

DIETETIC INTERNSHIP

STUDENT HANDBOOK

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INTRODUCTION



The dietetic internship is a post-baccalaureate, supervised practice program that qualifies graduates for the Examination for Registered Dietitians. The dietetic internship is available to students who have completed a baccalaureate degree and hold a valid Didactic Program in Dietetics (DPD) Verification Statement. The dietetic internship provides at least 1,000 hours of supervised practice as required by the Accreditation Council for Education in Nutrition. It is designed to produce graduates prepared to be entry-level Registered Dietitian Nutritionists who are committed to the profession of dietetics and to providing safe, courteous, compassionate care that improves the lives of patients.



MISSION & OBJECTIVES

NORTH OAKS MEDICAL CENTER

MISSION

Improving lives. Every time. Every touch.

VISION

To be the region's most trusted partner for exceptional quality, safety and experience.

VALUES

*Communication • Courtesy • Compassion
Commitment*

PROGRAM GOAL #1:

Produce graduates who are prepared for entry-level positions in Food Service Management and/or Medical Nutrition Therapy and who perform as members of health care organizations with compassion, commitment, courtesy and excellent communication.

ACEND required objectives must be evaluated annually using an average of data from the previous three years.

PROGRAM GOAL #2:

Produce graduates who are proficient in communication and problem-solving skills to achieve excellence in performance.

Program outcomes data are available upon request.

NORTH OAKS DIETETIC INTERNSHIP MISSION

The mission of the program is to produce graduates committed to the profession of dietetics and to provide safe, courteous, compassionate care that improves the lives of patients.

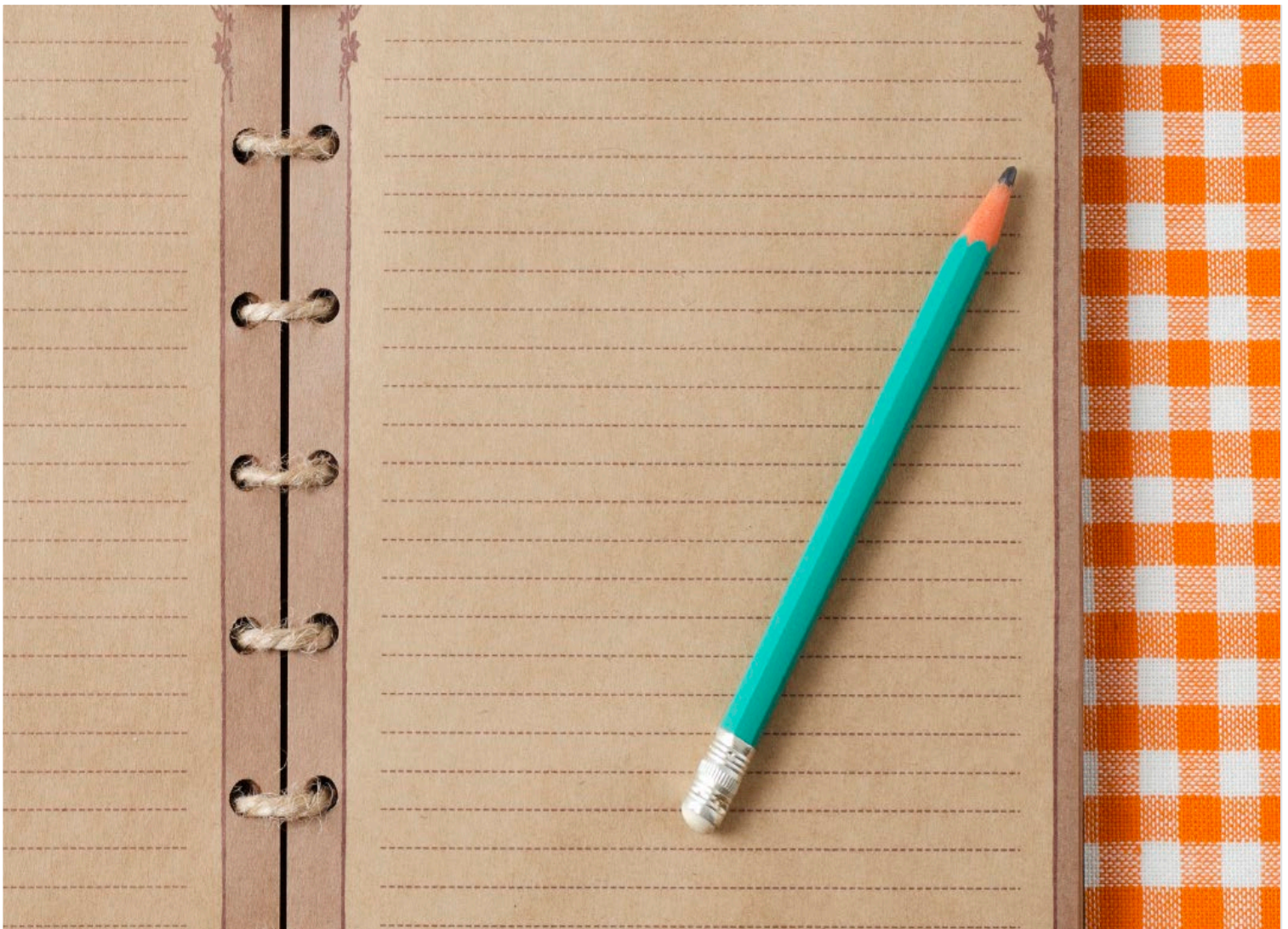
PROGRAM OBJECTIVES FOR GOAL #1:

1. At least 80% percent of program interns complete program requirements within 18 months (150% of the program length).
2. Of graduates who seek employment, 80 percent are employed in nutrition and dietetics or related fields within 12 months of graduation.
3. 100 percent of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.
4. The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80 percent.
5. At least 90 percent of graduates who respond to a survey will agree that the program prepared them for entry-level practice.

PROGRAM OBJECTIVES FOR GOAL #2:

1. At least 80 percent of employers who respond to a survey on program graduates in their first year of employment will rate them as "above average" in demonstrating proficient problem-solving skills for entry level practice.
2. At least 80 percent of employers who respond to a survey on program graduates in their first year of employment will rate them as "above average" in communication skills for entry-level practice.
3. At least 80 percent of employers who respond to a survey on program graduates in their first year of employment agree or strongly agree that graduates were adequately prepared for entry-level practice.

COURSEWORK



The North Oaks Medical Center (NOMC) Dietetic Internship is a part-time program requiring approximately 24 hours weekly. Students participate in supervised practice as well as classroom activities.

Each of the supervised practice rotation sites are designed to meet core competencies and prepare the intern for entry level employment. The competencies are divided among the sites to allow each preceptor adequate time to focus on the assigned competencies and give more attention to each student. Support classes are attended each month to introduce speakers in areas that may not be covered in a supervised practice rotation. These speakers provide lectures on topics such as manufacturing/sales, human resources, behavior change, Motivational Interviewing, salary negotiations, and reimbursement.



NORTH OAKS MEDICAL CENTER INTERNSHIP ROTATION SCHEDULE

Orientation /Classroom Activities

Hospital Orientation (NOMC)
Program Orientation (NOMC)

16 hours
24 hours

Medical Nutrition Therapy (MNT) –608 hours

13 weeks (344 hours) Inpatient

2 weeks (48 hours) LSU Lallie Kemp Regional Medical Center

4 weeks (96 hours) University Medical Center New Orleans (Clinical, Burn, Infectious Disease, Oncology)

2 weeks (48 hours) Fresenius and Davita Dialysis Centers (Renal Dialysis)

2 weeks (48 hours) St Tammany Cancer Center (Oncology)

1 week (24 hours) Bariatric

Food Service Management –192 hours

6 weeks (144 hours) North Oaks Medical Center

2 weeks (48 hours) School Board Nutrition

Community –128 hours

1 week (24 hours) WIC

2 weeks (32 hours) Baton Rouge General Hospital (Outpatient Counseling)

2 weeks (48 hours) North Oaks Medical Center (Outpatient Counseling)

1 week (24 hours) Pennington Biomedical Research Center (Research)

Choice- 72 hours

Professional Development: 88 hours

- Practice resume writing, job applications, interviews, and salary negotiations
- Mentor senior dietetics students and practice Motivational Interviewing
- Participate in cooking demonstrations and teach community nutrition classes
- MNT Orientation

Total Hours of Supervised Practice: 1,112

CONCENTRATION

The program has two areas of concentration: food service management and medical nutrition therapy. Students will dedicate 608 hours to medical nutrition therapy and 192 hours to food service management. These areas of concentration are chosen based on North Oaks Medical Center's ability to provide supervised practice in these concentrations and the need of the local community for registered dietitians in these specialties.

ACCREDITATION STATUS

The Dietetic Internship Program is accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND).

Contact Information:

**Accreditation Council for Education
in Nutrition and Dietetics**
120 South Riverside Plaza, Suite 2000
Chicago, IL 60606-6995
(800) 877-1600 • Extension 5400

ORIENTATION

Each student will attend a two-day orientation at North Oaks Medical Center. This is a mandatory orientation for all new employees. Students will also attend program orientation with the Dietetic Internship Director as well as MNT orientation before starting any MNT rotations.

STANDARDS OF CONDUCT

North Oaks Medical Center is committed to developing and maintaining the highest standards of practice and conduct. Therefore, all students are subject to the rules and regulations of the health system. In accepting admission to the Dietetic Internship, students indicate their willingness to abide by the health system's rules and regulations and acknowledge the right of the health system to take appropriate disciplinary action, including suspension and/or expulsion as may be deemed appropriate, for failure to abide by rules and regulations.

POLICIES & PROCEDURES

POLICY #1: DIETETIC INTERN POLICY: SELECTION REQUIREMENTS

PURPOSE

Purpose: to establish criteria to determine intern potential for success in the program

POLICY STATEMENT

The NOMC Dietetic Internship maintains admission requirements to the program to ensure successful completion of the program by accepted students. Admission is determined by the selection committee which includes the program director, selected program preceptors, and the selected advisory board members.

PROCEDURE

An applicant must:

- Have a baccalaureate degree from an accredited institution and a Verification Statement.
- Applicant must have taken Medical Nutrition Therapy or equivalent within 5 years of applying.
- To view accredited institutions: www.eatrightacend.org
- Meet the minimum GPA standards for North Oaks Medical Center's DI.
- Minimum total GPA: 2.8
- Minimum DPD GPA: 3.0
- Finalists will be chosen by the North Oaks Medical Center DI Selection Committee after:
- Submitting a complete application through the Dietetic Internship Centralized Application System (DICAS) and application fee is received.
- Being notified of selection as a semi-finalist. You will be contacted via email to participate in the selection interview.
- Completing the interview. Interviews are completed in March each year.
- Participate in computer matching through D&D Digital Systems, (515) 292-0490.
- Students will be matched to the program through the Digital System.

POLICIES & PROCEDURES

POLICY #2: INSURANCE, INJURY AND ACCIDENT REQUIREMENTS

PURPOSE

To ensure that the NOMC Dietetic Interns are aware of insurance coverage as provided or not provided by North Oaks Medical Center.

POLICY STATEMENT

NOMC requires Dietetic Interns maintain professional liability insurance throughout the duration of the Dietetic Internship to protect against claims of real or alleged errors in your professional duties.

Medical Insurance and auto insurance needs are the personal responsibility of each Dietetic Intern.

PROCEDURE

It is the responsibility of the dietetic intern to obtain professional liability insurance and maintain health and auto insurance. Written proof of the professional liability insurance will be kept in the Internship Director's file for each Intern.

The Dietetic Intern must provide proof of automobile insurance coverage, in the amount currently required by Louisiana law, for the vehicle he/she will use during the NOMC Dietetic Internship.

Traffic accidents occurring while in the course and scope of the Dietetic Internship must be reported as soon as possible to the Internship Director. The Internship Director will then notify the Legal Department. The Intern's insurance will provide the primary coverage, with the Intern notifying his/her insurer. Deductibles are the responsibility of the Intern.

Injuries during Dietetic Intern activities at NOMC should be handled at the North Oaks Emergency Room. The Program Director will complete the "Quantros Occurrence/Event Report," as available on Oaklink.

Injuries during Dietetic Intern activities not at North Oaks Medical Center should be treated as soon as possible at the North Oaks Medical Center Emergency Room, unless circumstances make it necessary to be treated elsewhere first. A "Quantros Occurrence/Event Report," as available on Oaklink, will need to be completed as soon as possible by the supervising person on duty.

Injuries should be reported as soon as possible to the Internship Director.

This policy will be given to other participating facilities of the NOMC Dietetic Internship.

POLICIES & PROCEDURES (CONTINUED)

POLICY #3: EQUAL OPPORTUNITY

PURPOSE

The intent of this policy is to reaffirm the continuing position of North Oaks Medical Center Dietetic Internship as an equal opportunity program.

POLICY STATEMENT

It is the policy of North Oaks Medical Center to provide a DI environment that is free of discrimination. This policy prohibits discrimination on the basis of race, color, national origin, ancestry, sex, pregnancy, marital status, religious creed, physical handicap and age. It has been and shall continue to be the policy of North Oaks Medical Center to select, develop and promote interns based on the individual's qualifications and ability; and to provide equal opportunity to all involved with the internship. Our equal opportunity policy affects decisions including, but not limited to, selection, scheduling, evaluations, terminations and graduation.

NOMC will support the diverse needs of interns, ensure an inclusive environment and ensure equitable treatment by program faculty and preceptors of interns from all backgrounds, including race, ethnicity, national origin, gender/gender identity, sexual orientation, religion, disability, size, socioeconomic status, and age.

North Oaks Medical Center reaffirms this policy to maintain a DI environment free of sexual harassment and intimidation.

As an unlawful act, the Federal Government's Equal Employment Opportunity Commission defines sexual harassment as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's enrollment; (2) submission to or rejection of such conduct by an individual is used as a basis for DI decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's DI performance or creating an intimidating, hostile or offensive DI environment.

It is our policy that any established incidents of sexual harassment by a director, faculty member or fellow intern will result in immediate and severe action, including possible termination. Furthermore, it is the responsibility of every Intern or faculty member (including the Director) to report any evidence of sexual harassment so that the matter can be investigated and appropriate action taken. Incidents at sites outside of North Oaks Health System will demand investigation of replacement of that agency with a comparable experience or counseling (with possible termination) of the offending Intern or faculty member (including directors).

PROCEDURE

An Intern who believes he or she has been unlawfully discriminated against or sexually harassed by site or program director, or other faculty member or intern in a DI-related situation should promptly report the facts of the incident(s) and the name(s) of the individual(s) involved to his or her program director.

POLICIES & PROCEDURES (CONTINUED)

POLICY #4: CONFIDENTIALITY OF INTERN RECORDS AND ACCESS TO RECORD

PURPOSE

To establish a procedure for maintenance and confidentiality of Intern records.

POLICY STATEMENT

It is the policy of North Oaks Medical Center to maintain the confidentiality of DI records in conformity with ethical internship practices and applicable regulations and standards.

PROCEDURE

- A. Intern records will be maintained electronically and protected by the Organization.
- B. Intern records will contain:
 - Application for Dietetic Internship
 - Performance evaluations
 - Special recognition and awards
 - Counseling actions
 - Other information pertinent to the intern's experience. (i.e., written communications, evaluation records, attendance records, etc.)
- C. Who may review and release Intern records:
 - Intern
 - Program Director*

**May only release dates of DI without written consent of the student.*

POLICIES & PROCEDURES (CONTINUED)

POLICY #5: PROGRAM COMPLETION REQUIREMENTS

PURPOSE

The intent of this policy is to delineate the requirements for DI completion as recognized by the Accreditation Council for Education in Nutrition and Dietetics.

POLICY STATEMENT

The Dietetic Intern will satisfactorily complete 1,000 hours of supervised practice to achieve performance requirements for entry-level dietitians. Supervised practice must be at a minimum of 24 hours per week and be completed within 18 months (150% of the program length).

Hours are tracked electronically and are approved by the program director. Interns are responsible for clocking in to the correct rotation site or class. There is no credit for prior learning.

PROCEDURE

DI Program is responsible for:

- Recruiting and choosing interns who can meet the requirements of the program
- Scheduling supervised practice experiences
- Coordinating satisfactory completion of 1000 hours of supervised practice
- Documentation of supervised practice hours will be maintained by the program director.
- The Program Director will keep appropriate documentation for each Intern in his/her personal portfolio, including a copy of the program completion Verification Statement.
- The Intern will receive written notification of progress toward completion of the program's requirements for supervised practice from the Program Director on a monthly basis beginning with the Intern's date of beginning of the DI. Upon completion of program requirements, six verification statements (completed) and information on how to schedule an appointment with the Commission on Dietetic Registration for the purpose of taking the registration examination for dietitians will be given to each DI.

Graduation Requirements

Completion of the Dietetic Internship requires the following:

- Successful completion of all planned supervised practice rotations and assignments as evaluated by preceptors and the DI director. Successful completion of each rotation is based on the internship program's Competency Assessment Plan. Interns should receive a score of 3 (on a 5 point scale) or higher on all evaluations.
- The DI provides a minimum of 1000 hours of supervised practice.
- The intern will receive written notification of progress toward completion of requirements throughout the year in the form of written evaluations and monthly meetings with the program director to discuss progress.
- After satisfactory completion of the supervised practice the graduate will receive a verification statement and will be eligible to sit for the CDR credentialing exam for dietitian nutritionists.

POLICIES & PROCEDURES (CONTINUED)

POLICY #6: GRIEVANCE PROCEDURE

PURPOSE

It is the sincere intent of the program to be fair and reasonable in its dealings with all Interns at all times. However, we recognize that problems may occasionally develop. Generally, satisfactory solutions to any problem(s) any Intern may encounter are not found by discussing it with fellow interns. Fair handling of a problem or complaint cannot be realized if Interns do not let the proper people know of its existence.

POLICY STATEMENT

If an Intern has a question about interpretation or application of program policy, is in disagreement with a fellow Intern, faculty member or Director, feels that he/she has been treated unfairly or some problem has not been resolved to his/her satisfaction he/she may use the following procedure for solution of such problems without fear of recrimination.

PROCEDURE

1. The Intern should take the matter in writing to the Site and/or Program Director within three (3) program days of the time the incident (which gave rise to the grievance) occurred. The Director(s) shall give a written answer to the Intern within three (3) days.
2. If the answer given by the Director(s) is not satisfactory and the Intern wishes to carry the matter further, the Intern must present the grievance in writing to the Dietetic Internship director's supervisor. The Chief of Human Resources shall render a decision in writing within three (3) working days (NOMC schedule). The decision of the Chief of Human Resources is final.
3. A record of intern complaints will be kept for a period of 7 years.

OPPORTUNITY FOR FILING COMPLAINTS WITH THE ACCREDITATION COUNCIL FOR EDUCATION IN NUTRITION AND DIETETICS (ACEND)

The Accreditation Council for Education in Nutrition and Dietetics (ACEND) will review complaints that relate to a Dietetic Internship program's compliance with accreditation standards. ACEND is interested in the sustained quality of continued improvement of dietetics education programs, but does not intervene on behalf of individuals in matters of admission, appointment, promotion, or dismissal of faculty, staff or students.

**A copy of the accreditation/approval standards and/or the Commission's policy may be obtained by contacting:
ACEND staff at the Academy of Nutrition and Dietetics (AND), 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606,
(312) 899-5400.**

POLICIES & PROCEDURES (CONTINUED)

POLICY #7: COUNSELING ACTION FOR VIOLATION OF PROGRAM POLICIES

PURPOSE

All violations of program policies, rules and regulations shall result in one or more counseling actions based accordingly on the frequency, seriousness and circumstances of the offense.

POLICY STATEMENT

The primary objective of counseling action should not be to punish but to council the intern on appropriate behavior change.

The policy is designed to allow for sympathetic, patient, fair and uniform treatment by Program and/or Site Directors of all Interns who violate program policies, rules and/or regulations.

PROCEDURE

The Program Director may carry out counseling with an Intern for just cause. The action may be:

Verbal Counseling: This is the first step in recognizing an Intern's misconduct or infraction of program rules and/or NOMC rules for Group I violations* if they occur in a DI situation. The Director should meet with the individual privately to discuss the situation on which the warning is based, the improvement required and the consequence of failure to improve. During the meeting, specific problems should be identified, along with specific steps and a timetable for improvement.

The Program Director should indicate in writing that a verbal warning was given to the Intern, noting name, date, brief details of the dialogue and the intern's response. This written notice is to be kept for reference by the Program Director. It must be signed by the Program Director.

Written Warning: The written warning is the second step in addressing insufficient improvement after verbal counseling. It is the first step for a Group II violation.* A written warning must include:

- Event(s) and reason(s) for the warning
- A record of past verbal counseling, if applicable
- Corrective action required
- Action to be taken if the Intern fails to correct behavior
- Signature and comments (if any) of the Intern

If Intern refuses to sign the written warning the Program Director must indicate in writing that the Intern refused to sign the written warning. The written warning will be retained in the Intern's files.

Suspension: Suspension from DI activities is the next step if misconduct continues. It is the first step if a Group III violation* occurs. Suspension should be considered when the Intern is worthy of continued experience if his/her DI conduct improves. If conduct does not improve, termination may be considered.

A suspension may be appropriate when circumstances require an investigation and it does not appear feasible for the Intern to continue in his/her present schedule. Suspension must be used for situations that call for immediate termination. Suspension shall be no longer than five DI days and no less than one DI day.

Termination: Discharge is the action used when other measures have been exhausted or when applicable Group III violations* have occurred. It must be preceded by lesser disciplinary action unless there has been a breach of Group III* rules and regulations. The Program Director will discuss the reasons for termination with the Intern.

**Group I, II and III violations are outlined in Policy #17.*

POLICIES & PROCEDURES (CONTINUED)

POLICY #8: INTERN HEALTH RESPONSIBILITIES

PURPOSE

To establish physical standards for admission into North Oaks Medical Center Dietetic Internship program.

POLICY STATEMENT

The Intern must pass a pre-program drug screen, fitness-for-duty rehabilitation evaluation and physical exam to participate in the North Oaks Medical Center Dietetic Internship.

Current immunization records must also be provided. Including COVID 19 vaccination.

During the Internship, the Intern is to report any illness to his/her current affiliation supervisor and the Internship Director. The Intern is expected to see his/her private physician or health care provider for all health care needs and must be cleared for return to work by Employee Wellness.

Any injury sustained while at North Oaks Medical Center will follow the process stated in Policy #2.

PROCEDURE

The drug screen fitness-for-duty rehabilitation evaluation and physical exam will be performed by the health care provider as designated by North Oaks Medical Center prior to acceptance into the program. Successful completion is required to enter the program. If there is a pre-existing medical problem, the Intern will be referred to his/her private physician for evaluation and treatment. A written release will be required to start the program.

The North Oaks Medical Center Employee Wellness Nurse is available for consult only during the internship. The Employee Wellness Nurse may require that the Intern go home and/or visit his/her private physician as the need arises. All costs associated with visits to private physicians will be the responsibility of the student. The Employee Wellness Nurse will then direct the Intern to notify the Internship Director of the Intern's expected date of return.

The Employee Wellness Nurse may require a physician's release for "return to school". It is the Intern's responsibility to get this physician release prior to returning. The release must indicate that the Intern is able to return to "full activity with no restrictions." Employee Wellness will maintain the Intern/Student Health File. A copy of any physician releases will be forwarded to the Internship Director.

POLICIES & PROCEDURES (CONTINUED)

POLICY #9: PROBATION, REQUEST FOR EXTENSION, WITHDRAWAL AND DISMISSAL

PURPOSE

To specify circumstances in which a Dietetic Intern will be given a warning, placed on probation, request an extension or withdrawal, or be dismissed from the Internship Program.

POLICY STATEMENT

- a. Interns complete program requirements within 18 months (150% of the program length).
- b. Dietetic Interns are required to complete and demonstrate satisfactory performance in all supervised practice rotations and to maintain satisfactory academic standing throughout the Dietetic Internship. Satisfactory performance is defined as achieving minimum of 3 out of 5 on all required competencies. Based on the program's progression of learning, a score of 3 or higher on a 5 point scale is considered passing.
- c. In the event that a Dietetic Intern's performance does not meet criteria above for progressing to the next rotation in the program, every effort will be made by the program to give the intern additional opportunities for success in supervised practice. This might be additional time in the rotation or other parameters specific to the intern's performance.
- d. Dietetic Interns having difficulty in graduate coursework will be made aware of available resources and additional support from the graduate school.
- e. If a Dietetic Intern is performing at an acceptable clinical level, but is unable to complete all of the program competencies within the established time constraints, an extension of the supervised practice may be made within 150% of the planned program length.
- f. Voluntary Resignation: Interns who resign voluntarily are expected to present letters of resignation to the Program Director. No refunds are provided.
- g. Involuntary Terminations: Absence without authorization — No verbal warnings or written notices are necessary or advisable to Interns who fail to report on three consecutive days without providing direct notification to their Program Director. These Interns are deemed to have resigned voluntarily. Interns who do not notify their director are terminated and notified of action taken by the Program Director by registered mail with receipt requested. The termination date is defined as the first day of the absence period. No refunds are provided.
- h. Termination for Unsatisfactory Performance or Misconduct: In the event that an Intern is exhibiting unsatisfactory performance or misconduct, he/she may be terminated from the program. All events leading to termination must be documented clearly and specifically. The Program Director will notify the terminated Intern personally, if possible. Registered mail will be used if a personal meeting is not possible.
- i. The Program Director is responsible for documentation of:
 - reasons for termination
 - exit interview
 - receipt from registered mail

POLICIES & PROCEDURES (CONTINUED)

POLICY #9: CONTINUED

DEFINITIONS:

- a. Supervised Practice: As per the Accreditation Council for Education in Nutrition and Dietetics (ACEND) Accreditation Standards, Supervised Practice is defined as planned learning experiences (including activities in professional work settings and alternate supervised experiences such as simulation, case studies and role playing) in which interns perform tasks over defined periods of time to demonstrate mastery of ACEND competencies.
- b. Performance: The ability to complete assigned work or meet established Internship Program standards.
- c. Conduct: The manner in which a person behaves.

ACTION:

Preceptor:

1. Document unsatisfactory performance of Dietetic Intern in writing and review with intern at terminal evaluation conference for rotation.
2. Immediately advise the Internship Director of Dietetic Intern's unsatisfactory performance and submit written documentation on terminal evaluation.
3. Immediately advise Internship Director of Dietetic Intern's unethical or unprofessional behavior in writing.

Internship Director:

1. Counsel Dietetic Intern at the time of the first instance of unsatisfactory performance, identify and document methods and time frames for improvement, and give a warning.
2. After the second instance of unsatisfactory performance the Internship Director will place the Dietetic Intern on probation and notify the intern verbally and in writing of probation status.
3. Determine the length of time and terms for the probationary period.
4. Provide guidance and counseling or other appropriate arrangements for assisting the Dietetic Intern in successfully improving performance.
5. Internship Director will provide the Dietetic Intern with written documentation indicating removal from probation or recommendation for program dismissal.
6. In the incidence of unethical or unprofessional behavior, the Internship Director will evaluate the situation and provide verbal or written counseling as the situation indicates. If the counseling is unsuccessful in resolving the Dietetic Intern's behavior or misconduct, progressive discipline will follow which will state the problem, corrective action and consequences of further infractions. The medical center follows the Code of Conduct and policy on Protected Health Information.
7. For interns participating in a MS Track, Dietetic Interns will be notified by their Academic Advisor when placed on academic probation. The university Program Director will communicate academic probation status with Internship Director. Next steps are based on a case by case basis to maximize success. The intern may not receive a verification statement from the DI without successful completion of a graduate degree.

POLICIES & PROCEDURES (CONTINUED)

POLICY #9

Dietetic Intern's performance requiring a warning:

1. If a Dietetic Intern receives one evaluation indicating unsatisfactory performance, the intern will be counseled by the Internship Director and given a warning in writing. Remedial work will be arranged if necessary. Methods and time frames will be discussed and documented.
2. Dietetic Interns placed on academic probation in their graduate coursework will be given a warning in writing by the Internship Director.

Dietetic Intern's performance leading to probation:

1. If a Dietetic Intern receives a second evaluation indicating unsatisfactory performance, the intern will be placed on probation.
2. The Internship Director will notify the Dietetic Intern verbally and in writing of probation status. The notice will state the reason for probation and the length of time the intern will be on probationary status. It will also state performance expectations and plan for remedial work.
3. The Dietetic Intern will receive guidance and counseling from the Internship Director and appropriate preceptors to aid the intern in successfully meeting performance requirements.
4. Only one probationary period is permitted.
5. Probation will include repeating the rotation or a similar rotation for which the below acceptable rating was received, consistent with availability in the schedule.
6. If the Dietetic Intern meets performance expectations at the conclusion of the probationary period, the Internship Director will provide the intern with written documentation indicating removal of the probationary status.
7. If the Dietetic Intern remains on academic probation in their graduate coursework for a second semester, the entire situation will be reviewed by both the Internship Director and University Program Director. Next steps are based on a case by case basis to maximize success.

Dietetic Intern's performance leading to dismissal:

1. If a Dietetic Intern fails to meet performance expectations at the end of a probationary period, the intern may be dismissed from the internship.
2. If a Dietetic Intern, who was previously on probation status at any time during the internship, subsequently receives an unsatisfactory performance rating, the intern may be dismissed from the program.

POLICIES & PROCEDURES (CONTINUED)

POLICY #9: CONTINUED

3. Failure to maintain satisfactory academic standing in the MS degree program.
4. Findings of unethical or unprofessional behavior that warrant program dismissal.

The Dietetic Intern is responsible for submitting a written request for an extension or withdrawal from the Internship Program to the Internship Director.

The length of time for an extension will be determined by the Internship Director, who will work closely with the Dietetic Intern and involved preceptors.

In the event an extension is necessary, the Dietetic Intern and preceptor(s) will receive a revised individualized schedule showing incomplete learning experiences, related competencies and the time period in which they must be completed. Failure to complete the required competencies within the revised time schedule may result in the initiation of program dismissal.

In the case of extended illness, a family situation, or care and bereavement for an extended period, the Internship Director along with the Dietetic Intern will determine the length and circumstances of the temporary withdrawal period agreed upon. The intern must complete the program within 150% of program duration.

If the withdrawal is permanent, the Dietetic Intern will submit a withdrawal/resignation letter terminating the internship appointment.

Any Dietetic Intern voluntarily withdrawing from the Internship Program due to illness, family care, or bereavement can be considered for a future internship appointment, but will be required to reapply to the program following the program's policies and procedures for admission and application to the Internship Program, including the selection and matching process.

There will be no refund of tuition fee upon termination or withdrawal from the program.

POLICIES & PROCEDURES (CONTINUED)

POLICY #10: HOLIDAYS AND VACATIONS

PURPOSE

To define “holidays” and “vacation” for Interns.

POLICY STATEMENT

The Dietetic Intern will observe holidays that are observed at the Intern’s current rotation site.

- New Year’s Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Memorial Day

PROCEDURE

No DI experiences will be scheduled on holidays as part of the formal program. Interns are free to schedule learning experiences on these days if desired — assuming appropriate supervisor is available and Program are given prior notice.

The part-time nature of this program and the requirement that program activities be completed in one-year make vacations impractical, if not impossible, to schedule. The Program Director will decide the feasibility of time “off” based on the needs of the individual intern, program requirements and the progress of the Intern in the program.

NOTE: Interns with part-time employment may find it necessary to schedule time “off” from their jobs in order to participate in DI experiences that will involve travel time.

The Program Director is responsible for providing Interns with adequate advance notice of scheduling of out-of-town experiences.

Every effort will be made to meet the Intern’s needs concerning the attainment of DI requirements in relation to part-time employment obligations. The Intern is encouraged to seek employment with organizations that are willing to be flexible concerning DI activities.

A complete rotation schedule will be provided to the intern at program orientation.

POLICIES & PROCEDURES (CONTINUED)

POLICY #11: ABSENTEEISM AND TARDINESS

PURPOSE

To establish procedures governing the control and monitoring of Intern attendance in NOMC DI.

POLICY STATEMENT

- A. Regular attendance is a necessary condition of the DI. Frequent absence or tardiness puts a burden on others and affects program performance.
- B. For the purpose of administering this policy, each Intern will receive a printed schedule of program activities.
- C. If an Intern is to be tardy or absent, it is the Intern's responsibility to notify his/her Supervising RD and the Program Director by phone or some other reliable means with as much notice as possible.
- D. Interns failing to report to activities for three consecutive program days without notifying their Supervising RD and/or Site or Program Director will be considered to have voluntarily resigned from the DI.
- E. Specific approved absences, i.e., jury duty, military service, scheduled vacation and holidays, are not covered by this policy.
- F. It is the responsibility of the Program Director to maintain adequate and up-to-date records of attendance.
- G. Since the Intern must receive an evaluation score of at least "3" for all didactic and practice hours outlined in the curriculum, the Intern is responsible for satisfactory completion of hours of supervised practice and lectures missed due to absences and/or tardiness. *Policy #12 addresses with attainment of credit toward graduation requirements in the event of unsatisfactory work, such as tardiness or absence.*
- H. Requests for leave of absence will be evaluated on a case by case basis. The intern must complete the program within 150% of scheduled completion time.

PROCEDURE

- A. Interns will be counseled for frequency of absences and tardiness episodes in accordance with program procedures for counseling (*See Policy #7*).
- B. Episodes are defined as each period of absence, whether it is for one or more consecutive days or two days of tardiness.
 - 1. Absence episode: Intern will be considered to accumulate one episode for each continual period of absence, as given in the following example:
 - If Monday and Wednesday are days absent, then that amounts to two episodes.
 - If Monday, Tuesday and Wednesday are days absent, then that amounts to one episode.
 - 2. Tardiness episode: Intern will be considered to accumulate one episode when the Intern has accrued two tardy days.
- C. Procedure for Counseling Sessions:
 - 1. After the second episode in any consecutive six-month period: The Intern will be counseled by the Program Director and given a written warning.
 - 2. After the fourth episode in any consecutive six-month period: The Intern will be counseled again by the Program Director with emphasis on determining the feasibility of the Intern's continued enrollment in the DI. Either suspension or termination can be considered at this time. The Intern will be given a written decision.

POLICIES & PROCEDURES (CONTINUED)

POLICY #12: FREQUENCY OF EVALUATION

PURPOSE

The Intern Director will plan timely achievement of acceptable scores on at least a quarterly basis.

For any competency/objective evaluation criterion, a score of Intern performance that is less than three (3) will indicate that the Intern will be required to spend additional time in pertinent DI experience until a score of three (3) or greater is achieved. Credit toward graduation requirements will not be given for time spent attaining a score of less than three (3) for any evaluation criterion.

The Program Director and applicable faculty will evaluate the Intern's ability/willingness to attain the required degree of competence. The Program Director will counsel the Intern as necessary.

Intern evaluations of experiences will be considered when revisions and updates of experiences are discussed as well as when there is a problem with the Intern receiving an unsatisfactory score from the faculty member.

The intent of this policy is to state the frequency of formal evaluation that the Intern can expect during supervised practice.

POLICY STATEMENT

Interns shall be regularly informed regarding their progress in the program. Interns shall be given formal evaluation on their progress at specified intervals throughout the program.

PROCEDURE

Performance evaluations are submitted electronically by preceptors upon completion of the rotation. The intern and program director can view evaluations upon submission.

The Program Director will review evaluations submitted by Supervising RDs and perform his/her own evaluations as indicated in the DI curriculum.

The Program Director will have a private meeting for evaluation purposes with the intern monthly. The Program Director will provide forms to evaluate and document evaluation meeting in the student's personal file. The Program Director will be responsible for scheduling of private times for formal evaluations.

Scores of less than "3" are unacceptable for any evaluation criterion and must be addressed by the Program Director. The program director will provide opportunities for remediation and tutorial support as needed for interns receiving a score of less than "3".

Interns with minimum chance of success in the program will be counseled into career paths that are appropriate to their ability.

POLICIES & PROCEDURES (CONTINUED)

POLICY #13: RULES AND REGULATIONS OF PARTICIPATING FACILITIES

PURPOSE

The intent of this policy is to clarify the Intern's responsibilities in regard to rules and regulations of non-NOMC facilities participating in the DI.

POLICY STATEMENT

It is the policy of North Oaks to inform DIs that Interns are responsible for being subject to the rules and regulations governing the client care and/or service and abiding by the established policies, rules, regulations and procedures of all facilities involved in supervised practice activities.

PROCEDURE

While the Interns are in a facility for the purpose of DI activities, the Interns will comply with all established rules/regulations - policies/procedures pertinent to supervised practice of the Interns. If the Interns have a question about interpretation or application of rules/regulations - policies/procedures, the Intern must ask the supervising RD for guidance in the matter.

The Intern must inform the Program Director of problems in communication with the supervising RD as soon as possible. The Program Director can assist the Intern in understanding and becoming comfortable with requirements of DI facilities. If the Intern does not inform the Program Director of problems with understanding rules/regulations - policies/procedures, then the Program Director may conclude that the Intern voluntarily chose non-compliance in the particular facility(ies).

Counseling of Interns will proceed from complaints by supervising RDs. Counseling will follow the procedure outlined in the DI Policy #7 "Counseling Action for Violation of Program Policies" with referral to Internship Policy #17 "Rules of Conduct."

POLICIES & PROCEDURES (CONTINUED)

POLICY #14: SCHEDULING & PROGRAM CALENDAR

PURPOSE

The intent of this policy is to clarify the scheduling format and its use in making the program calendar for the Dietetic Internship.

POLICY STATEMENT

It is the policy of the North Oaks DI to schedule Interns for supervised practice on a part-time basis throughout one calendar year beginning in mid-June. Time allotted in each rotation will be adequate to meet curricular needs.

PROCEDURE

The MASTER ROTATION SCHEDULE will be discussed during scheduled meetings with prospective applicants. The selection committee discusses scheduling and the program calendar (including Holidays and Vacation - DI Policy #10) with interviewees prior to ranking for computer matching.

The MASTER ROTATION SCHEDULE will be discussed provided to DIs on day 1 of orientation. Student assignments will be made during orientation.

The Program Director is responsible for communicating with supervising RDs and informing DIs of the fulfillment of and changes in the MASTER ROTATION SCHEDULE. Supervising RDs are responsible for giving feedback to the Program Director and scheduling the DIs for the day(s) of the week(s) that apply to their supervision. Scheduling should be done as much in advance as possible.

DIs are responsible for informing the Program Director of the scheduling requirements of their part-time jobs. This notification must be done in writing (See Policy #10). DIs also are responsible for understanding and complying with the schedule and providing feedback to the Program Director.

POLICIES & PROCEDURES (CONTINUED)

POLICY #15: CREDIT FOR PRIOR LEARNING

PURPOSE

To describe the process of obtaining prior learning credit for part of or all of a specific North Oaks Medical Center Dietetic Internship rotation.

POLICY STATEMENT

The Dietetic Intern will satisfactorily complete 1,000 hours of supervised practice and lectures as scheduled and provided to achieve performance requirements for entry-level dietitians after having met the ACEND's academic requirements and attaining a baccalaureate degree from an accredited institution. Supervised practice must be at a minimum of 24 hours per week and be completed within a one-year period. Students will complete the program within 150 percent of the program length.

Credit for prior learning will not be accepted.

POLICY #16: FEES & EXPENSES

*NON-REFUNDABLE FEES:

Application Fee	\$ 40
Academy of Nutrition and Dietetics (AND) Membership	\$ 58
Tuition	\$7800 (\$3900.00 June of current year; \$3900.00 December of current year)
Uniforms	\$200 (Estimate)
Liability Insurance	\$100
Competency tracking software	\$150
Louisiana Academy of Nutrition and Dietetics	
Annual Conference	\$100 (Estimate)
Travel Expenses	
<i>Interns are responsible for travel costs. Offsite rotations are within a 150-mile radius of North Oaks Medical Center.</i>	
Pocket Resource for Nutrition Assessment	\$30

*Financial Aid is not offered by North Oaks Medical Center.

POLICIES & PROCEDURES (CONTINUED)

POLICY #17: RULES OF CONDUCT

PURPOSE

The purpose of this policy is to provide a list designed to aid North Oaks Dietetic Interns in following and observing rules and expectations set forth by this policy.

POLICY STATEMENT

North Oaks has established reasonable rules of conduct for its Dietetic Interns. It is necessary that the following hospital rules be observed by all Interns. The list is designated as a guide to aid you; it does not include all rules nor does it represent a complete list of possibilities.

GROUP I VIOLATIONS

- Leaving the work station without permission of the Department Leaders or Supervisor in a non-patient care area
- Failure to be at work stations promptly at the end of meal and/or break periods
- Violation of safety rules; failure to use safety devices; failure to comply with safety precautions
- Failure to observe parking and traffic regulations on North Oaks premises (if damage or bodily injury results, this becomes a group II violation.)
- Violation of dress code policies; failure to wear the departments' prescribed uniform apparel; failure to wear identification badge in an upright readable position at chest level or higher on the upper portion of the body unless specifically accepted by administration in individual circumstances.
- Minor damage to North Oaks property
- Creating or contributing to unsanitary conditions
- Habitually attending to personal affairs on North Oaks time
- Failure to attend mandatory meetings and educational programs without prior authorization from supervisor

PENALTIES FOR GROUP I VIOLATIONS

- **1st Offense = Verbal Warning**
- **2nd Offense = Written Warning and/or Suspension**
- **3rd Offense = Discharge**

GROUP II VIOLATIONS

- Leaving the work station without permission of the supervisor/Department Director in a patient care area
- Violation of safety standards that could result in harm to patients or employees or major damage to equipment
- Refusal or failure to perform work assigned or otherwise disobeying the instructions of a supervisor
- Performing work other than North Oaks assignments during work hours
- Insubordination to a supervisor or manager, including inappropriate language and/or physical gestures
- Unauthorized endorsing of a product, place, person or service using the North Oaks name in any way or association

POLICIES & PROCEDURES (CONTINUED)

POLICY #17: RULES OF CONDUCT (CONTINUED)

GROUP II VIOLATIONS (CONTINUED)

- Failure to maintain driver's license or liability insurance when required in the course of the internship
- Being absent without notifying the immediate supervisor on or before the date of absence. If the supervisor is not available, the Intern should notify the next in the chain of command until an appropriate person is contacted
- Negligent acts or conduct detrimental to patient care, North Oaks operations or which could or does result in unacceptable care of any patient. This includes:
 - negligent violations of NOMC Legal Compliance Program
 - unauthorized release of information (includes copying of records).
- Gross negligence or carelessness which results or could result in damage to North Oaks property or equipment or to that of another individual on the North Oaks premises
- Disorderly conduct on North Oaks premises or at affiliate sites
- Sleeping while on duty
- Knowingly providing false information to a supervisor or manager regarding North Oaks functions
- Soliciting and/or accepting gratuities from patients, relatives or vendors
- Selling products or services for personal gain, or distributing non-work related materials on North Oaks property (*Limited selling of products for children's school or activity is acceptable on departmental basis with the supervisor's approval.*)
- Posting, altering or removing any material on bulletin boards or North Oaks property unless specifically authorized to do so
- Failure to report an on-the-job accident within 24 hours
- Possession of another employee's ID badge and/or misuse of own ID badge
- Behavior demonstrating poor attitude and/or inability to support facility goals and programs (*includes failure to support Smoke-Free Environment*)
- Obscene or abusive conduct, including gestures or language, during work hours or anywhere on the North Oaks premises
- Willfully interfering with or distracting other interns in the performance of their duties, including any conduct which interferes with the interns' work performance or creates an intimidating, hostile, or offensive working environment
- Uttering racial, ethnic, religious or sexual slurs directed toward any individual on North Oaks property. This includes sexual harassment, sexual slurs, jokes and stories of a sexually embarrassing nature
- Knowingly harboring or refusing treatment of a disease or other condition which could endanger the health of patients, visitors, employees or self
- Defacing hospital property
- Failure to report items or money found on North Oaks premises to the appropriate supervisor
- Failure to report threatening, intimidating or violent behavior of anyone on the premises including employees and non-employees

POLICIES & PROCEDURES (CONTINUED)

POLICY #17: RULES OF CONDUCT (CONTINUED)

PENALTIES FOR GROUP II VIOLATIONS

- **1st Offense = Written Warning and/or Suspension**
- **2nd Offense = Discharge**

GROUP III VIOLATIONS

- Possessing, consuming or being under the influence of an intoxicant including alcohol or controlled substances without proper authorization on North Oaks property or when acting as a representative of North Oaks. This includes having any amount of an illegal substance in one's body during work hours or when acting as a representative of North Oaks.
- Conviction of a felony
- Stealing or otherwise appropriating North Oaks property. Removal of facility property from the premises without authorization.
- Willful or deliberate acts detrimental to patient care, North Oaks operations or which could or does result in unacceptable care of any patient. This includes:
 - violations of North Oaks' Legal Compliance Program
 - unauthorized access of patient record/information
 - unauthorized access of North Oaks' records/information
 - misuse of computerized applications
 - disclosure of confidential passwords
 - ethics breach concerning confidentiality of employee, patient and other system-related information.
- Willful and deliberate acts which could result or does result in damage to North Oaks property or equipment or to that of another individual on North Oaks premises. This includes misuse of North Oaks equipment.
- Unauthorized possession of weapons, firearms or explosives in any building on the North Oaks premises.
- Failure to accept work schedules as to time or duty assigned
- Uttering abusive, false, malicious or threatening statements to or about a fellow intern(s), a supervisor or manager of North Oaks or department director of North Oaks or about North Oaks' services.
- Deliberate or negligent omission or falsification of significant information on the Internship application, facility records, benefit forms or other North Oaks-related forms
- Falsification of time records in any way; including failure to clock in and out; and clocking in or out another Intern's time card and/or having another intern falsifying his/her time in or out
- Threatening, intimidating or coercive behavior toward anyone on North Oaks premises
- Engaging in fighting, provoking fights, or committing physical assault on any person within North Oaks property
- Absence in three consecutive scheduled workdays without proper notification or an approved reason
- Immoral conduct or indecency within North Oaks property. This includes sexual harassment.
- Receipt of three written warnings and/or suspensions from work for any violations.

All rules and violations apply to Interns both onsite at NOMC and at offsite locations.

PENALTY FOR GROUP III VIOLATIONS

- **1st Offense = Suspension and/or Discharge**

POLICIES & PROCEDURES (CONTINUED)

POLICY #17: RULES OF CONDUCT (CONTINUED)

OTHER VIOLATIONS

Any other conduct which is disruptive of North Oaks' business or to other employees and which brings discredit to North Oaks or to employees, staff, patients or visitors may result in penalties listed in this policy.

POLICY #18: ALCOHOL & DRUGS

Alcoholic beverages/illegal drugs are not permitted within the hospital, hospital grounds or school grounds.

No student is to report for duty or class while under the influence of alcohol or drugs.

Students suspected of alcohol/illegal drug use will be requested to submit to an alcohol/drug screen at the student's expense.

If the student refuses to submit to testing or positive test results are received, the student will be dismissed from the program.

Drug testing and criminal background checks are required upon acceptance of the internship and will be completed prior to orientation.

POLICY #19: DRESS CODE

PURPOSE

The purpose of this policy is to establish acceptable parameters of attire, grooming and appearance for interns within North Oaks and while on North Oaks business.

POLICY STATEMENT

Each Intern of North Oaks is responsible for presenting a professional image at all times. While North Oaks respects individuality and cultural differences, these need to be balanced by the organization's ability to maintain an appropriate image to those we serve. Individual divisions and/or departments may establish supplemental dress codes and policies specific to that area that are more specific, restrictive or establish more stringent standards as they relate to safety, infection control or the nature of the work.

This policy is to serve as a broad set of guidelines for attire and appearance of Interns; it is not a conclusive set of rules. North Oaks reserves the right to interpret these guidelines, as well as establish and enforce other standards not specifically listed or addressed in this policy statement. In addition, North Oaks reserves the right to define and expect a professional image and to determine and prohibit extreme styles.

POLICIES & PROCEDURES (CONTINUED)

POLICY #19: DRESS CODE (CONTINUED)

PROCEDURE

- A. While at work or otherwise representing North Oaks, all Interns are required to present a clean, neat appearance and to dress in a manner appropriate for a professional health care environment. Interns who arrive at work in recreational clothing must immediately proceed to their work/changing area to change. The interns may not wear the internship identification badge until appropriately dressed. Business casual attire or scrubs are acceptable throughout the year, with the exception of scheduled events that require professional attire.
- B. All Interns must be in proper uniform or attire upon hire, including Orientation. With Department Director approval, substitute appropriate dress until the department uniform is acquired may be acceptable.
- C. Failure to follow the Dress Code policy will result in disciplinary action. Interns unable to immediately comply will be sent home. An intern will be allowed to return to the program provided this policy's guidelines are met. Continued counseling in this area will result in progressive disciplinary action.
- D. Interns are responsible for contacting preceptors and following the appropriate dress code for that rotation site.

SPECIFIC GUIDANCE

NAME BADGES:

- All interns must wear the North Oaks name tag that includes Intern's name, title, and photo. Name tags must be worn in an upright readable position at chest level or higher on the upper portion of the body. The name badge must be worn with the name side showing. Wearing of an ID name badge on a lanyard is also acceptable.
- Name badges may not be defaced. Items worn on the name badge cannot limit the proper functioning of the badge for attendance purposes. For security reasons it is advised not to wear the North Oaks name badge outside of the facility, unless the Intern is on North Oaks business.

CLOTHING:

- Clothing, whether uniform or non-uniform, must be neat, clean, in good repair and of the appropriate size.
- Appropriate undergarments are required and must not be visible.
- Interns may not wear uniforms that display other health care facilities' names or logos.

WOMEN:

- In non-uniformed areas, female members of the staff are to wear professional attire including dresses, suits, skirts and dress slacks with blouses.. While split skirts are acceptable, shorts are not. In uniformed areas, sweater color must complement the uniform.
- Dresses and skirts will be no shorter than three inches above the top of the knee. Slits or kick pleats in skirts or dresses should also be modest and in good taste.
- No denim (in any color), spandex, sheer or clinging fabrics are acceptable work attire. Additionally, sweatshirt, sweatpants, tank tops, backless and/or sleeveless garments, T-shirts and T-shirt outfits, revealing necklines, shorts and recreational attire are not to be worn by Interns while at work.
- Note: A sleeveless top may only be worn in conjunction with an appropriate jacket/covering.

POLICIES & PROCEDURES (CONTINUED)

POLICY #19: DRESS CODE (CONTINUED)

SPECIFIC GUIDANCE (CONTINUED)

MEN:

- In non-uniformed areas, male members of the program are expected to wear dress slacks and dress shirts. Khaki pants are acceptable. Slacks should be full length and tailored with straight legs, with or without cuffs.
- Sweaters of various styles may be worn over a dress shirt. In uniformed areas, sweater color must complement the uniform.
- No denim (in any color), spandex, sheer or clinging fabrics are acceptable.
- Sweatshirts, tank tops, sleeveless garments, shorts and recreational attire are not worn at work.

SHOES:

- Sandals and novelty shoes are not allowed in clinical areas.
- Open-toes, peep-toes and backless shoes and sandals may be worn in business/administrative/non-clinical areas. Flip flops are never allowed. Shoes must be clean and feet must be neat and manicured if visible.
- Ankle height tennis and/or forms of athletic shoes may be acceptable under the following conditions:
 - contain no written message or slogan other than the brand name and/or model name of the shoe.

MAKE-UP:

When worn, make-up should be moderate in amount and tones.

HATS:

Hats and other head coverings are only to be worn by Interns when part of the required uniform and specified by the department.

SUNGLASSES:

Interns do not wear shaded sunglasses indoors.

PIERCINGS AND TATTOOS:

Visible body piercings, including nose and tongue, are not allowed and should remain covered at all times or removed during work.

Face and neck tattoos should be covered.

Intern must follow the policies in place at each rotation site. Be respectful of the affiliate sites policies on attire, piercings, and tattoos.

POLICIES & PROCEDURES (CONTINUED)

POLICY #19: DRESS CODE (CONTINUED)

SPECIFIC GUIDANCE (CONTINUED)

JEWELRY:

Jewelry may or may not be permissible in clinical areas. In non-clinical areas jewelry is permissible in moderation:

- Rings should be limited to no more than two per hand with a single ring or wedding set. Rings should be moderate in size (i.e., no larger than a class ring or wedding set). Nose rings or nose studs are not acceptable.
- Bracelets should not be long, dangling or in any way interfere with the safe and effective performance of the job. Fabric, friendship, multiple bangle and ankle bracelets are not acceptable.
- Necklaces should be of such length as not to interfere with the safe and effective performance of the job.
- A matched pair of earrings in moderate size are acceptable. Earrings are limited to one per ear worn at the bottom of the earlobe. The length of earrings should not interfere with the safe and effective performance of the job.
- Decorative pins and broaches may be worn if they complement the dress.
- Holiday or novelty jewelry should not be distracting to the work performed.
- One watch is permissible on either wrist.
- Grills/Grillz worn on teeth are not allowed.

GROOMING/PROFESSIONAL APPEARANCE:

Too much emphasis cannot be placed on personal hygiene. Interns must report to work free of offensive body odors on their person or their clothing (i.e., body-tobacco-smoke). Smoking and the use of smoke-free tobacco products is not permitted on any campus or North Oaks Medical Center property. Interns will be counseled as appropriate. Due to close contact with others, use of deodorants, antiperspirant and other appropriate products are encouraged.

Light perfumes, colognes, aftershaves and other fragrances are acceptable in non-clinical areas in moderate amounts. Heavy perfumes or offensive fragrances are not acceptable.

A. HAIR

- Hair should be neat and clean at all times. Hairstyles should be conventional with hair coloring in natural tones. Extremes in style and coloring are not acceptable. Styles should not fall forward over the face while performing job duties.
- Beards, mustaches and sideburns are acceptable as long as they are clean and neatly trimmed.
- Appropriate hair confinement is worn in areas required by law or in areas where hair must be controlled for asepsis or safety reasons.
- Rollers, curlers, etc., covered or uncovered, are not acceptable.

B. FINGERNAILS

- Fingernails are to be kept clean and well groomed. Nails should not be longer than one quarter (1/4") inch from the tip of the finger or a length appropriate for performing job functions. If worn, nail polish should be of one moderate color. Multi-colored nails and nail ornamentation or extremes in color are not acceptable.
- For male employees, fingernails are to be kept clean and natural and not extend beyond the tip of the finger.

POLICIES & PROCEDURES (CONTINUED)

POLICY #20: SOLICITATION ON HOSPITAL PROPERTY

PURPOSE

To avoid disruption of health care operations or disturbance of patients, the following rules apply to solicitation and distribution of literature on North Oaks property.

POLICY STATEMENT

Solicitation and distribution activities on North Oaks property is prohibited.

PROCEDURE

- **NON-EMPLOYEES:** It is the policy of North Oaks that solicitation and distribution activities are prohibited.
- **NORTH OAKS INTERNS:** It is the policy of North Oaks that unauthorized solicitation of Interns upon the premises or in the area of the Health System by or on behalf of any club society, religious organization, political party or similar association is strictly prohibited.
- Solicitation includes promotion and distribution of all types including sales and chances to win prizes or tickets to events. While many of these functions may be worthwhile in nature, we do not feel that North Oaks is the proper place to distribute them.

POLICY #21: AFFILIATE FACILITIES

POLICY STATEMENT

The North Oaks Medical Center Dietetic Intern program will select and evaluate affiliate facilities for intern placement to receive supervised practice.

PROCEDURE

1. Selection Process:

Facilities will be chosen based on need of the program and the facilities' ability to provide supervised practice in order to meet necessary competencies.

POLICIES & PROCEDURES (CONTINUED)

POLICY #21: AFFILIATE FACILITIES (CONTINUED)

2. Evaluation Process:

- a. All interns who rotate through the affiliate site will complete evaluations.
- b. The program director will review and summarize site evaluations.
- c. Site evaluations will be reviewed annually at the Dietetic Intern Advisory Board meeting.
- d. The internship will not participate with sites having poor evaluations and/or inability to meet student learning outcomes.

3. Affiliate Agreement:

- a. The master agreement managed by North Oaks Legal department will be submitted to the potential site.
- b. The potential site will review, edit (if needed) and sign the agreement then return to North Oaks Legal department. The agreement is valid and renews as outlined by the terms of the agreement.
- c. The program director will keep a copy of all affiliate agreements in addition to the master copy maintained in North Oaks Legal department.
- d. The affiliate agreement process will be completed prior to any intern assignment or start of rotation at affiliate facility.

POLICY #22: INTERNS DO NOT REPLACE EMPLOYEES

PURPOSE

To ensure that interns and preceptors understand the educational purpose of supervised practice and not routinely use interns to replace employees.

POLICY STATEMENT

Students in supervised practice programs shall not routinely replace employees, except for planned professional staff experiences.

PROCEDURE

Affiliated facilities agree by signing the affiliation agreement. Preceptors are made aware of the policy upon receipt of the preceptor handbook. Interns acknowledge in writing their understanding of an agreement with the information.

POLICIES & PROCEDURES (CONTINUED)

POLICY #23: ACCESS TO SUPPORT SERVICES

PURPOSE

To identify resources available to NOMC Dietetic Interns.

POLICY STATEMENT

Interns will be made aware of all available resources during NOMC orientation.

PROCEDURE

Interns have access to the following resources:

- Employee assistance program, which includes 4 counseling sessions with previously determined counselors in the area.
- Exam study resources as provided by the program director.
- No financial aid is provided by NOMC.

CRIMINAL BACKGROUND CHECKS

The Dietetic Internship requires criminal background checks. The Intern is responsible for submitting the required information of criminal background check prior to starting supervised practice. The Program Director will provide all information needed to submit the background check.

ACADEMY OF NUTRITION & DIETETICS MEMBERSHIP

The Dietetic Intern is required to join the Academy of Nutrition and Dietetics as a student member. The fees associated with membership are the responsibility of the Intern. Interns are required to attend the local state conference each year.

FAIR LABOR STANDARDS

The training given to the Dietetic Intern is for the benefit of the Intern. The Intern does not displace regular employees. The Intern works under the close supervision of the site preceptor. The Intern is aware that he/she is not entitled to wages for the time spent in training.

SUPERVISED PRACTICE SCHEDULE

The Dietetic Internship Director will coordinate Intern rotation schedules. The schedule will be provided during program orientation.

Placement for supervised practice is influenced by a variety of factors such as consideration of students' learning needs, availability of appropriate facilities and availability of preceptors. Changes in the schedule may be necessary due to staff absence, turnover or other unforeseen situations.

It is the intern's responsibility to contact the site preceptor a minimum of two weeks before his/her scheduled rotation to determine start time, initial meeting location and any orientation activities that might need to be completed prior to arrival.

The primary preceptor determines the Intern's schedule. Interns are to promptly report at scheduled times to all sites. Depending on the rotation, shifts may be early or late and could require weekend or evening hours. Generally rotations for supervised practice are eight-hour days, Monday through Friday, to provide a 24-hour week and allow for a 30-minute lunch.

WRITTEN ASSIGNMENTS

All written assignments must be completed orderly, neatly, accurately and must be turned in by the specified date. All typed assignments should be spell and grammar checked. All projects must be typed, unless otherwise stated. The site preceptor and Dietetic Internship Director must approve any request for an extension of time on a project.

EMAIL COMMUNICATIONS

Interns are required to read and respond to their email messages on a regular basis. Emails sent to preceptors should be professional in nature.

RESPONSIBILITIES

PRECEPTOR RESPONSIBILITIES:

- Conduct a thorough orientation to the supervised practice setting.
- Identify and facilitate learning activities that support the attainment of competencies/learning outcomes.
- Assist the Intern in setting appropriate goals.
- Provide assistance and supervision as needed.
- Evaluate each Intern's progress and provide timely formative and summative feedback (no evaluations should be a surprise at the end of a rotation).
- Complete required supervised practice documentation in a timely manner.
- Model evidence-based practice, professional behavior, time management, and ethical practice.
- Communicate each intern's progress and any issues regarding the intern or the supervised practice experience in general to the Internship Director.

INTERN RESPONSIBILITIES:

The dietetic intern will acquire the skills and knowledge to function as an entry-level dietitian or manager in all areas of dietetics. Failure to follow these rules might result in termination from the program.

- Present himself/herself in a professional manner and appearance at all times.
- Represent NOMC in an appropriate manner when visiting affiliations.
- Be punctual and available throughout the rotation.
- Complete objectives, learning experiences, reading assignments and projects by due dates.
- Follow hospital, department and program policies and procedures.
- Maintain confidentiality of all information discussed within the hospital and department.
- Ask for the preceptor's approval to leave his/her area of responsibility.
- Inform the preceptor of any change in his/her schedule in a timely manner.
- Accept any change in the preceptor's schedule that may arise.
- Maintain respect for positions of authority.
- Function as a team player.
- Seek guidance when needed.
- Research and look up information as needed.
- Accept constructive criticism.
- Completely accept responsibility for all actions.
- Maintain a positive and hard-working attitude.
- Maintain open and frequent communication with staff.
- Attend all required conferences, meetings and classes.

RESPONSIBILITIES (CONTINUED)

DI DIRECTOR RESPONSIBILITIES:

- Develop and update recruitment and application information for prospective students.
- Provide program information and meet with prospective students.
- Orient the Intern to the program.
- Organize the rotations throughout the year.
- Coordinate with the preceptor the objectives, learning experiences and projects for the Intern for that rotation.
- Monitor and evaluate the Intern's progress in each rotation throughout the year.
- Provide ongoing support and advice for all Interns during their placement.
- Remain in constant communication with the Interns via telephone, email, scheduled site visits, and facilitates meetings with all current Interns to provide further support, guidance, counseling and advice.
- Develop the Interns' rotation schedules.
- Plan and schedule class days.
- Maintain records pertaining to the maintenance of the program including student complaints and resolutions.
- Serve as a role model and mentor to the Intern.
- Act as a liaison between the Preceptor and Intern as needed.
- Serve as an advocate for the Intern when appropriate and justified.
- Enforce policies and procedures.
- Direct the selection and procession of new Dietetic Interns.
- Enforce the role and responsibilities of both the Intern and the Preceptor.
- Recruit adequate and appropriate Preceptors.
- Facilitate the negotiation of all contracts between the program and the supervised practice sites.
- Recruit members of the Dietetic Internship Advisory Board.
- Complete all official forms, studies, reports, RD exam registration, etc., necessary for maintenance of DI program.
- Conduct continuous internal and external program evaluations.
- Develop new and/or modify current curriculum based on the ongoing achievement of student learning outcomes, expected competence of the students, program goals and changes impacting dietetic practice.
- Review the progress of the DI and program. Decide on future goals and implementation plans.
- Assure that all ACEND accreditation standards, policies and procedures will be met.

QUESTIONS?
CONCERNS?



CONTACT

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