedures:

1. Interns who violate policies and procedures of the PDI or the affiliate sites may be subject to discipline or termination based on the seriousness of the violation.
2. Violations that may require action:
  - a. Failure to carry out assigned tasks or instructions within a reasonable time or by a specific deadline.
  - b. Wasting time or deliberately loitering during work hours.
  - c. Carelessness or negligence in performance of duty or care of the public in his/her charge.
  - d. Unauthorized absence without permission of preceptor.
  - e. Use of alcohol or other unauthorized substances while on duty.
  - f. Reporting to duty under the influence of alcohol or other substances of abuse.
  - g. Theft or improper or unauthorized use of property at DHSS or affiliate sites.
  - h. Making or repeating false or malicious statements that lead to the slander of patients, officials, preceptor or employees.
  - i. Fighting or creating a disturbance among fellow interns, employees of affiliate sites or DHSS, which can adversely affect morale, productivity or maintenance of proper discipline.
  - j. Violation of administrative regulations, safety or security procedures.
  - k. Excessive tardiness or absence from work.
  - l. Disrespect, insolence or verbal abuse to a patient, member of the public, coworker, preceptor or official.
  - m. Misconduct on or off duty, which reflects discredit on, or embarrassment to PDI, affiliate sites or DHSS.
  - n. Sexual or other harassment.
  - o. Violation of patient confidentiality.
  - p. Violation of affiliate organizational confidentiality.

3. The seriousness and pattern of repetition of the violation determines the action to be taken. It can consist of a minimum of a reprimand to dismissal from the program.
4. The following process will apply when the intern is being considered for dismissal:
  - a. The preceptor and/or site coordinator presents the facts of the situation and reasons for recommending dismissal to the Program Director.
  - b. Following review of the information with the preceptor and/or site coordinator the Program Director makes a decision whether to reprimand or dismiss the intern from the Program.
  - c. The intern has the right to review the information on which the recommendation for reprimand or dismissal is based and is given the opportunity to discuss the information with the preceptor and/or site coordinator and the Program Director.
5. Interns who perform at substandard levels and do not make sufficient progress toward completion of internship competency requirements are subject to discipline or dismissal from the program if performance has not improved to the satisfactory level.

## **Dress**

Policy: Interns will maintain a professional appearance, in accordance with DHSS and affiliate site recommendations or policy.

### **Procedures:**

1. Appropriate dress is as follows:
  - a. Intern will observe the dress code of each assigned affiliate site and as a representative from the Missouri Department of Health and Senior Services.
  - b. Nametag, with photo identification will be worn at affiliate sites, as required.
  - c. Lab coats may be required at some affiliate sites and will be purchased by the intern.
  - d. **No** flip flops (flat, backless, rubber/plastic sandal consisting of a flat sole held loosely on the foot by a Y-shaped strap, like a thin thong, that passes between the first (big) and second toes and around either side of the foot), tank tops, crop/stomach showing tops, strapless dresses, Capri pants knee length or above, shirts or dresses with spaghetti straps, 'cutouts' in the dresses, backless dresses, tops or dresses that plunge in the front, and dresses/skirts should be of an appropriate length.
  - e. Jeans, sweatpants, shorts, or athletic shoes may be worn only with prior approval from the preceptor.
2. If appropriate dress is not worn, the intern may be sent home to change and the missed hours will be made up; or the intern may be asked to leave the site and the day will be counted as an unexcused absence.

## Employment Outside The Internship

Policy: Minimal employment outside the internship is permitted **ONLY** as long as it does not interfere with the intern's performance and expectations during the internship, **and** with the prior approval of the PDI.

### Procedures:

1. The intern must complete the *Request for Outside Employment* form and submit to notify the Internship Coordinator of the place of employment and the hours and days employed.
2. If the employment interferes with the performance of the intern or with scheduled rotations in affiliate sites, days or times, the preceptor will notify the Internship Coordinator immediately.
3. The Internship Coordinator will discuss and explore alternative solutions with the intern.
4. If problems continue, the intern will be asked to request a leave of absence from their employer or may need to terminate employment.
5. If performance problems because of outside employment are not resolved, the intern may be terminated from the Program.

## Equal Employment Opportunity

Policy: DHSS provides and ensures access to jobs, training and development opportunities and all aspects of employment to all groups of individuals regardless of sex, race, color, religion, national origin, disability or age.

### Procedures:

1. Interns who feel they have been subjected to harassment or discrimination should immediately report it to their preceptor and/or the Internship Coordinator and/or the Office of Human Resources, DHSS.
2. Interns who feel they have been subjected to harassment or discrimination from the Internship Coordinator should report it immediately to the Program Director and/or the Office of Human Resources, DHSS.
3. Reports will be investigated promptly and thoroughly. Based on the merit of the report, disciplinary action will be taken against the offender. A copy of reports will be sent to the Office of Human Resources, DHSS.
4. If the report concerns an affiliated agency the report will be forwarded to the agency for appropriate action. A copy of reports will be sent to the Office of Human Resources, DHSS.

## **Evaluation of Performance**

Policy: Tools developed for PDI will be used to provide evaluation of specific areas.

Procedures:

1. Interns are expected to complete a self-evaluation at the end of each rotation to include strengths, weaknesses and areas needing more attention or direction.
2. The intern will be evaluated by the Internship Coordinator and affiliate site preceptor at the completion of a rotation (i.e., community, clinical, and management) of three weeks or more. A mid-point, as well as final, evaluation may be completed for longer rotations.
3. For rotation blocks of two weeks or less, a formal evaluation will be completed by the preceptor and the intern. A phone conference will be scheduled with the Internship Coordinator.
4. For rotation blocks of less than one week, an informal evaluation will be completed by the preceptor and the intern.
5. If needed, a plan of action for improvement will be set by the Internship Coordinator, preceptor and intern to be completed on an agreed upon timeline.
6. Formal evaluations with the Internship Director, Internship Coordinator and intern will be scheduled, one at the mid-point of the internship, and one as a final evaluation.
7. The original copy of all evaluations must be sent to the Internship Coordinator for the intern's performance file.

## **Extended Leave Time**

Policy: Illnesses or personal business which extend the internship program past the normal time frame are considered extended sick leave. Extension of the internship may be allowed with appropriate documentation. However, the total length of the internship must not exceed two years from the start date of PDI.

Procedures:

1. The intern must notify the Internship Coordinator immediately of the specific illness or personal business and expected length of leave needed. The director will notify the appropriate affiliate sites. (Examples of extended leave are maternity leave and sick leave for hospitalization and post care for surgery or illness of the intern or his/her immediate family: spouse, parents, and children of the intern).

2. The intern must show a physician's release before the internship may be continued if the extended leave is for him/her.

### **Extension of Internship**

Policy: The internship may be extended beyond the 40-week period if the intern does not complete the required hours of supervised practice experience and/or does not become entry level proficient in all program competencies.

Procedures:

1. The length of the internship may be extended for the following reasons:
  - a. Extended illness of the intern or his/her immediate family during the internship.
  - b. Inability to complete all the program competencies in the 40- to 41-week period.
2. An individualized schedule is planned with the intern, indicating the learning experiences and related competencies needing completion.
3. The intern is responsible for setting schedules with all sites, at the site's convenience, for completion of the experiences.
4. Length of time given for the extension is determined by individual circumstances but the entire internship shall not exceed a total of two years from the initial start date of PDI.

### **Funeral Leave**

Policy: Funeral Leave will be granted to an intern on the death of an immediate family member (spouse, child, sibling, parent, grandparent, or grandchild and spouse's child, parent, grandparent, or grandchild). Normal leave time allowed is 3-5 days and is considered as Personal Leave.

Procedures:

1. The intern must request funeral leave from the preceptor and the Internship Coordinator.
2. A leave request must be completed and submitted to the Internship Coordinator.
3. The intern is responsible for all rescheduling of activities to fulfill the requirements of the Program and notifying the Internship Coordinator of all changes.

## Grievance Procedures

Policy: DHSS PDI supports prompt action to avoid intern problems and encourage good intern/preceptor communication.

### Procedures:

1. When a situation occurs in which the intern feels aggrieved, the preceptor will make every effort to resolve the issue. Should the issue not be resolved, the student is to submit within ten working days a written description of the issue to the Internship Coordinator. Within ten working days of receipt of the written statement, the Internship Coordinator and Program Director will review the situation and make a determination on the grievance. The intern will receive a written statement of the decision within ten working days.
2. If the intern believes the decision has not adequately addressed the problem or if the problem is with the Internship Coordinator, a written complaint can be submitted to the Program Director. Within ten working days, the Program Director, with assistance, as needed, from an appropriate member of the Office of Human Resources, will review and make a determination on the grievance. The intern will receive a written statement of the determination within ten working days. This decision will be final, unless the grievance concerns a Civil Rights complaint, which can be filed with the appropriate local, state or federal agency.
3. The Accreditation Council for Education in Nutrition and Dietetics (ACEND) will review complaints against accredited programs in order to fulfill its public responsibility for assuring the quality and integrity of the educational programs that it accredits. Any individual, for example, student, faculty, dietetics practitioner and/or member of the public may submit a complaint against any accredited program to ACEND. However, the ACEND board does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admissions, appointment, promotion or dismissal of faculty or students. It acts only upon a signed allegation that the program may not be in compliance with the accreditation standards or policies. The complaint must be signed by the complainant. Anonymous complaints are not considered. Where a complainant has threatened or filed legal action against the institution involved, ACEND will hold complaints in abeyance pending resolution of the legal issues and the complainant is so advised. A copy of the accreditation standards and/or ACEND's policy and procedure for submission of complaints may be obtained by contacting:

Accreditation Council for Education in Nutrition and Dietetics (ACEND)  
Academy of Nutrition and Dietetics  
120 South Riverside Plaza, Suite 2000  
Chicago, IL 60606-6995  
312.899.0040, ext. 5400  
[ACEND@eatright.org](mailto:ACEND@eatright.org)



- a. Unresolved complaints related to ACEND accreditation standards, student rights to due process, and appeal mechanisms may be submitted directly to ACEND only after all other options with the PDI and DHSS have been exhausted.

## **Holiday Leave**

Policy: The intern may observe the following holiday (Group A):

- *Labor Day -- First Monday in September*
- *Thanksgiving Day -- Fourth Thursday in November & day after*
- *Christmas Day -- Twenty-fifth Day in December*
- *New Year's Day -- First day of January*
- *President's Day -- Third Monday in February*

Other holidays observed by the state which are subject to change, include the following (Group B):

- *Martin Luther King Day -- Third Monday in January*
- *Lincoln's Birthday -- Twelfth Day in February*
- *Truman's Birthday -- Eighth Day in May*
- *Columbus Day -- Second Monday in October*
- *Veteran's Day -- Eleventh Day in November*

Procedures:

1. Interns will not be required to report for duty on Group A holidays.
2. Interns may be required to report for duty on Group B holidays in affiliate sites, if the site does not observe the holiday or if the rotation assignment requires.

## **Inclement Weather**

Policy: Interns should exercise precaution in hazardous conditions and follow the policy at the assigned facility. As weather patterns and road conditions vary, each intern must use their own discretion when determining their own safety driving to their site.

Procedures:

Most hospitals and medical facilities are considered 24/7 operations. In case of inclement weather, the intern is to contact their preceptor first and determine if they are to come in or stay home, then inform the Internship Coordinator or PDI Director of the plan.

If the preceptor determines the intern is not to come in, the preceptor may give an assignment or project for the intern to complete off-site, with approval from either the Internship Coordinator or PDI Director. This may be planned in advance if bad weather is anticipated. The following criteria must be met in order to qualify as supervised practice experience hours.

1. Indicate how the project contributes to the competency, i.e., what/result is expected from the project,
2. Indicate how the preceptor would maintain contact with the intern regarding the project and intern would contact the preceptor if they have questions about the project,
3. The preceptor would need to indicate how many hours is expected to complete the project,
4. The intern would need to review the project and results with their preceptor, and
5. This information would need to be documented in the weekly journal or on the competency tracking sheet.

## **Insurance**

Policy: The intern is responsible for maintaining adequate professional liability insurance to protect the State of Missouri and its agencies, clients, employees and the general public against any loss, damage and/or expense related to the performance of the intern.

### **Procedures:**

1. The intern will be responsible for his/her own medical care, insurance and treatment and the expenses thereof except as otherwise provided herein. The intern will provide evidence of health insurance coverage to the Internship Coordinator.
2. The intern will be responsible for all hospital and medical charges arising from the provision of any emergency medical care provided by DHSS, the affiliate sites or other entity.
3. The intern will be responsible for costs incurred from work related injuries.
4. The intern will be responsible for maintaining adequate professional and automobile liability insurance to protect the State of Missouri and the affiliate sites and its agencies, participants/patients, employees and the general public against loss, damage and/or expense related to the performance of the intern. The intern shall provide proof of insurance, dates of coverage, limits of liability, insurers' names, policy numbers, and companies to the Internship Coordinator.
5. The intern will be responsible for maintaining liability for safety in travel to or from assigned areas of rotations and classes.

## **Intern Responsibilities**

Policy: Interns will be expected to comply with all rules, regulations, policies and performance expectations/performance requirements of DHSS and the affiliate sites.

Procedures:

1. Interns must comply with all the rules, regulations, policies and performance expectations/ performance requirements of DHSS and the affiliate sites while participating in the PDI.
2. Interns must report promptly for duty at the times specified by DHSS or the affiliate sites and may involve evenings and weekends depending on the requirements of the site rotation.
3. Interns shall maintain the confidentiality of all participant/patient information or other confidential information obtained while participating in the program. Should the intern divulge such information he/she will be dismissed immediately from the program.
4. Interns shall act in a professional manner at all times when he/she is dealing with DHSS or the affiliate sites' participants/patients.
5. Interns will take the registration exam by the Commission on Dietetic Registration (CDR) upon completion of the PDI, and shall take all acts necessary to become registered by the CDR.

Policy: Interns will be expected to be responsible for his/her own medical care, insurance and treatment and the expenses thereof.

Procedures:

1. Interns will be responsible for his/her own medical care, insurance and treatment and the expenses thereof except as otherwise noted. The intern shall provide DHSS with evidence of health insurance coverage.
2. Interns will be responsible for all hospital and medical charges arising from the provision of any emergency medical care provided by DHSS, the affiliate sites or other entity.
3. Interns will be responsible for costs incurred from work related injuries.

Policy: The intern will be required to satisfy all medical and other requirements of the affiliate sites, to include being tested and immunized, prior to actual participation in supervised practice experiences. Tests and immunizations generally include, but are not limited to: Varicella vaccination, Tetanus Diphtheria, TB skin test, MMR (series of two shots), Hepatitis B (series of 3), Hepatitis A for some food handling establishments and seasonal flu vaccine. Passing a criminal record or background check, as well as a clean (negative) urine drug screen, is required in most Joint Commission Accredited facilities and state facilities. Proof of physical examination indicating the intern is fit for the internship and free of transmissible disease is required. Final admission in the PDI is contingent upon passing these drug screens and background checks. Failure to pass any background check or urine drug screen may prohibit the interns from starting the PDI and result in dismissal from the PDI.

Procedures:

1. Interns shall contact each site preceptor in *advance* of the supervised practice experience to learn what screenings/tests/immunizations are required. These must be obtained prior to beginning the rotation.
2. Interns are responsible for all costs associated with these screenings, tests and immunizations.

Policy: Interns, who are not employed by the MDHSS WIC program or not employed by a Missouri Local WIC Provider, will be required to provide payment of a \$3,000.00 internship fee. This fee will be paid to DHSS Program for Dietetic Interns and is due by December 1 of program year for costs of the program. This may be in one lump sum or three (3) installments of \$1,000 each beginning October 1 of program year and due no later than December 1 of program year.

Procedures:

1. Interns who are currently employed by a Local WIC Provider or the Department of Health and Senior Services will not incur a fee for participation in the PDI.
2. Interns, who are not employed by the MDHSS WIC program or not employed by a Missouri Local WIC Provider, will be required to make payment to the Missouri Department of Health and Senior Services by December 1 of the internship year.

Policy: Interns will be responsible for costs incurred from participation in the PDI.

Procedures:

1. Interns are responsible for costs incurred from participation in the PDI to include, but not limited to: textbooks, miscellaneous supplies, insurances, student membership in professional organizations, costs of living, registration examination application fee, lab coat(s), medical tests and immunizations required by affiliate sites, attendance at professional organization meetings (e.g. AND, MoAND), travel, PDI fee, etc.

**Estimated Costs to the Intern:**

Fee, except where waived	\$ 3000.00
Textbooks; other miscellaneous supplies	400.00
\$1 million in Professional Liability Insurance	20.00
Student Membership in Professional Organizations (e.g. MoAND and AND student membership)	50.00
Cost of Living: Intern is responsible for making their own housing arrangements for Jefferson City meetings and other rotations necessitating temporary housing.	<i>Will vary with assigned experiences</i>
Apartment	<i>Estimated at \$400-600 per month</i>

State Rate at Hotel	<i>Estimated at \$3500.00 per eight weeks</i>
Food	<i>Varies – at the expense of the intern</i>
Gas, vehicle expenses: There may be a great deal of traveling (up to 200 miles per day round trip). Travel will be greatly reduced for those interns willing to obtain temporary housing in each location of supervised experience	<i>Interns are expected to pay their own travel expenses</i>
AND Registration Examination Fee	200.00
Lab Coat(s) and Uniform(s)	~ 100.00
Criminal background check, medical tests and immunizations required by the affiliate sites	~ 200.00-300.00
Registration costs associated with professional organization meetings (e.g., AND, MoAND, State WIC conference)	MoAND: 100.00 AND: 210.00 WIC: None
Health/medical insurance	<i>Varies – interns are responsible for their own health/medical insurance</i>

Policy: Interns are responsible for the identification badge issued to them by DHSS.

Procedures:

1. The intern will be issued a DHSS intern identification badge at the beginning of the internship.
2. The intern is responsible for wearing the badge on a daily basis, both at DHSS and affiliate sites. The badge will provide security access into necessary locations at DHSS.
3. The intern is responsible for the badge and may be charged a replacement fee if lost or damaged. Report loss or damage to Internship Coordinator immediately.

Interns **MUST** turn in identification badge at the end of the internship.

### **Internship Program Evaluation**

Policy: The Accreditation Council for Education in Nutrition and Dietetics (ACEND) is committed to continuous evaluation and improvement of the dietetic internship.

Procedures:

1. All interns will be afforded the opportunity to evaluate affiliate sites and the PDI and provide feedback in the evaluation process.

2. The process of evaluation includes, but is not limited to: written evaluations, verbal feedback, professional development surveys, and AND registration examination scores.

## **Professional Behavior**

Policy: The Program for Dietetic Interns expects the highest standards of ethical behavior at all times and in accordance with the Code of Ethics for the profession of dietetics and policies of the supervised practice facilities. Interns are expected to maintain professional behavior and conduct themselves in a manner that is respectful at all times.

### **Procedures:**

1. Professional behavior is a commitment to learning and mastering the knowledge and skills needed to enter the workforce as a professional team member. The qualities of respect for others and a sense of one's own responsibility contribute to how we will interact with others. The experiences gained in the internship will allow the student to achieve a positive self-awareness, a commitment to learning and interpersonal skills that contribute to their interpersonal competence.
2. It is the intern's responsibility to learn the institutional and departmental mission statements as well as expected professional behavior. The intern should take a proactive attitude and consider all training as preparing them for their future as a professional dietitian.
3. The intern should accept all constructive criticism during the course of the rotation period and during professional evaluations as important feedback in order to grow professionally.
4. Interns will function within the organizational framework of the cooperating facility; policies and procedures for the institution will be available to the intern.
5. Professional behavior includes avoiding gossip, staying out of office politics and office clicks, and respecting other person's beliefs and practices.
6. The use of illegal or non prescription controlled drugs or alcohol while working for DHSS or during internship hours by an intern will be immediately reported to the Internship Coordinator or the Internship Director and the intern's work supervisor/preceptor. The intern will be given leave for the rest of the day. Interns may also be dismissed by the internship program.
7. Most work sites have computers and internet access. Always ask the preceptor or the supervisor you are working with for permission to use a facility computer. Ask for permission to use your personal laptop if brought to another facility.

8. Work hours may vary from rotation to rotation and within rotations so it is important for interns to be flexible. Preceptors should communicate expectations to the intern at the beginning of the rotation and provide updates as necessary.
9. Remember current interns can make or break the willingness of facilities to take interns from the program in the future. Lack of preparation, sloppy performance, and unprofessional behavior not only reflects poorly on you as an individual but also reflects poorly on the internship program.
10. If a PDI intern performs in an unprofessional or unethical manner, or commits a serious medical malpractice error, the facility by agreement has a right to refuse the intern's continued placement at their facility. If this should happen, the Internship Director and/or Internship Coordinator will meet with the facility, the dietetic intern, and determine the next course of action as well as the future status of the dietetic intern in the Program. Options might include being placed in another facility, receiving an incomplete in the semester supervised practice course with additional coursework required, or withdrawing from the dietetic internship.

## **Professional Competence**

Policy: All competencies detailed in the program must be completed at an entry-level proficiency in order to complete the internship. Interns will complete a block of staff relief for one to two weeks toward the end of the clinical rotation to demonstrate their ability to function as an entry level dietitian. The educational purpose of supervised practice is not intended to use interns to replace employees.

### **Procedures:**

1. Interns are expected to complete a self-evaluation at each rotation including strengths, weaknesses and areas needing more attention or direction.
2. The intern will be evaluated by the Internship Coordinator and affiliate site preceptor at the completion of a rotation (i.e., community, clinical, and management) of three weeks or more. A mid-point, as well as final, evaluation may be completed for longer rotations.
3. For rotation blocks of two weeks or less, a formal evaluation will be completed by the preceptor and the intern. A phone conference will be scheduled with the Internship Coordinator.
4. For rotation blocks of less than one week, an informal evaluation will be completed by the preceptor and the intern.
5. If needed, a plan of action for improvement will be set by the Internship Coordinator, preceptor and intern to be completed on an agreed upon timeline.

6. Formal evaluations with the Internship Coordinator and intern will be scheduled, one at the mid-point of the internship, and one as a final evaluation.
7. The original copy of all evaluations must be sent to the Internship Coordinator for the intern's performance file.
8. Interns will be expected to complete a one- to two-week block of staff relief at the end of the clinical rotation to demonstrate the intern's ability to function as an entry level dietitian. Interns may be not used to replace employees.

### **Program Completion Requirements**

Policy: Interns will be expected to attend required PDI meetings and other activities and successfully complete affiliate site rotations and be responsible for the costs related thereof.

Procedure:

1. Interns are responsible for transportation to and from rotations and to all required scheduled activities.

Policy: Interns will attend didactic classes scheduled during the internship program.

Procedures:

1. Interns will be responsible for attending and completing class activities and assignments for didactic classes.
2. The intern must notify the Internship Coordinator immediately when reporting late for the day's scheduled activities. If the Internship Coordinator cannot be reached, the Program Director will be contacted.
3. The intern must report illness to the Internship Coordinator before the start of the day's scheduled activities. You must make contact with the Internship Coordinator or Director before you can be released from didactic classes for that day. Leaving phone messages or emails is not acceptable.
4. The intern is responsible for rescheduling the missed time with the Internship Coordinator. The intern is responsible for expenses involved in rescheduled missed time.
5. Interns may be dismissed from the program for consistent tardiness or consistent absences.

Policy: Interns will be expected to complete a minimum of 1200 hours of supervised practice experiences.



**Procedure:**

1. The intern is responsible for completing a minimum of 1200 hours of supervised practice experiences. This is the minimal amount of time to be completed. Interns are expected to be present at the scheduled site for supervised practice experiences even if practice hours have been met or exceeded for any of the blocks.

**Policy:** Interns will be expected to complete a minimum of 8 hours of supervised practice on scheduled days or a minimum of 40 hours in full schedule week.

**Procedures:**

1. The intern will log time spent daily on practice hours, didactic hours, client contacts and employee contacts on their Dietetic Intern Log.
2. Time Log must be verified and signed weekly by the preceptor.
3. Time logged less than 40 hours per week, with the exception of weeks with didactic class time or holidays scheduled, must be explained.
4. Time sheet must be submitted to Internship Coordinator at the end of each month.

**Policy:** Interns that complete all the requirements of the PDI will be provided with a Verification Statement.

**Procedures:**

1. Upon successful completion of graduation requirements, the internship director will electronically notify the Commission on Dietetic Registration (CDR) that the intern has met the graduation requirements.
2. The internship director will issue the intern a "Verification Statement" documenting completion.
3. CDR will notify the intern of their eligibility to take the national registration exam for dietitians.

**Punctuality**

**Policy:** Interns are expected to exhibit professional responsibility by arriving on time for classes, rotations and all other PDI activities.

**Procedures:**

1. The intern must report promptly for duty at the times specified by DHSS or the affiliate sites and may involve evenings and weekends depending on the requirements of the site rotation.

2. The intern must immediately notify by phone and talk directly with the preceptor when reporting late for the day's scheduled activities or practice experiences.
3. The preceptor will determine if the time may be rescheduled.
4. Interns may be dismissed from the program for consistent tardiness.

### **Rights of the Individual Intern**

Policy: Dietetic interns in the PDI will be assured they have fair and equal treatment. Some additional rights, which apply directly to interns, are listed below:

1. To have intern (personal) records kept confidential.
2. To receive appropriate instructions to perform their internship tasks.
3. To have access to preceptors to discuss matters of concern, including assigned care of individuals in their facilities.
4. To receive timely evaluations and discussions of changes, if needed.
5. To receive or have access to written internship policies, affiliate policies, and department operating regulations.

Procedures:

1. Interns who feel their rights have been violated should immediately report this to the Program Director.
2. The Program Director must promptly investigate the incident and take appropriate action to ensure the intern's rights, in consultation with the Office of Human Resources, DHSS.

### **Sick and Personal Leave**

Policy: The intern is required to complete a minimum of 1200 hours of supervised experience. Personal leave may be requested, if necessary. The internship will be extended to cover the leave time.

Procedures:

1. Sick Leave
  - a. The intern must report illness to the preceptor before the start of the day's scheduled activities. You must make contact with your preceptor before you can be released from work for that day. Leaving phone messages or emails is not acceptable. In addition, an email must be sent to the Dietetic Internship Director and/or Internship Coordinator, keeping them apprised.

- b. A leave request must be completed by the intern and signed by the preceptor and returned to the Internship Coordinator.
  - c. The intern is responsible for rescheduling the missed time with the preceptor and for notifying the Internship Coordinator of all scheduling changes.
2. Personal Leave
- a. The intern may request personal leave from the preceptor and Internship Coordinator for unusual circumstances **only**.
  - b. A leave **request** must be used to show personal leave taken and submitted to the Internship Coordinator.
  - c. The intern is responsible for all rescheduling of activities to fulfill the requirements of the Program and notifying the Internship Coordinator of all changes.

### Unsatisfactory Performance

Policy: The first time an intern's academic work and/or performance is evaluated as unsatisfactory, the intern will be provided with an opportunity to improve to a satisfactory level.

#### Procedures:

1. Interns are evaluated after every rotation and graded on didactic assignments. The intern is graded on a "satisfactory-fail" basis. This is defined as a minimum score of a 3 on the rotation evaluation and 75% on homework/didactic assignments.
2. Every effort is made to provide additional support and counseling for an intern when it appears his or her performance is below the expected outcome.
3. Upon notice that the intern has received an unsatisfactory evaluation or assignment, the PDI shall provide for one or more of the following:
  - a. Increased visits at the site with the internship coordinator and/or program director and contacts as dictated by the situation.
  - b. A verbal (phone or in person) or email warning to the intern that evaluations of written assignments and/or performance are not within the satisfactory range.
  - c. Documentation of the verbal warning placed in the intern's permanent file.
  - d. A face-to-face meeting with the intern to discuss and develop terms and conditions for improvement with a time-line for review.
  - e. A letter written to the intern, with copies to the preceptor and intern's permanent file, which includes the specific terms and conditions agreed upon that the intern must fulfill in order to improve to a satisfactory level.
  - f. If the intern receives a second written warning or fails to meet the agreed upon terms and conditions for improvement within the specified time-line, the intern shall be dismissed from the program (in accordance with disciplinary action and termination policy and procedure). Throughout this process, the

intern, internship coordinator, program director and preceptors are involved in the evaluation, discipline, and termination of the intern.

4. Note also that interns can receive “unsatisfactory performance” in relationship to inappropriate behavior and perceived attitudes. This includes, but is not limited to, chronic tardiness and/or missed work, and insubordination to PDI staff, faculty, preceptors, or facility staff.

### **Withdrawal and Refund of Program Fees**

Policy: Interns that have paid the fee to attend the PDI, and withdraw from the PDI, may be eligible for a partial refund dependent upon time frame of withdrawal. Those interns that are from a Local WIC Provider and are not required to pay the PDI fee are not eligible for a refund.

Procedures:

1. If an intern has paid the PDI fee and withdraws from the internship within the first 30 days of the program, Program fees will be refunded minus \$500.
2. After 30 days, the program fee is not refunded unless a documented medical disability prevents the intern from completing the internship. A program fee refund will be prorated based on the time spent in the internship.
3. An intern (from a Local WIC Provider) that does not pay the PDI fund and withdraws from the internship is not eligible for a refund.