

University of New Hampshire Dietetic Internship
Dietetic Internship + Graduate Credit (DIGC) Program

HANDBOOK FOR DIETETIC INTERNS
Policies and Procedures

Class of 2018-2019
Updated 7/10/18

The information in this handbook pertains to the Dietetic Internship program sponsored by the University of New Hampshire Department of Agriculture, Nutrition and Food Systems. The Internship is currently granted accreditation by the Accreditation Council for Education in Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606-6995; 312/899-4876. The UNH Dietetic Internship will not discriminate in granting access to any of its programs or activities.

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Dietetic Internship plus Graduate Credit (DIPG) Program

A. Overview for the Dietetic Internship + Graduate Credit (DIGC) Program

1. Program Description

The UNH Dietetic Internship plus Graduate Credit (DIGC) Program is presently housed in the Nutrition Program in the Department of Agriculture, Nutrition and Food Systems (ANFS)) at the University of New Hampshire in Durham, NH. The ANFS department is part of the College of Life Sciences and Agriculture (COLSA) at UNH in Durham NH. COLSA supports all of the currently accredited programs of Academy of Nutrition and Dietetics accredited programs at UNH:

- a. The undergraduate Didactic Program in Dietetics (DPD).
- b. The post baccalaureate Dietetic Internship with Graduate Credits is thus referred to as the (DIGC) for the purposes of this handbook and is a 10.5 long program combined with graduate level credits.
- c. The post baccalaureate Masters in Science plus Dietetic Internship launched in 2018 and is 21 months in duration. Information on that internship option is in a separate handbook.

The UNH Durham campus is part of the University System of New Hampshire. The system is comprised of Plymouth State University located in the northern part of the state, Keene State College in the southwestern part of the state, and the largest entity, UNH comprised of our campus in Durham in Southeastern NH, an urban campus in Manchester, NH and a Law School in Concord, NH. The UNH Durham campus has six colleges ([College of Engineering and Physical Sciences \(CEPS\)](#), [College of Health and Human Services \(CHHS\)](#), [College of Liberal Arts \(COLA\)](#), [College of Life Sciences and Agriculture \(COLSA\)](#) [Peter T. Paul College of Business and Economics](#) and our associate degree college, [Thompson School of Applied Science](#)), and a graduate school.

The Durham campus is the only land grant institution in the USNH system. There are over 12,800 undergraduate and 2,500 graduate students at UNH. Slightly higher than the state population, nearly 9% of the students identify themselves as being from minority backgrounds. UNH offers associates, bachelors, masters, and PhD programs of studies.

The UNH Dietetic Internship program is a full time (40 plus hours of placements) plus course assignments that are integrated within the Nutrition Program and has experience offering graduate level courses. Seven of our full-time faculty have their PhDs and have taught both at the undergraduate and graduate level. Since 2004, we have gradually increased the number of credits earned through the internship from six credits to sixteen credits. Presently we offer 16 credits integrated into the dietetics practicum. Both our part time Assistant Director of the Dietetic Internship and an adjunct faculty member have master's level degrees and extensive clinical and community nutrition experience.

2. Internship Vision Statement

We envision that our program graduates will be positive, transformative change agents in promoting healthier food and nutrition policies and practices, from farm to fork to health and nutrition outcomes.

3. Internship Mission Statement

▪The mission of the University of New Hampshire's Dietetic Internship is to recruit students who meet the program's admission criteria, and who, with training, will be able to function as capable, competent entry level dietitians in the field of nutrition, food service, health promotion, sustainable food systems, and disease prevention and intervention.

▪The didactic and practicum opportunities provide an opportunity for the development of competencies and skills through supervised practice consistent with the Accreditation Standards for Internship Programs in Nutrition and Dietetics as defined by Accreditation Council for Education in Nutrition and Dietetics of the Academy of Nutrition and Dietetics.

▪Entry level professionals who enroll in the internship will be familiar with professional practices guidelines as indicated by entry level mastery of competencies and an awareness of Scope of Dietetics Practice and their application in professional behavior.” - See more detail regarding our program philosophy at <https://colsa.unh.edu/anfs/nutrition/philosophy-mission-and-goals>

4. Program Goals

The goals of the University of New Hampshire Dietetic Internship program are as follows:

Goal 1. To prepare well rounded dietitians who will be able to obtain entry-level positions in food service management, clinical nutrition, and community health promotion/disease prevention and nutrition services and who are professionals that integrate emerging food system and sustainability principles into these domains.

Goal 2. To prepare dietetic professionals who utilize current evidence-based resources, critical thinking skills, planning expertise, and appropriate interpersonal and communication strategies in the design and delivery of health promotion/disease prevention/and food system sustainability principles and practices

5. Program Objectives

The program objectives are directly linked to the goals identified above. Those following objectives are based on objectives set forth by the 2017 Accreditation Standards <http://www.eatright.org/ACEND/>

Objectives 1.1 through 1.5 specifically support goal 1 while objectives 1.6 through 1.9 specifically support goal 2. Interested Interns, faculty or others may request information from the dietetic internship staff on any program outcomes identified, as long as that request does not compromise individual Intern confidentiality.

Specific Objectives

1.1 The program will demonstrate that it is selecting and preparing Interns appropriately and will monitor performance on national, standardized tests such as the RD registration exam.

- a. The UNH goal is that 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%.
- b. The UNH program will adhere to the Program Objective 6.1 guidelines as identified in the 2017 ACEND report. (<https://www.eatrightpro.org/-/media/eatrightpro-files/acend/about-program-accreditation/accreditation-standards/2017standardsfordiprgrams.pdf?la=en&hash=6234DE54837054C6C2A02F918607F11935A333A0>)
- c. Internship staff will maintain records as provided by the national RD testing agency.

First-Time Pass Rate	One-Year Pass Rate	Accreditation Action
90% or above		Meets ACEND requirement with commendation
80% or above		Meets ACEND requirements
79% or below	80% or above	Monitor Program Stability
	79-51%	Improvement needed within federally-designated time frame, or face withdrawal of accreditation
	50% or below	Initiate withdrawal of accreditation

1.2 At least 80% of program interns complete program/degree requirements within 16 months (150% of the program length)

- a. Internship staff will document Intern completion data.

1.3 Of graduates who seek employment, 70% are employed in nutrition and dietetics or related field within 12 months of graduation.

- a. Surveys will be sent and data collected as graduates share employment opportunities and placements. Internship staff and alumni center staff will document completion times.

1.4a Over a five-year period, 80% of employed program graduates who respond to the alumni survey will rate themselves as “prepared” or “well prepared” by the internship in terms of their ability to integrate health promotion/disease prevention guidance into their work and/or community environment.

- a. Surveys will be sent and data collected as graduates share their perception of preparedness in the workforce as documented by UNH Staff

1.4b Over a five-year period, 70% of employed program graduates who respond to the alumni survey will report integrating food system sustainability concepts into their personal and/or professional practice.

- a. Surveys will be sent and data collected as graduates specifically identify ways in which food system sustainability is integrated into their personal or professional endeavors.

1.5 Data measuring achievement of program objectives will be available to ACEND reviewers and to Interns, prospective Interns, and the public upon request.

- a. The internship will compile data as possible and make available as needed.

1.6 Dietetic internship faculty, and those teaching courses for the combined DI and Masters will document the design and integration of individual and group internship assignments, projects and practicum experiences that demand the use of evidenced-based research and critical thinking skills, planning and interpersonal skills for successful completion.

- a. Course content and practicum-based learning will demonstrate the reliance on evidence-based information and will be integrated with Academy of Nutrition and Dietetics competencies and related specialty competencies of the UNH both the DIGC (transition year 2018 only) and MSDI (2018-onward) internship tracks. Interns will document professional development through the development of individual portfolio-based documentation.

1.7 Over a five-year period, 70% of employers who respond to our survey will indicate that the UNH graduate from the internship exhibited critical thinking and communication skills.

- a. Surveys will be sent to employers (or our former Interns to solicit input from employers) and inform future didactic and practicum experiences.

1.8 Over 20% of Interns completing the DIGC and the combined MSDI Masters (when approved) and Dietetic Internship at UNH will report volunteer participation in community and professional organization within the field of health promotion, disease prevention and food system sustainability such as state Academy Associations, dietetics practice groups, anti-hunger movements etc.

- a. Surveys will be sent to our former Interns to solicit input and to measure progress toward goal 1.8.

1.9 Over a five-year period, 50% of interns completing the DIGC and the MSDI program at UNH will be able to identify other health and professional colleagues/services who they work with and/or consult with in a cross-disciplinary manner.

- b. Surveys will be sent to our former Interns to solicit input and to measure progress toward goal 1.9

6. Program Emphasis Competencies

The “Health Promotion and Disease Prevention” with sustainable food systems integrated throughout, captures what we have already been exposing Interns to, and acknowledges the value of food system expertise in our profession as integral to Health Promotion and Disease Prevention. From farm to fork to health and nutrition outcomes, our UNH graduates will be prepared as entry level professionals. To ensure competency in the focus area of “Health Promotion and Disease Prevention” with sustainable food systems, Interns will demonstrate the following program specific learning objectives:

Emphasis Competencies for UNH DIGC (and MSDI)

CRDN HPDP 5.1	Interns will integrate and promote nutrition and health promotion messages and/or food system sustainability in foodservice, community hospital and/or long-term care facilities
CRDN HPDP 5.2	Interns will gain an understanding of food security, insecurity and sustainable wages
CRDN HPDP 5.3	Interns will manage production of food that meets nutrition guidelines, cost parameters, consumer acceptance, while incorporating sustainability principles as appropriate
CRDN HPDP 5.4	Interns will integrate pathophysiology into medical nutrition therapy recommendations and health promotion disease prevention educational strategies
CRDN HPDP 5.5	Interns will integrate nutrition research into internship experiences focusing on health promotion, disease prevention, and/or sustainable food system concepts or indicators

7. Program and Rotation Details

This full-time program offers extensive exposure to a wide range of clinical and administrative activities. The facilities where the Intern will gain supervised learning experiences are found primarily on the UNH campus, but also include hospitals and community organizations in the New Hampshire Seacoast area and sites in Portsmouth, Manchester, Concord and Nashua. Many participating sites outside the University campus are between 30-45 minutes away but a few may take 50-80 minutes.

The UNH Dietetic Internship is a 10 ½ -month program. It consists of rotations in Food Service Systems Management; Community Nutrition; Clinical Nutrition; and Nutrition Research.

A vacation break is provided between the fall and spring sessions.

Interns enrolled in the UNH Dietetic Internship are non-degree graduate students. The three courses for which the Interns will complete are:

A. Principles of Dietetics (NUTR 929) – Approximately 8-week course that includes Orientation to the Profession (OTP), Sustainable Food Systems, Culinary Arts and Related Research (SFSCC), Research Theory and Practice (RTP), and Orientation to Clinical: Theory and Practice (OTC); 4 credits.

B. Dietetics Practicum I (NUTR 930) - Foodservice Systems Management and Community Nutrition; Research 6 credits. Assignments for the NUTR 930 course have been designed to integrate into practicum experiences. Interns can expect to be given additional assignments by preceptors to meet the needs of the placement sites in the field.

Food Service Systems Management: This experience includes the area of food production and dining services management. The Intern participates in a food service operation that produces more than 9,000 meals per day. Innovative equipment and systems demonstrate alternate methods to meet the needs of the clientele. Providing service to the dining service customer emphasizes the importance of good customer relations. The Intern works with the department head, managers and chefs in activities such as health promotion, food production, and problem solving within the department. (Minimum six weeks in length)

Community Nutrition: The Interns are typically assigned supervised practice in two UNH or community settings that provide community services such as counseling, education, and nutrition-related services in a variety of settings. Involvement with these programs allows the Intern to determine nutritional needs of individuals and groups, to plan, prepare, and present nutrition education programs, and to gain experience in counseling individuals with a wide range of nutrition-related problems. (About 7 weeks in length)

C. Dietetics Practicum II (NUTR 931) - Clinical Theory and Practicum; 6 credits

Clinical Dietetics: The clinical experiences provide practice in most of the patient care units at area hospitals. These include, but are not limited to, general medicine, pediatrics, rehabilitation, oncology, cardiology, nutrition support, and surgery. (Thirteen to fifteen weeks in length).

Dietetic Interns will not replace employees during their rotations. They may be expected to perform at a comparable level as planned. The employed staff person may elect to defer typical job duties to provide an opportunity for the Intern to demonstrate entry level professional skills. Preceptors will be informed of the *U.S. Department of Labor Employment Relationship Under the Fair Labor Standards Act*.

Upon demonstrating successful completion of the program, Interns will be verified by as completing an Accredited Dietetic Internship Program and will receive a certificate showing that they completed their training through the University of New Hampshire. Successful completion of the Internship enables the Intern to sit for the Registration Examination.

8. *In-depth Program Philosophy*

- The practice of dietetics encompasses the application of principles of food and the nutritional sciences to maintaining and achieving the health of both individuals and groups who would benefit from the management of disease through nutritional intervention.
- The dietitian whose training is focused on health promotion/disease prevention and food systems is capable of promoting health and nutrition, from farm to fork to health and nutrition outcomes.
- The emerging practitioner reflects dietetic professionalism through the adaptation and integration of the Foundation Practice Elements identified in the 2008 ADA Phase II report (now Academy of Nutrition and Dietetics) (and identified below.)
- The professional is capable of performing and supervising food production and service.
- The health promotion/disease prevention sustainable food system dietitian is also prepared to provide nutrition education related to eating habits and food choices of healthy individuals and communities, as well as to design appropriate nutrition care for individuals who require dietary prevention strategies or management of existing disease.
- The dietetics practitioner is a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN) who is formally recognized as having professional competence, and is able to apply Standards of Practice, Standards of Professional Performance and Scope of Practice Guidelines as provided in the 2017 revised guidelines. The practice of dietetics includes Standards of Practice and Performance, which define desirable and achievable levels of performance for entry level practice. These standards are not requirements; rather, they are broad statements describing the minimum expectations of dietetics professionals in providing nutrition services to the public. The Standards of Professional Practice characterize the competency levels of entry level dietitians and reflect the 2017 Standards

<http://www.eatrightpro.org/resources/practice/quality-management/standards-of-practice>

The following Academy of Nutrition and Dietetics Foundation Practice Elements are consistent with all of the described practice roles included in entry-level dietetics training.* The entry level RD thus

- Provides patient/client-centered care.
 - Practices using evidence-based recommendations as available and applicable and professional judgment to challenge the status quo.
 - Contributes to the body of knowledge by participating in operational analyses, business process improvement and other applied research by monitoring and evaluating the effectiveness of the nutrition care provided and reporting results.
 - Analyzes, interprets and applies research.
 - Adopts technology advancements.
 - Utilizes informatics.
 - Demonstrates leadership in multidisciplinary teams.
 - Contributes to the advancement of food and nutrition policy through advocacy.
- (*Final Report of the Phase 2 Future Practice of Dietetics Report, ADA [now Academy of Nutrition and Dietetics] Page 62)

Additionally, for those in Health Promotion/Disease Prevention, the Academy of Nutrition and Dietetics identifies an entry level RD as one who is

- A food and nutrition expert and contributing member of the healthcare, public and community health, or school team.
- Capable of assessing, delivering and evaluating individual and population-based nutrition health promotion/disease prevention programs that promote health, prevent disease through reduction of chronic disease risk factors and contributes to healthy pregnancy outcomes.
- Provides nutrition care and services in a variety of settings including community health organizations, school nutrition programs, public health organizations/agencies, community-based organizations/agencies, and public, private and non-profit healthcare/wellness organization/agencies.
- Applies concepts of assessment, planning, marketing, and evaluation to health promotion/disease prevention using creative and innovative methods that are culturally sensitive and appropriate.
- Utilizes knowledge of foods and food preparation to deliver culturally, ethnically, and developmentally appropriate educational programs and materials to clients, students, and employees.
- Functions with a degree of professional autonomy commensurate with the complexity of the situation.

9. Program Integration with State Licensure

The State of New Hampshire, in which the UNH internship resides, recognizes the Registered Dietitian, and its entry level and ongoing continuing education requirements as health professionals that are licensed to provide medical nutrition therapy. Indeed, to provide direct nutrition therapy services, or to work as a dietitian, a person must be a licensed RD. While the Academy requires at least 75 hours of continuing education every 5 years to remain an active member; the State of New Hampshire requires verification of continuing education of 20 hours every two years. Programs approved by the Academy are automatically recognized by the State board. Please visit the NH Dietetic Association at <http://www.eatrightnh.org/>.

10. Accreditation Status

The Dietetic Internship program is sponsored by the University of New Hampshire Department of Agriculture, Nutrition and Food Systems. The Internship is currently granted accreditation by the Accreditation Council for Education in Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606-6995; 312/899-4876. The UNH Dietetic Internship will not discriminate in granting access to any of its programs or activities.

The UNH Dietetic Internship also integrates graduate credits (DIGC) as part of the Nutrition Program initiatives at the University of New Hampshire in Durham, NH. The University of New Hampshire is accredited by the [New England Association of Schools and Colleges, Inc.](#) located in Bedford MA.

“The New England Association of Schools and Colleges accredits schools and colleges in the six New England states. Accreditation by the association indicates that the institution has been carefully evaluated and found to meet standards agreed upon by qualified educators. Specialized programs of study are also accredited by various professional organizations.

All degree programs at the University are approved for veterans’ educational benefits. The University supports the efforts of secondary school officials and governing bodies to have their schools achieve regional accredited status to provide reliable assurance of the quality of the educational preparation of its applicants for admission.” For additional information visit <http://www.learn2.unh.edu/about/accreditation.html>.

11. Admission Requirements

Admission to the UNH Dietetic Internship is competitive. Mature, responsible, and caring individuals who are interested in entering the field of dietetics and able to work well independently or as a member of a team are encouraged to apply.

All Interns entering the program will be required to have successfully met undergraduate Didactic Program in Dietetics requirements as established by the Academy of Nutrition and Dietetics and have at least a bachelor’s degree. We will work with the UNH Graduate School and our Dietetics Review committee to ensure all Graduate School and Internship Program criteria are integrated into the candidate review process.

The GREs are required for admission to the UNH Dietetic Internship. Scores must be completed within the past 5 years. (UNH GRE Code is: 3918) No minimum GRE score has been established for admission. Please select the option **Dietetic/Clin Nutrition Services (0628)** as the code for the GRE department.

Participants interested in attending the University of New Hampshire Dietetic Internship must utilize the on-line centralized application DICAS system. The UNH Dietetic Internship will review all applicants to its DIGC program on a yearly basis during the February application period. Candidates will be chosen by the Selection Committee and notified by D&D Digital Systems in April. The DICAS application provides students with an opportunity to expand upon specific events and experiences that have contributed to personal and professional development. Though listed as **optional** on the DICAS application, it is **NOT** optional when you apply to **UNH**. If any of the categories do not apply to you, just indicate as not applicable and continue to the next one; the review committee will know you considered this category by

doing this. Proceed until all categories are completed in full, including dates, hours, weeks, etc. Estimate hours to the best of your abilities. Submitting a resume is a nice way to summarize your work but **will not be considered as a substitute for full completion of the application.**

Applicants who are graduating the same year they are applying to the internship must have graduated by no later than June 1st.

- **Visit the DICAS web site at:** <http://portal.dicas.org>. The on-line application must be completed for The University of New Hampshire program by **February 15, 2018**. Follow all directions as stipulated in the DICAS application process. As stipulated in the DICAS application, each student is expected to submit a personal statement, official transcripts, Verification Statement or Declaration of Intent, and three letters of recommendation. As of 2018, the fee to use DICAS is \$45 for the first application submitted and \$20 for each additional application.
- **Visit the D&D Digital Systems web site at:** www.dnndigital.com. Select your dietetic internship priority choices by **February 15, 2018**. The material should be postmarked no later than the date specified by D&D Digital for consideration by the Selection Committee. As of 2018, there is a single \$50.00 fee for this computer matching, no matter how many dietetic internships you apply for. You may rank order your preferences on-line or submit your selections via traditional mail. The address for D&D Digital Systems is: Suite 301, 304 Main Street, Ames, IA 50010, (515) 292-0490.

The matching selection for the DIGC will be announced by the annual D&D Digital Company, which works with the Academy of Nutrition and Dietetics, in establishing the announcement date.

- **Complete and submit** the Supplement Applicant Information and Fee Form (with the \$90 check payable to Dietetic Internship – University of New Hampshire). This must be postmarked by **February 15, 2018**. Mail to:

Nutrition Program/Dietetic Internship
Department of Agriculture, Nutrition and Food Systems
c/o Celeste Dietterle
Administrative Assistant
The University of New Hampshire
129 Main Street, Kendall Hall
Durham, NH 03824

Criteria

- Participants will be selected on the basis of academic performance, letters of recommendation, work experience, civic and/or college activities and the letter of application. A minimum overall GPA of 2.8 with a minimum GPA of 3.0 in the major is required (the current intern class has an average overall GPA of 3.39). Experience in health care or food service is preferred. The letter of application is an important component; grammar, conciseness, and ability to communicate are considered. Students who have demonstrated leadership skills either on campus or in the community are

sought; this may include participation in professional organizations, residence hall management programs, or civic organizations as examples.

- Although not required, in-person or phone interviews with the Internship Staff may be requested by potential candidates. Phone interviews are not routinely conducted. Occasionally, we will contact students to clarify a piece of information in their application.
- Recency of Education - Applicants not meeting this requirement must complete recency of education requirements as determined by the UNH Dietetic Internship Selection Committee. (Contact Joanne Burke at joanne.burke@unh.edu or (603) 862-1456 for more information regarding course requirements.)
- To print the Supplemental Applicant Information and Fee Form, please see our website.
- To print the Internship Admissions Checklist, please see our website.

All applications for the internship are evaluated by the Selection Committee which is composed of faculty members from the Department of Agriculture, Nutrition and Food Systems and community nutrition professionals. A point system is used to help us to guide the review of each applicant using the following criteria and approximate point distribution: Grades (200 points); Experience (200 points); Letter of Application (50 points); Demonstrated Leadership Skills (50 points); Recommendations (200 points) (GRE 10 points)

12. Program Calendar/ Schedule

Interns will receive a general Internship schedule for 2018-2019. Changes in the schedule may be necessary due to staff changes, illness, turnover and/or other unforeseen situations. If the Intern needs to have his/her schedule changed due to a planned event, he/she must make the Internship Staff aware of such change with at least one month's notice. Emergency situations are an exception. It is the Intern's responsibility to contact the preceptor and the Internship Staff at least one (1) month before the Intern is scheduled with the preceptor if requesting release from an internship responsibility. An updated calendar for Internship Events can be found at <http://www.brownbearsw.com/freecal/UNHInternship>

Sample Schedule for 10.5 Month DIGC Option

Date /Time/Place	Details
July 11 th -August 24 th 9am-5pm	Orientation/Culinary Arts Camp/ Research Rotation
Clinical and Community Rotations August 27 th -December 14 th ~ 8a.m-5p.m.	Hours for rotations will vary by the site so please check with your preceptor for the preferred sites.
NHDA Fall Meeting *November 21 st – 25 th	New Hampshire Dietetic Association Fall Meeting Thanksgiving recess
December 14 th	Open House
December 15 th -January 6 th	Holiday break: differs from the UNH schedule.
January 7 th -January 18 th	Pediatrics -1 week WIC- 1 week
Clinical and Community Rotations January 21 st - May 17 th 8a.m-5p.m.	Hours for rotations will vary by the site so please check with your preceptor for the preferred sites.
May 20 th – 21 st	Jean Inman Review Course
May 22 nd	End of the Year Ceremony

13. Requirements for Program Completion and Issuance of Verification Statement for DIGC

Successful demonstration and mastery of all components of the Internship year is required for verification of completion by the Dietetic Internship Director, and eligibility to write the registration examination. It is expected that successful completion of all assigned rotations and all assignments related to individual rotations be completed within 30 days of the date of last rotation for all nutrition related courses, but particularly Nutrition 930 and NUTR 931. If this requirement is not met, the Intern may be unable to continue with subsequent rotations. If an extension beyond 30 days is requested (generally due to extenuating medical or personal situations), the request will be reviewed by the Internship Staff. It is expected that an additional 45 days may be granted for completion of the Internship work. Any costs associated with making up missed rotation experiences will be charged to the Intern based on the extra costs and time expended in designing the additional experiences.

Successful completion of NUTR 929 is based on staff evaluations. Interns must maintain a grade of “B-” or better in Nutrition 930 and 931, and an average rating of satisfactory or better in supervised work experience. Mastery may also be determined by scores on sample Academy-style tests designed to assess entry-level competency. The Internship reserves the right to deny verification if persistence deficits exist (i.e. inability to perform basic calculations, inability to integrate nutrition care through application, etc.) Interns must meet the minimum level of competence (defined as a “3” or better) in the rotation’s final evaluation for all ACEND core competencies and program emphasis competencies. General consensus among staff and preceptors must be that an Intern is successfully mastering Internship competencies at an entry level proficiency: Note: competency mastery is not limited to academic knowledge. Professional behavior is also a requirement for successful completion of the internship.

Criteria for Issuance of Verification Statement

Upon demonstrating successful completion of the program, Interns will be verified by as completing an Accredited Dietetic Internship Program and will receive a certificate showing that they completed their training through the University of New Hampshire. Successful completion of the Internship enables the Intern to sit for the Registration Examination.

The Dietetic Internship Director will issue the Verification Statement after all course rotations, assignments, evaluations, and Academy of Nutrition and Dietetics/UNH paperwork have been successfully completed. The Intern will receive five copies of the Verification Statement, each bearing the original signature of the Dietetic Internship Director. Graduates of the UNH Dietetic Internship Program may request additional copies of the Verification Statement with an original signature by contacting the Nutrition Program, Department of Agriculture, Nutrition and Food Systems, at the University of New Hampshire.

14. Estimated Program Costs

Academic Year (2018 to 2019). **The tuition for the 2017-2018 year is below. We are not anticipating a significant increase for the 2018-2019 program.**

1. Non-refundable Dietetic Internship Application Fee: \$90.00
2. Charge for Computer Matching through D&D Digital Systems: \$50.00
3. Program Fee: In-state residents: \$12135.00 (2018)
Out-of-state residents: \$13710.00 (2018)

4. Typical fee assessed by UNH each term (Summer, Fall and Spring)
 - Memorial Union Fee: \$15.00 (each term)
 - Registration Fee: \$20.00 (each term)
 - Technology Fee: \$24.00 - Summer and \$46.00 - Fall and Spring
5. Other required expenses (estimated):
 - Rent (approximately) per month: \$800.00- \$1,000.00
 - Textbooks (variable): \$500.00
 - Academy of Nutrition and Dietetics Affiliate Membership: \$50.00
 - Lab coat: \$50.00
 - Parking Permit (UNH): \$50.00-\$85.00
 - Car Expenses and Insurance: Varies but one needs a reliable car and documentation of insurance
 - Travel; \$50.00-\$70.00/week (varies)
 - Health Insurance: Varies
 - Liability Insurance: \$70.00
 - Criminal Background Checks: \$125.00
 - Drug Panel Screen \$60.00-\$120.00
 - Medical exam and immunizations prior to entry: Depends on existing insurance
 - Laptop: **REQUIRED** for all rotations: varies

Additional fees may be incurred based on staff time and placement costs if an Intern needs additional practicum time. Additionally, if a course needs to be repeated, the full cost for the course is charged to the Intern, consistent with the University policy

Housing

Presently interns are not eligible for housing on campus. One of the UNH websites which is not sponsored by our housing office but by the student union “the MUB” is found at www.unhmub.com/. On this home page you will find a link for “info on housing” or the “housing list” depending on how you arrive at this website. These are not university endorsed options, but listings of a number of advertisements and postings of off-campus housing in the Durham and Dover area. Previous interns have found this resource very helpful.

Financial Aid

Interns are not eligible for financial aid if they are enrolled in the UNH DIGC Program. For more information on the status of financial aid eligibility, please contact the Financial Aid Office for additional information (862-3600).

In addition, we have three letters available upon request (one for the Summer, Fall, and Spring terms) that document your full-time status with the internship. Please contact Celeste Dietterle-(603) 862-2130 or celeste.dietterle@unh.edu if you will need a copy of these letters.

You will have these letters available to send to any lenders requesting them. In the past, many interns have gotten letters from us, presented them to their lenders, and have either had loans deferred or have been able to arrange for assistance. If you do secure a loan, please enroll in your graduate courses early so you appear as an UNH student. Enrolling later in the course enrollment period may put you at risk for losing your loan funds.

B. POLICIES AND PROCEDURES

15. Refund of fees, tuition and withdrawal

Upon acceptance in to the internship program, the intern submits a \$500.00 non-refundable acceptance deposit. This is non-refundable if the Intern elects not to participate in the program. The 500.00 fee is applied to the tuition costs, and thus is not listed as a separate fee for the program.

Tuition follows the published scheduled of course enrollment for the summer, fall and spring terms. Internship costs are generally divided in one third due around June 15, 1/3 for fall semester and 1/3 in December for the final costs. Unless for medical reasons, tuition is not refunded given the practicum-based program and inability to invite new students into the program once the term has started.

The Intern may withdraw at any time from the program. Withdrawal is generally immediate. The Intern cannot usually return to the program after withdrawal for non-medical reasons.

Withdrawal is different than Absences for Personal Reasons. The Intern writes a letter to the Internship Staff informing him/her of the withdrawal and the reason for withdrawal. The Internship Staff meets with the Intern to discuss the Intern's decision. After the discussion, if the Intern decides to remain in the program, the Intern resumes his/her usual schedule. The Intern writes on his/her original letter that he/she decided to remain in the program. The Intern and Internship director sign and date the letter. The letter is filed in the Intern's file. After the discussion, if the Intern decides to withdraw from the program, the Intern withdraws immediately. The Intern and Internship Staff sign and date the original letter of withdrawal. The letter is filed in the Intern's file.

If an Intern decided to withdraw from the Internship for non-medical reasons, the intern is financially responsible through the enrolled semester. This may be adjusted based on changes in the University policy.

16. Vacations and Holidays (see DIGC Proposed Calendar in Section 12).

a. Vacations

Interns have a Winter Break. Please see the proposed schedule for the specific dates.

b. Holidays

There are some holidays that the University follows that may indeed not be holidays at your placement site. You will need to check with your individual placement facility to determine if you are expected to come in to work. This is especially important in the inpatient setting since hospitals operate 24 hours a day, seven days a week and typically do not release Interns for holidays. However, it is the rare event that you would be expected to work on a weekend, unless you are making up days, or there is some extraordinary opportunity such as a conference the site is hosting, FNCE, etc.

The Intern is entitled to the following holidays:

Thanksgiving Day (plus the day before and after)

Christmas Eve and Christmas Day (falls during Winter Break)

New Year's Day (falls during Winter Break)

Mini Spring Break-March 15th

17. Protection of Privacy

The Intern's file is kept in a secure cabinet in the Nutrition Program and DI Staff offices. The Director and Assistant Director of the Internship and the Administrative Assistant for the Department are the individuals who have routine access to the files.

In addition, the Dietetic Internship follows the privacy policy as listed in UNH's *Student Rights, Rules and Responsibilities*. "Student records are maintained in the University, and the right of access of these records is provided to the student or other individuals according to the guarantees and limitations specified in the federal government's Family Educational Rights and Privacy Act of 1974 (20 U.S.C. 1232 g). By University policy, no records shall be kept that reflect political or ideological beliefs or associations."

18. Access to Personal Files

A record is maintained on each Dietetic Intern. The Intern has access, upon request, to his/her Dietetic Internship files at all times; no files are to be taken home or out of the Department office. For non-department files, requests for access should be made to the Office of the Registrar, following their policies and procedures.

19. Access to Intern Support Services, Counseling and Testing and Financial Aid Resources

Interns in the dietetic internship are encouraged to contact internship staff in regards to area support services. Since Interns in the DIGC program are presently considered continuing education students, onsite non-emergency counseling and medical services are not available.

Like all individuals in an emergency, the 911 services are available. An emergency situation may include physical or emotional issues. Our UNH counseling services are available to all students for consults to help any student, including dietetic interns, in an emergency situation.

The UNH Counseling Services has the following on their website to describe Crisis / Emergencies and provides emergency numbers and resources.

<https://www.unh.edu/counseling-center/crisis-emergencies>

Emergency Numbers

Psychological and Counseling Services (603) 862-2090/TTY: 7-1-1 or 800-735-2964 (Relay NH)

Health Services (603) 862-9355/TTY: 7-1-1 or 800-735-2964 (Relay NH)

SHARPP (Sexual Harassment and Rape Prevention Program) (603) 862-3494/TTY: 7-1-1 or 800-735-2964 (Relay NH)

Portsmouth Regional Hospital (603) 433-5135

Community Partners (603) 516-9300
(formerly Behavioral Health Services)

What is an Emergency?

A mental health emergency is an emotional or behavioral crisis that warrants same day attention by a mental health professional. This may include, but is not limited to, significant changes in behavior that are not characteristic of a person, the presence of disruptive symptoms that interfere with the responsibilities of daily living, direct or indirect expressions of the intent to harm self or others, and/or the experience of a trauma. *If you are feeling that you are a danger to yourself and/or others, visit PACS immediately or call 603-862-2090/TTY: 7-1-1 or 800-735-2964 (Relay NH) if the center is physically closed. If you are not comfortable doing so, contact the National Suicide Prevention Lifeline at 1-800-273-TALK (TTY is 1-800-799-4899), a free crisis hotline, or go to your local emergency room.*

Daytime Walk in Services

PACS provides emergency services 24 hours per day. From 8am to 5pm students may call PACS (862-2090/TTY: 7-1-1 or 800-735-2964 Relay NH) and ask to be scheduled for a walk-in appointment or request to speak with the on-call clinician. If the clinician is not available, they will typically return calls on the hour. Clinical staff responds immediately to "imminent danger" crises. Students requesting an urgent visit are expected to accommodate the time offered for an appointment, e.g. by missing a class if necessary.

After-Hours Emergency Services

Students in crisis after 5pm or on weekends may call 862-2090/TTY: 7-1-1 or 800-735-2964 (Relay NH) and have the call forwarded to speak with someone from the Behavioral Health Unit of Portsmouth Regional Hospital. In-person evaluations after hours are conducted at Portsmouth Hospital in the ER by on-call clinicians of the Behavioral Health Unit; students and/or their insurance companies are billed for these face-to-face evaluations. Students transported to the ER by ambulance will be financially responsible for those services.

Likewise, Internship and mentor staff are aware of resources that Interns may access using their own private insurance. Interns are eligible to access the career planning services. As noted previously, Interns in the DIGC are not eligible for financial aid given this is not a degree granting program.

Interns have access to the services provided by Disability Services for Students (DSS). Interns have the right and responsibility to self-disclose and make use of their services. Interns, including those with dietary challenges or concerns, are encouraged to contact DSS to discuss the services, resources, and accommodations that exist for students. Interns may choose whether or not to use these offered services. The DDS Handbook can be found at https://www.unh.edu/sites/www.unh.edu/files/departments/disability_services_for_students/_unh_dss_handbook_revised_dec2016.pdf

20. Professional Liability Insurance

Although the University has general liability insurance, because we as dietitians are licensed in the state, the University Insurance companies require that each Intern be covered by a liability policy. All Interns MUST provide the University with a copy of their personal liability insurance before the start of the internship.

21. Medical Insurance

Interns admitted to the University of New Hampshire Dietetic Internship must present documentation of health insurance coverage, as this is a legal requirement in agreements with participating hospitals and agencies. If health insurance documentation is not available to the Director at the beginning of the Internship, the Intern will not be permitted to begin rotations. On-the-job injuries or illnesses are to be covered by the Intern's personal health insurance.

22. Physical Examination

All Interns must present proof of vaccinations and a physician health screening prior to program start. Since hospitals and other rotation sites request this information, we ask you to sign a release that gives us permission to provide immunization and medical records to sites requiring this information. **If you cannot be placed in a timely fashion due to lack of required documents, any additional cost associated with your placements, and/or weeks needed to be added to the Internship experience will be the sole responsibility of the Dietetic Intern.**

23. Criminal Background Check

Most placement sites are requiring background checks because of increased security concerns. *Disclosure Regarding Background Reports:* UNH Dietetic Internship will obtain a background report about you for purposes of your participation in a variety of educational program. The authorization you give will allow the Internship to obtain this report, as well as additional reports, before and during your attendance here. These reports may include information about your character, general reputation, personal characteristics and/or mode of living, whichever may be applicable. Contained in these reports may be criminal record information about you, information about your prior employment, education, licenses and certifications or other background information about you.

Interns are responsible for the cost of this check, as well as completing the background check online. The cost varies depending on state and the number of places the Intern has lived in the last 7 years. Average cost is about \$125 but may be more or slightly less. The results of the checks will be maintained in the Intern's placement file.

Some placement sites are required to conduct their own background checks. The Internship will cover the cost of these additional background checks.

To complete a request for a background check through UNH:

- The department will submit background check requests via the online request form (<https://itsupport.unh.edu/hr>) after receiving a verbal acceptance from the applicant. The link to the request form can also be found on the Human Resources website including the Forms page: <http://www.unh.edu/hr/forms.htm>
- Login using your AD or Blackboard username and password to access the request form.
- Complete all required information including applicant and position information. A current email address for the applicant is required.
- Once submitted, requests are routed to Human Resources for approval. Accepted requests are then submitted electronically to the vendor, HireRight. HireRight will send the applicant an email with instructions to access their secure website where they will be asked to provide the information necessary for the background check to be processed. The applicant must respond to this request in a timely manner. Delayed responses will result in placement delays.

24. Fingerprinting

All Interns working in the New Hampshire school system are required to have fingerprinting done. Since each individual precepting site may have specific requirements, fingerprinting will be completed once the Internship has begun. Fingerprinting for the State of New Hampshire is done by the state police and the Department of Motor Vehicles (DMV).

25. Drug Screening

A 10 panel plus opioids drug screening test is required by law in the state of New Hampshire. Many sites may require you to complete the drug screen again prior to the start of the rotation. If the criminal background check, fingerprinting, or the drug screening test reveals questionable information, an Intern may be denied direct patient/client access in precepting facilities. This will result in unsuccessful completion of the program. A current Intern who is not able to pass any additional background check or drug tests will be dismissed from the program and tuition will not be refunded.

26. Orientation

The UNH Internship program begins mid-July and finishes towards the end of May. To ease the transition of the new Interns to the hospitals, department, and program, the Interns are oriented to each area. Interns are oriented to the department and program during the first few weeks of the program. This summer orientation begins mid-July and continues through late August, which includes an orientation to the profession and the internship, a Culinary Arts Camp, an introduction to research, diabetes training with a Certified Diabetes Educator and a variety of guest speakers. Interns are oriented to outside affiliations on the first day of the rotation.

27. Dress Code

To promote a professional image, the Intern will wear professional attire. During clinical rotations, Interns will conform to the uniform policy of that facility. Make up, perfume and jewelry should be conservative. Jewelry worn should follow facility dress code. Hair should be styled in a conservative manner. Dockers, chinos, or loose casual slacks are acceptable. No midriff skin, cleavage or tight-fitting attire. No jeans, short shorts, or miniskirts. Closed toed shoes may be required. You may be asked to leave a site if the mentor does not think you are presenting a professional appearance.

28. Personal Data Changes

Personal data, such as address, telephone number, email address, and person to be notified in an emergency, are necessary information. Dietetic Interns should notify the Dietetic Internship Director or Assistant Director (here on in referred to as "Internship Staff") of any change in personal data.

29. Transportation

Interns are responsible for means, cost and liability of all transportation. Travel either as part of the Internship Program or as commuting time is not covered by the University of New Hampshire and is to be covered by personal auto insurance. Car insurance is the responsibility of the Intern as the University assumes no responsibility for travel.

You will need to provide proof of auto insurance prior to beginning the program. Most facilities provide free parking, but Interns may have to pay for parking at some rotation sites.

If you are residing at UNH, please ask for a letter verifying your internship status to Parking Services. This may assist you in securing an on-campus parking permit, which is **required** for the internship in addition, Spring parking passes may expire before the internship ends, so please

be aware of these dates. Interns must adhere to all parking rules and regulations, including the winter parking ban. Any parking violations an intern may receive due to non-adherence to these rules will be at the intern's expense.

30. Waiver of Coursework/Planned Experiences

The UNH Dietetic Internship Program will not grant a waiver of coursework or planned experiences during the internship. Past experience may be considered by adjusting or replacing specific assignments when the Dietetic Intern demonstrates competency attainment to the preceptor and program director. Dietetic Interns are encouraged to demonstrate a spirit of lifelong learning and take advantage of all opportunities given.

31. Academy of Nutrition and Dietetics Membership

The Interns are required to join the Academy of Nutrition and Dietetics and the New Hampshire Dietetic Association if he/she is not already an affiliate member. Membership in the Academy provides the Interns with an opportunity to be exposed to timely issues facing the association. Membership positions Interns to be eligible for reduced fees associated with state and national meetings. Membership also entitles Interns to apply for association scholarships for eligible Interns. The fees associated with membership are the responsibility of the Intern.

32. Equal Opportunity Employer

The University of New Hampshire is an equal opportunity institution with respect to both education and employment. The University does not discriminate based on race, color, religion, national origin, sex, age or handicap in admission or access to, or treatment or employment in, its programs and activities as required by federal (Title VI, Title IX, Section 04) and state laws and regulations. The University of New Hampshire affirms its commitments to a policy of eliminating discrimination on the basis of race, color, creed, sex, sexual orientation, marital status, personal appearance, age, national origin, political affiliation, physical or mental disability, or on the basis of the exercise of rights secured by the First Amendment of the United States Constitution.

33. Proposed Schedule

Interns are responsible for reviewing all schedules and placement details with their mentors. Interns should not ask for early release or days off without **discussing with DI staff first**. Any unplanned absences should be communicated with DI and mentoring site staff.

34. Class/Course Schedule

All Interns will receive a class/course schedule. Interns are responsible for preparing for the class and arriving on time. Classes are supplemented with seminars and guest speakers. Attendance at all classes is required.

35. Time Sheet

All Interns will be required to document the hours spent at each rotation. A template will be provided to each intern to fill out their hours. Interns will be required to show the documentation to UNH internship staff on a monthly basis.

36. Punctuality

Interns are expected to be ready for work by the scheduled starting time. Lateness will not be tolerated while at University of New Hampshire or at any affiliation or field observation. If an Intern expects to be late, he/she is to call the Internship Staff and the preceptor to inform them of

his/her lateness and the expected time of arrival. This will be documented and placed in the Intern's file.

37. Attendance

Interns are expected to report each day as scheduled. Any unexcused absence is not tolerated. The Intern is counseled for any unexcused absence. All routine medical appointments and job interviews should be scheduled during after-internship hours.

If an Intern misses three or more days (see below sections for more details regarding absences), the time and experiences will need to be rescheduled based on the competencies planned for those missed days, Intern experience and site expectations.

The Intern understands that rescheduling missed days may involve weekends or extending the typical worksite day. Any costs associated with making up missed rotation experiences will be charged to the Intern based on the extra costs and time expended in designing the additional experiences.

It is grounds for dismissal if a pattern of absenteeism is determined to be excessive, defined as being absent 4 or more days without medical or other documented extenuating circumstances.

38. Absences due to Illness/Injury

If an Intern is sick on a day scheduled, he/she should call the preceptor prior to the time scheduled and call or email their UNH preceptor to inform them of any absence. These calls should be made at least two (2) hours before the scheduled start time. **If an Intern fails to contact their preceptor, as well as their UNH preceptor, this will affect their final grade for the course; the Intern will not be able to receive a grade higher than a B+.**

An absence of three (3) or more consecutive days requires a note from a physician. Any absence in excess of 3 single days must be made up. Each Intern must attain competence in each rotation in order to continue in the Internship. Illnesses will be documented and placed in the Intern's file.

If an injury occurs in route to or while working in a supervised practice facility and immediate medical care is required, the Intern must follow the precepting's site injury guideline protocol. Any expenses incurred for illness/injury during the supervised practice and graduate school hours are the Intern's responsibility.

39. Absences due to Bereavement

Dietetic Interns are allowed time off when there is a death in his/her immediate family (spouse, child, brother, sister, mother, father, surrogate mother/father, grandparent, grandchild, stepchild or spouse's parent). The Intern is encouraged to respect his/her own grieving needs but to also balance the need to return in order to complete internship competencies. The internship staff will work with the student to respect any family loss. Generally, if the absence is greater than a week, any costs associated with an extended absence will need to be absorbed by the Intern. In addition, some rotations that are missed may be difficult to reschedule and thus may extend time to the program length. Despite working to provide excused time, missed days typically need to be made up to meet internship hours and to master competency development.

40. Absences for Personal Reasons

Interns can request an absence to be excused for personal reasons. The Intern must request in writing the dates and reason for the absence. Approval is left to the discretion of the Internship Staff. If the requested excused absence is greater than two (2) days, the Intern is required to make up the lost Internship time, at the discretion of the Internship Staff. Request may be documented and placed in the Intern's file.

41. Weather

Snow and weather-related events are common in New England. In many situations, leaving ample time and driving slowly will allow one to reach the intended destination safely. However, there are times when weather patterns, predictions and road conditions indicate it is wiser not to attend a rotation. Though the internship will provide guidance, since weather conditions vary by location, the internship respects our Interns' assessment of their unique conditions based on where they live and where they need to drive to. The Intern is to contact their site preceptor, as well as their UNH preceptor in the event that inclement weather impacts their ability to report to their precepting site. Our goal is for Interns to balance safety concerns with commitment to their rotation; we will work with Interns to make up days rather than place them in an unsafe situation.

General Guidelines: If the University of New Hampshire has called off classes, the Intern does not need to report to their site but they need to contact their mentor and their UNH instructor. (Though not required, if you live near your site, and the weather is ok where you reside, you may elect to attend if that is your preference.)

If there is a statewide ban on driving, or driving is allowed for only key personnel, the Intern should not report to their site, but should inform their site mentor they will not be reporting. If the weather is a challenge at the start of the day, but promises to be clearing, we suggest exploring the option of arriving late and staying late at your precepting site.

If multiple days are missed due to weather related issues, the Intern and preceptor must discuss ways to make up the missed hours at the preceptor's convenience. Once a decision is made, it is the Intern's responsibility to submit in writing the documentation that demonstrates this plan to their UNH preceptor.

42. Intern Learning and Department of Labor

Interns are placed in a variety of community, food service and clinical sites. The goal of these placements is for Intern learning, and is not to replace employees of the selected sites

Dietetic Interns will not replace employees during their rotations. They may be expected to perform at a comparable level as planned. The employed staff person may elect to defer typical job duties to provide an opportunity for the Intern to demonstrate entry level professional skills. Preceptors will be informed of the *U.S. Department of Labor Employment Relationship Under the Fair Labor Standards Act*.

C. Performance: Intern and Program Evaluations and Grievance Procedures

43. Interns Evaluations

The Intern is given both written and verbal evaluations throughout the program. On the first day of each rotation, it is anticipated that the Intern and preceptor will review rotation expectations relative to attire, experience hours, and any additional requirements. Depending upon the rotation, there may be a mix of self and preceptor evaluations. Evaluations may be done throughout the semester, as well as at the end of the rotation. The Dietetic Internship Staff may review the evaluation during the internship with the Dietetic Intern, stressing strengths and areas needing development for future rotations. The review process is designed to help the Intern receive critical feedback and progress professionally. All evaluation forms on the Intern are kept in the Intern's file.

44. Assisting Interns in Need of Remediation

Interns who require additional help in completing rotations or requirements for the Dietetic Internship program will be provided with assistance and guidance.

With involvement of the Intern, mentor(s), and DI staff, there is a collective determination of the problem encountered in attempting to complete specific rotations or skill levels required to fulfill program expectations. If the problem is severe, the Internship Staff may require the Intern to withdraw from the rotation.

With input from the Intern and mentor, a plan will be developed to be completed within a specified time frame, which will help the Intern achieve required competencies, or skill levels. When documentation is presented that remediation has been accomplished, the Intern and Internship Staff will work with the preceptor to determine how rotation goals can be accomplished. If the Intern had to be withdrawn from the program in order to follow a remedial plan, the Intern may be reinstated into the program at a later date, but that is based on available space permitting re-entry and upon documented successful remediation. If improvement is not successfully documented within the agreed upon time frame, the Intern will be asked to permanently withdraw from the program.

Costs associated with extensive remediation will be the responsibility of the Intern. If a course needs to be repeated, the Intern will receive an "F" for a grade and will need to pay full tuition costs to repeat this course. This will extend the time it takes to complete the program.

45. Grievance

The formal grievance procedure in no way precludes informal problem solving. An Intern is encouraged to bring to the attention of his/her preceptor, or to the Internship Staff, on an informal basis, any concern or problem related to the Internship. If such a problem is not solved through this informal method, the Intern may follow the formal grievance procedure.

The Intern has the right to file a formal grievance if he/she feels he/she has not been treated fairly. It is important that all Interns feel that they have been fairly treated and given every opportunity to discuss their problems in the program. The presentation of a grievance will have no adverse impact on the Intern's status. All grievances will be promptly reviewed and answered.

Formal Grievance Procedure-Step I

To initiate the grievance process an Intern must discuss his/her complaint with the Internship Staff and the person involved in the complaint, within ten (10) working days following knowledge of the fact which gave rise to the complaint or 10 days following discharge or disciplinary suspension. For the purposes of this procedure working days are defined as Monday through Friday excluding actual holidays that UNH observes. If the Intern does not feel comfortable going to the Internship Director or Assistant Director, he/she should contact the Chairperson of the Department of Agriculture, Nutrition and Food Systems.

If the Intern fails to meet the time limits described within this policy, he/she forfeits the right to use the grievance procedure. If the Department of Agriculture, Nutrition and Food Systems fails to meet the time limits described within the policy, the grievance will move forward to a higher University level. This written complaint should contain:

- the act, omission, or matter which is the subject of the complaint;
- all the facts the Intern believes are relevant to the grievance;
- the resolution sought;
- all arguments in support of the desired solution;
- The Internship Staff shall make a complete written response to the Department Chair within ten days of receipt of a grievance;
- The Department Chair shall send a copy of the preceptor's response to the Intern filing the grievance;
- The Department Chair may request further written information from either part.
- The Department Chair shall review the case to determine if a more formal hearing is warranted. All or part of a grievance shall be dismissed if the Department Chair concludes the grievance is:
 - untimely,
 - based upon a non-grievable matter,
 - being concurrently reviewed in another forum,
 - previously decided pursuant to this or any other review procedure,
 - frivolous or filed in bad faith,
 - insufficiently supported,
 - premature,
 - otherwise inappropriate or unnecessary to present to a higher University level.
- If a grievance is dismissed in whole or in part, the Intern filing the grievance shall be so informed, and shall be given a concise written statement of the basis for the dismissal. A decision to dismiss a grievance is final and is not subject to appeal.

If the higher University level determines a grievance to be appropriate for a hearing, the Chairperson of the Department of COLSA shall be informed. A hearing board will meet typically within fifteen days thereafter. The time may be extended for good cause at the discretion of those involved.

Appeal of Grievance Decision (Step II)

Grievances regarding discharge or disciplinary suspension will be heard directly by a Grievance Review Committee

The Intern may appeal to a Grievance Review Committee by presenting his/her grievance in writing to the Internship Director within four (4) working days of receiving the written response from Step I.

Within three (3) working days of presenting the written grievance statement to the Internship Director the Intern must select three (3) members (from the Department, the Preceptor pool, or designated Internship Personnel) to form a Grievance Review Committee and designate one to serve as the chairperson. The Internship Director will provide the Intern's written grievance statement and other relevant information to the Committee members.

The Grievance Review Committee shall schedule and conduct a meeting within fifteen (15) working days of the Committee's selection/acceptance to serve. The Grievance Review Committee shall submit the confidential findings of the Committee in writing to the Department Chair within ten (10) working days of the meeting.

The Department Chair provides a written response within seven (7) working days of receipt of the Grievance Review Committee's findings to the Intern. This decision is final.

Steps I and II may be modified to meet emerging changes in UNH policy regarding Intern grievances. However, all Interns will have an opportunity to have their grievances heard and assessed.

46. Disciplinary

The Intern is subject to disciplinary counseling by any preceptor at any time during the program year when the Intern does not abide by the Dietetic Internship Program or the University of New Hampshire policies, procedures, rules of conduct, or Academy of Nutrition and Dietetics ethics and standards. The specific disciplinary action is based upon which rule of conduct was violated and whether or not previous warnings were given for the same behavior. One serious offense is cause for immediate termination. A serious offense can be defined as, but not limited to: assault; drug and alcohol related impairment; violation of confidentiality guidelines; professional misconduct; any violation of the Rules and Responsibilities (found in this Handbook), as well as cheating or plagiarism. Preceptors will document each discussion and a copy of all documentation is given to the Internship Director. The Internship Staff files all written disciplinaries in the Intern's file. If an Intern receives any disciplinaries, the Internship Director meets with the Intern to discuss the problem. The Internship Staff and the Department Chair determine if the disciplinaries warrant the termination of the Intern from the Program. After each subsequent disciplinary, the Internship Staff and Department Chair meet with the Intern to discuss the problem(s) and will determine after each subsequent disciplinary whether the Intern should be terminated from the Program. The Internship Director documents each meeting with the Intern and the final results of the meeting. All documentation is kept in the Intern's file.

47. Termination

The Intern can be terminated from the program at any time due to problems in the Intern's behavior or performance. It is the Internship Staff's discretion to determine if the Intern should

be terminated. Termination is based on written documentation of the Intern's behavior and/or performance. When an Intern is terminated, termination is immediate.

The Internship Staff reviews each Intern's evaluation form from each rotation. Any unsatisfactory evaluation and/or other documentation (e.g. disciplinaries) are reviewed with the Department Chair. An unsatisfactory evaluation is defined as the persistent inability of an Intern to receive a "3" or greater on evaluation or an Intern not meeting professional standards of practice or behavior. If the Internship Staff and the Department Chair determine that termination is warranted, Internship Staff will meet and discuss the decision with the Intern. If the Intern does not agree with the termination, he/she may follow the Grievance Policy and Procedure. If the Intern accepts the decision to terminate without filing a grievance, the Internship Director writes a summary of the decision. The Intern signs the summary and the summary is filed in the Intern's file. The Intern terminates immediately. If the Intern files a grievance and the grievance committee determines that the Intern should terminate, the Internship Staff writes a summary of the proceedings which each member of the committee signs. A copy goes in the Intern's file. The Intern terminates immediately. If the Intern files a grievance and the grievance committee determines that the Intern should remain in the program, the Internship Staff writes a summary of the proceedings which each member of the committee signs. A copy goes in the Intern's file. The Intern resumes his/her usual schedule.

48. Withdrawal

As noted previously, the Intern may withdraw at any time from the program and generally the withdrawal is immediate (see section #15) A letter is filed in the Intern's file. After the discussion, if the Intern decides to withdraw from the program, the Intern withdraws immediately. The Intern and Internship Staff sign and date the original letter of withdrawal. The letter is filed in the Intern's file if an Intern decided to withdraw from the Internship for non-medical reasons, the Intern is financially responsible through the enrolled semester. This may be adjusted based on changes in the University policy.

49. Off Site Facility Rotations

The Intern must follow all off-site facility policies and procedures during rotations at those facilities. The Intern is encouraged to send a thank you note to the preceptor at the rotation or field observation after the learning experience. It is the Interns' responsibility to be prepared for the learning experience, i.e., the date, time, dress code, directions, reading assignments, projects, evaluation forms, and objectives for the learning experience.

50. Assignments

All projects and assignments must be completed neatly, orderly, accurately, and thoroughly and must be turned in by the specified date. The preceptor and Internship Staff must approve a request for an extension of time on a project. All projects, unless otherwise stated, must be typed. Intern can expect an additional **16 hours** each week **above** the 40-hour work week to work on assignments for their courses, **as well** as outside work for their placement sites.

51. Academic Integrity

The UNH Internship abides by the UNH Academic Integrity policy, which can be found in *The University of New Hampshire Student Rights, Rules and Responsibility*. Any attempt at

plagiarism will result in a failing grade for the assignment and may be grounds for dismissal from the Internship itself. The policy defines plagiarism as follows:

“The unattributed use of the ideas, evidence, or words of another person, or the conveying of the false impression that the arguments and writing in a paper is the student's own. Plagiarism includes, but is not limited to the following:

1. The acquisition by purchase or otherwise of a part or the whole of a piece of work which is represented as the student's own;
2. The representation of the ideas, data, or writing of another person as the student's own work, even though some wording, methods of citation, or arrangement of evidence, ideas, or arguments have been altered;
3. Concealment of the true sources of information, ideas, or argument in any piece of work.”

As a graduate student, it is EXPECTED Interns will familiarize themselves with these rules. Ignorance of the rules IS NOT an excuse for plagiarism!!

52. 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 program's compliance with accreditation standards. ACEND is interested in the sustained quality and 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 Interns.

A copy of the accreditation standards and/or ACEND's policy and procedure for submission of complaints may be obtained by contacting staff at the Academy of Nutrition and Education, 216 W. Jackson Blvd., Chicago, IL 60606-6995 or by calling 800/877-1600, ext. 4872. It can also be obtained at: <http://www.eatrightacend.org/ACEND/content.aspx?id=6442485390>

53. Program Evaluations

The current Interns have an opportunity to evaluate the program at the mid-point of the program and at the end of the program year, as well as informally throughout the program. Additions, deletions, or revisions in the program are made during the program when needed or before each program year to enhance the Intern's learning experience or the program itself.

D. Additional Information

54. On-Campus Emergency System

In the unlikely event of a campus emergency, UNH will send a "blast email" to UNH email accounts. In addition, Interns can sign up to receive cell phone text alerts at <http://alert.unh.edu>. UNH also has an Outdoor Notification System which sounds a siren when a campus wide emergency occurs. The system will issue specific warnings, as well as an “All Clear” once the emergency has ended.

55. Other Emergencies

It is the Intern's responsibility to obtain a copy of the precepting site's emergency procedure plan. In addition, Interns must keep an Emergency Contact Form, which lists the contact name and number (preferably home or cell) of a precepting site staff member in case an emergency should arise outside of routine internship hours. This sheet must be updated for EACH rotation site.

56. Outside Employment During the Internship

Interns are **strongly** discouraged from assuming outside employment during the internship. Past experience has demonstrated that Interns who work during the program have difficulty completing the requirements of the program in a timely and satisfactory manner. For Interns needing or choosing to accept employment, they will need to arrange this outside work around the widely varying rotation schedules. Interns should not accept jobs that require them to report to work on Mondays, Tuesdays, Wednesdays, Thursdays, or Fridays. Some rotations require Interns to work daytime and evening hours on these days of the week and occasionally there may be some weekend work hours required for the internship.

57. Email Access

During the semesters, Interns are expected to check their e-mail address daily Monday-Friday and at least once on the weekends. During semester breaks, Interns are expected to check their e-mail address at least weekly.

E. Roles and Responsibilities of Internship Team

58. Internship Director and Assistant Director Roles and Responsibilities

To direct and coordinate the Internship Program, at The University of New Hampshire and at the affiliations.

1. To orient the Interns to the program.
2. To organize the rotations throughout the year.
3. To coordinate with the preceptor the objectives, learning experiences, and projects for the Intern for each rotation.
4. To monitor and evaluate the Intern's progress in each rotation throughout the year. To communicate with the preceptor at the mid- and end points of each rotation, or as needed.
5. To plan Interns' schedules.
6. To plan and schedule class days.
7. To counsel and guide the Intern.
8. To serve as a role model.
9. To serve as a mentor.
10. To act as a liaison between the preceptor and Intern as needed.
11. To serve as an advocate for the Intern when appropriate and justified.
12. To enforce policies and procedures.
13. To enforce the role and responsibilities of both the Intern and the preceptor.
14. To recruit adequate and appropriate preceptors.

Additional Program Responsibilities

1. To direct the selection and procession of new Dietetic Interns.
2. To evaluate and revise the program as needed to improve quality and meet Academy of Nutrition and Dietetics requirements.
3. To recruit members of the Dietetic Internship Advisory Committees.

59. Preceptor Role and Responsibilities

To teach the Intern the skills and knowledge required functioning as an entry-level dietitian or manager in the preceptor's area of specialty.

1. To orient the Intern to the facilities, objectives, learning experiences and due dates.
2. To review the schedule and competencies of the rotation with the Intern.
3. If appropriate, to complete orientation to unit checklist on the first day of the rotation with the Intern.
4. To inform other employees of the dates when the Interns will be in his/her area.
5. To communicate with the Intern at least once each week to discuss projects/concerns.
6. To correct, return, and review written projects within specified dates after receiving them from the Intern, in order to allow Intern adequate time for completion.
7. To provide positive feedback and constructive criticism throughout the rotation to the Intern.
8. To give guidance throughout the rotation and especially with written projects to the Intern.
9. To act as a resource person when the Intern has questions.

10. To refer the Intern to appropriate resources when needed.
11. To be aware of Internship policies and procedures.
12. To enforce policies and procedures when needed.
13. To discipline the Intern as needed.
14. To act as a mentor and function as a team player.
15. To serve as a role model at all times.
16. To empower Interns to an interdependent, but autonomous level of function.
17. To review, in a timely manner, the Intern's progress with the Internship Staff at the midpoint and end of the rotation, or as needed.
18. To provide constructive feedback on the Internship program.

60. Intern Role and Responsibilities

To acquire the skills and knowledge to function as an entry-level dietitian or manager in each area of dietetics. Failure to follow these rules might result in termination from the program.

1. To be punctual and available throughout the rotation.
2. To act in a professional manner and appearance at all times.
3. To represent The University of New Hampshire in an appropriate manner and appearance when visiting affiliations, class days and field observations.
4. To complete objectives, learning experiences, reading assignments, and projects by due dates, and following the Academic Integrity principals.
5. To be prepared for each rotation by reading required texts and articles and by completing worksheets prior to or during each rotation.
6. To follow hospital, department, and program policies and procedures.
7. To maintain confidentiality of all information discussed within the hospital and department.
8. To ask for the preceptor's approval to leave his/her area of responsibility. To communicate to the instructor when attending meeting or conferences out of the building.
9. To inform the preceptor of any change in his/her schedule in a timely manner. To accept any change in the preceptor's schedule that may arise.
10. To maintain respect for positions of authority.
11. To function as a team player.
12. To seek guidance when needed.
13. To research and look up information as needed, using Evidence Based Guidelines.
14. To accept constructive criticism.
15. To completely accept responsibility for all actions.
16. To maintain a positive and hard-working attitude.
17. To maintain open and frequent communication with staff.
18. To attend all required conferences, meetings, and classes.
19. To abide by drug and alcohol-free policies in workplace.

61. Professional Development

The Intern's ability to relate to patients, employees, department staff, and other healthcare professionals will help ensure success during the Internship and as a professional dietitian.

The following are expectations for professional behavior:

- Confidentiality is vital. It's also the law-HIPAA regulations require all health care personnel to keep patient information confidential-in all forms of information-written, spoken, faxed, email, etc. Hospital, department and patient affairs must not be discussed outside the unit or among other Interns. Patient care-plan cards, notes, etc. should NOT be taken home; should not be left unattended.
- Always use a surname when greeting adult patients (e.g. "Good Morning Mrs. Last Name_____").
- Introduce yourself with your full name and your title (e.g. "Jane Smith, Dietetic Intern").
- Be friendly but business like in all contacts with professional staff and employees.
- Mistakes can be expected. Report your mistakes to the appropriate person immediately; don't cover up, blame someone else, or fail to report them.
- Avoid saying "I don't know" or "Nobody told me" when questioned; better to say "May I find out for you?" or "I'll check and let you know."
- Bring "issues" (things that bother you) to the proper person for discussion - preceptor, manager, and/or Internship director. It's far better to discuss and resolve issues than to build up negative feelings.
- Demonstrate tactfulness in all work relationships. Learn the difference between constructive criticism (useful, helpful judgments) and complaining (fault finding, whining and grumbling).
- Chewing gum is not permitted during work time, on field trips, at professional meetings or in class.
- Cell phone use is prohibited during work hours at rotation sites.
- During class and meetings remember the speaker deserves your attentiveness - intellectually and physically, i.e. good posture.
- Remember: Interns will have comparable, NOT identical, experiences. Each intern is expected to engage in opportunities for additional professional growth during their respective rotation sites.

62. How to be a Professional Intern

Acceptance of Placement

We welcome you to regard yourself as a professional.

Don't complain about small tasks. There is always something to learn. Consider how small tasks fit into the big picture.

Expect and accept that problems and frustrations will occur periodically but learning to deal with problems will allow you to grow as a professional.

You are not expected to know all the answers. Remember, you are in an internship to learn so ask lots of questions to enhance your knowledge.

Appearances

Follow departmental dress code.

Interpersonal Skills

Practice good listening skills.

Avoid gossiping.

Display positive body language, such as good eye contact, firm hand shakes, greeting people with a smile and avoid distracting non-verbals.

Do not deny being told to do something; do not make excuses for your disorganization and forgetfulness.

Always treat others with respect, even when you don't share the same values or opinions.

Be courteous to teachers and do not fall asleep during class.

Time Management

Always be on time during ALL rotations. Adhere to assigned work hours.

Always be on time for ALL classes and field trips.

Follow deadlines when handing in all assignments. Discuss with preceptors ahead of time if you are not able to make the deadline.

General Organization

Read emails daily and respond (if needed) promptly.

Practice good organizational skills and pay attention to details.

Being Proactive

Look ahead and plan meetings with upcoming preceptors to arrange schedules and review assignments.

Get started on all assignments early.

Take advantage of opportunities offered inside and outside of the organization.

Problem Solving

Cope with problems with a positive attitude. Seek guidance from preceptors, coordinator and director.

Developing Preceptor Rapport

Clarify tasks given to you so you don't waste time. If expectations are not clear to you, ask the preceptor what the expectations are.

Be flexible; respond positively to changes in schedules or assignments.

Ask for things to do. Don't always wait to be told what to do.

Volunteer to see patients or do other tasks especially when the dietitian is busy.

If you lack guidance, talk to the preceptor, or directors.

Don't become defensive when a preceptor is giving you constructive criticism.

Show interest and feel comfortable asking questions. Remember, we are here to help you!

F. Handbook Signature Sheet

I have read the Intern guide, asked relevant questions, and agree to abide by the guidelines presented.

Signature _____

Date _____