



# Florida Department of Health in Pasco County Dietetic Internship

WIC Track (2160)

## Dietetic Internship Handbook Policies & Procedures

The Florida Department of Health in Pasco County Dietetic Internship is accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics through 2025.

120 South Riverside Plaza, Suite 2190

Chicago, IL 60606-6995

(800) 877-1600 ext 5400

[ACEND@eatright.org](mailto:ACEND@eatright.org)

<http://www.eatrightpro.org/acend>

Revised: November 2024

Funding for the Dietetic Internship is provided by the Florida Department of Health, Bureau of WIC Program Services

## Dietetic Internship: Sites & Contact Numbers

### **Headquarters:**

**Florida Department of Health in Pasco County**  
7509 State Road 52  
Suite 110  
Hudson, FL 34667

Amanda Maucere, MS, RD, LDN  
Dietetic Internship Director  
Office: 727-619-0323  
[amanda.maucere@flhealth.gov](mailto:amanda.maucere@flhealth.gov)

Imani N. Baker  
Dietetic Internship Staff Assistant  
Office: 727-619-0319  
[Imani.Baker@flhealth.gov](mailto:Imani.Baker@flhealth.gov)

### **Regional Sites:**

**Florida Department of Health in Pasco County**  
7509 State Road 52  
Suite 110  
Hudson, FL 34667

Maria Monaco, RDN, LDN, IBCLC  
Regional Coordinator  
Office: 727-619-0322  
[Maria.Monaco@flhealth.gov](mailto:Maria.Monaco@flhealth.gov)

**Florida Department of Health in Miami-Dade County**  
7785 NW 48<sup>th</sup> Street, Suite 300  
Miami, FL 33116

Maritza Cash, RDN, LDN  
Regional Coordinator  
Office: 786-336-7929  
[Maritza.Cash@flhealth.gov](mailto:Maritza.Cash@flhealth.gov)

**Florida Department of Health in Duval County**  
921 N. Davis Street, Building B, Suite 370  
Nutrition & Chronic Disease Prevention – MC44  
Jacksonville, FL 32209

Janine D’Amico, MS, RDN, LDN,  
Regional Coordinator  
Office: 904-253-1486  
[Janine.Damico@flhealth.gov](mailto:Janine.Damico@flhealth.gov)

**Florida Department of Health in Palm Beach County**  
800 Clematis Street, Rm 5-521  
West Palm Beach, Florida 33401

Penny Masur, MPH, RDN, LDN  
Regional Coordinator  
Office: 561-671-4048  
[Penny.Masur@flhealth.gov](mailto:Penny.Masur@flhealth.gov)

**Florida Department of Health in Escambia County**  
1295 West Fairfield Drive  
Pensacola, FL 32501

Jennifer Sartaguda, RDN, LDN  
Regional Coordinator  
Office: 850-316-2778 Ext 2778  
[Jennifer.Sartaguda@flhealth.gov](mailto:Jennifer.Sartaguda@flhealth.gov)

Sonya MacGregor, RDN, LDN  
Regional Coordinator  
Office: 850-595-6500 Ext 1909  
[Sonya.MacGregor@flhealth.gov](mailto:Sonya.MacGregor@flhealth.gov)

## Welcome:

Welcome to the Florida Department of Health in Pasco County Dietetic Internship. You are expected to understand and abide by the contents of this document and will attest to that on the last page. Please ask for clarification from your regional coordinator or the internship director as needed.

## Table of Contents:

Internship mission, goals, and objectives	5
Handbook terms and additional internship policies	6
Request for reasonable accommodations	6
Intern requirements to start the program (includes insurance and screening)	7
Dietetic internship agreement (contract)	9
Attendance and leave contract for state employee interns	9
Estimated cost of the internship	10
Graduation and verification statement requirements	13
Access to interns' files and protection of their privacy	14
Remediation, discipline, and termination procedures	15
Intern retention	17
Program withdrawal	18
Intern and preceptor grievance procedures	18
Transportation liability	20
Time, attendance, vacation, and holidays	21
Documenting time in the internship	24
Emergency preparedness	25
Intern evaluation	26
Professional conduct	27
Social media	27
Email etiquette	28
Confidentiality	29
Intern work products	30
Artificial intelligence (AI), appropriate use	30
Interns in supervised practice are not employees	32
Intern advisors	32
Injury and illness procedures	33
Access to support services	34
Prior assessed learning	36
Distance learning and online testing	37
Equitable treatment	37
Practice facility preceptors	38
Dress code	38
Salary and fringe benefits	39

Employee activity record (EAR)	39
Attachment A: Attendance and Leave Contract Log	41
Attachment B: Internship Timesheet	42
Attachment C: Intern Coaching Form	43
Attachment D: Intern Evaluation and Competency List	44
Attachment E: Professional Dress Standards	49
Attachment F: EAR Form for Sponsored Interns	51
Acknowledgement of handbook receipt	52

## Dietetic Internship: Mission, Goals, and Objectives

### Mission:

To prepare entry- level registered dietitian nutritionists for leadership roles in the profession of dietetics committed to improving the health status of the community.

### Goals and Objectives:

**Goal #1:** The FDOH in Pasco County Dietetic Internship will prepare graduates to be competent practitioners in public health and community nutrition.

#### Objectives for Goal #1:

- "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%." \*
- At least 80% of employed graduates will rate themselves as "well prepared" or "very well prepared" for their first employment position as public health professionals.
- At least 80% of employers will rate graduate employees as "meets expectations" or "exceeds expectations" when evaluating competency level and overall preparation as public health nutritionists. \*
- At least 65% of employers will rate graduate employees as having "potential" or "high potential" for a leadership role in the profession.

**Goal #2:** The FDOH in Pasco County Dietetic Internship will increase the number of registered, licensed dietitians specializing in public health and community nutrition in the state of Florida.

#### Objectives for Goal 2:

- "At least 80% of interns complete program requirements within 14 months (150% of planned program length)." \*
- "At least 80% of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion." \*
- "Of graduates who seek employment, at least 90% are employed in nutrition and dietetics or related fields within 12 months of graduation." \*
- At least 50% of interns for each class year will be selected from the pool of state-employee applicants.

\*ACEND-required objectives

**Program outcomes data are available upon request.**

## **Handbook terms and Additional internship policies**

Throughout these policies, the terms “internship” and "program" refer to the Florida Department of Health (FDOH) in Pasco County Dietetic Internship, unless otherwise specified. The term “intern” applies to a dietetic intern accepted into the program, the term “coordinator” applies to the regional coordinator of one of our regional locations, and the term “director” applies to the dietetic internship director of the program. The term "sponsored intern" refers to an employee of the FDOH who was sponsored to participate in the internship by their agency. The term "matched intern" refers to an intern who entered the program through the Spring Dietetic Internship Match and is not currently employees of FDOH.

Additional policies governing the internship are detailed in the Florida Department of Health WIC Procedure Manual, DHM 150-24, Chapter 12. Additional policies related to the recruitment, admission, application, and selection of interns are detailed in the program's website at: <https://pasco.floridahealth.gov/programs-and-services/clinical-and-nutrition-services/dietetic-internship/index.html>

## **Requests for reasonable accommodations**

Interns with disabilities who require reasonable accommodations like program information provided in large print or more time to take exams should work with their sponsoring agency (sponsored interns) or with their assigned agency (matched interns) who will connect them with the appropriate person to start the paperwork. Interns will be asked to complete a request form and provide necessary documentation per that person's instructions. Interns are not to provide the request form or documentation directly to the internship. However, they should let the director know that a request has been made so the program can accommodate the intern while we wait for the decision paperwork. Once the paperwork has been processed and the decision made, interns should provide the director with the decision outlining the reasonable accommodations the program should provide. The director will notify the intern's coordinator of the need for accommodations.

If an intern already has a decision related to reasonable accommodations through a state or local agency, the intern should provide that decision to the director.

Interns in the graduate degree program may contact the University of North Florida (UNF) Student Accessibility Services. The internship will accept their accommodation decisions as a state agency. Registration and services are voluntary, confidential, and free of charge to all UNF students with documented disabilities. Contact information is as follows: 904-620-2769; [SAScenter@unf.edu](mailto:SAScenter@unf.edu); <https://www.unf.edu/sas/>

## **Intern Requirements to Start the Program (Ensure items below match orientation packet info)**

Prior to the start of the internship, interns are expected to provide proof of the following items. The orientation packet interns receive after the internship welcome meeting contains a list of these items and any related forms and specific instructions.

- A. **Automobile Insurance and Driver's License.** The State of Florida requires all drivers to carry automobile insurance. Interns will be expected to provide proof of auto insurance and a copy of their drivers' license prior to the start of the internship.
  
- B. **Medical Insurance.** Proof of medical coverage is required for all interns. Sponsored interns may maintain their medical coverage by working a specific number of hours or using a specific number of leave hours each pay period. They can also pay the cost of their monthly premiums out of pocket. Sponsored interns should contact the Human Resource Management Office of their agency for more information on maintaining medical insurance during the internship. Chapter 12 of the WIC Manual also contains information on maintaining medical insurance coverage during the internship. Matched interns cannot get medical insurance through the FDOH but may be able to take advantage of a parent's insurance if 26 years old or younger or a spouse's insurance if applicable. Matched interns may also qualify for Medicaid coverage based on their income during the internship. Major Medical Insurance can also be obtained through the Academy of Nutrition and Dietetics and their partnership with Mercer Consumer. To apply call 1-855-345-0538 or visit <https://www.academymemberinsurancesite.com/health-insurance/major-medical/major-medical-insurance.html>
  
- C. **Student liability Insurance.** All interns are required to furnish proof of student professional liability insurance prior to commencing supervised work experience with minimum limits of \$1,000,000 per occurrence and \$3,000,000 annual aggregate. Professional/student liability insurance may be obtained through the Academy of Nutrition and Dietetics and their partnership with Proliability. To apply call 1-800-375-2764 or visit: [https://www.proliability.com/professional-liability-insurance/dietetic-practitioners.html?utm\\_source=pl-academy&utm\\_medium=aem&utm\\_campaign=academy-int&utm\\_content=aem-pl&utm\\_term=dn-sps#](https://www.proliability.com/professional-liability-insurance/dietetic-practitioners.html?utm_source=pl-academy&utm_medium=aem&utm_campaign=academy-int&utm_content=aem-pl&utm_term=dn-sps#)
  
- D. **Student Membership in the Academy of Nutrition and Dietetics.** All interns are required to become a student member of the Academy of Nutrition and Dietetics and will be expected to provide a copy of their membership card. The Academy's membership year is June 1 – May 31. Interns can find more information on membership and sign up at: <https://www.eatrightpro.org/membership/membership-types-and-criteria/student-member>

- E. **CPR/AED Certification.** All interns are required to provide proof of recent CPR/AED certification. The American Heart Association Basic Life Support certification is the preferred CPR certification and has been recommended by interns based on their experience. The class interns select must meet OSHA requirements for workplace certification which will require an instructor-led skill session.
- F. **Medical Exam and Vaccination Proof.** All interns must furnish proof of a work clearance physical (signed by a physician) and proof of the required immunizations: Hepatitis B, Varicella, Measles, Mumps, Rubella (MMR), Tetanus, diphtheria, pertussis (Tdap), and Tuberculosis/PPD. Although the Florida Department of Health (FDOH) does not mandate the COVID-19 vaccination or the Influenza (flu) vaccination as a condition of employment or acceptance into the internship, the internship defaults to the vaccination requirements of its facilities. Most of the internship's clinical facilities do require the COVID-19 and flu vaccinations for intern placement. Therefore, interns are expected to be fully vaccinated for COVID-19 and to receive the flu vaccine during the flu season. If an intern wants a medical or religious exemption, they are responsible for obtaining appropriate documentation from a medical or religious authority. The internship cannot guarantee that facilities will accept this documentation, as exemptions, although standard practice for employees, may not apply to interns and may not be considered at various facilities. Interns who would like to use an exemption should contact their regional coordinator to see if the use of one will be possible at their assigned facilities in June prior to the start of the internship.
- G. **Drug Screening and Background Check.** Interns will be required to submit to drug screens and background checks more than once in relation to the internship.
- For access to the Florida Department of Health (FDOH), matched interns will receive the same Federal Level 2 fingerprinting and background check that sponsored interns received prior to employment from the FDOH.
  - To complete their orientation packet, all interns (sponsored and matched) will be asked to complete a drug screening and background check through an outside organization identified by the internship. At a minimum, screening will include a 10-panel drug screening, SSN verification, criminal check, violent sex offender check, check of the US Treasury Department's list of Specially Designation Nationals, and exclusion list checks for state, GSA, and OIG. Federal Level 2 fingerprinting does not negate the need for the pre-internship drug screen and background check.
  - Multiple supervised practice rotations require additional or more extensive background and/or drug screening based on their policies. Interns are expected to cover the additional cost of this screening. Coordinators will notify interns of anticipated additional costs related to this screening when schedules are reviewed.



- Failure of a drug screen or background check required by the internship or individual supervised practice site will result in disciplinary procedures which could lead to removal from the internship.

### **Dietetic Internship Program Agreement/Contract**

Prior to the start of the internship, all interns must sign a Dietetic Internship Agreement with the State WIC Office. The agreement lists intern responsibilities and department (State WIC Office) responsibilities. A different agreement is provided to sponsored interns and matched interns. Agreements are reviewed annually prior to the start of each internship class year and are subject to change at each review.

Interns are provided a non-binding copy of the agreement to review prior to receiving the official agreement for signature via a secure, online medium.

The Dietetic Internship Agreement includes the terms and conditions that an intern must fulfill to participate in the internship, to graduate from the internship, and to pay back the internship after program completion. Pay back includes a 3,120-hour work service obligation in their sponsoring agency for sponsored interns. Matched interns must complete a 4,680-hour work service obligation which can be fulfilled in a nutrition series position in any Florida WIC agency or the State WIC office. Pay back also includes taking the Registration Exam (RD) for dietitians within six months of program completion and applying for Florida Licensure within three months of passing the RD Exam.

If interns do not meet the responsibilities outlined in the Dietetic Internship Agreement, the State WIC Office will collect a financial recoupment from the intern. How the financial recoupment is calculated is described in detail in the agreement.

### **Attendance and Leave Contract Log (Sponsored interns only)**

Prior to the start of the internship, all sponsored interns must complete an “Attendance and Leave Contract Log” with their sponsoring agency and human resources hub. This log specifies when the intern will work or use leave to maintain benefits, whether the intern will work during the internship break, and provide an anticipated return date to their agency after program completion. This form is signed by the intern and the intern's sponsoring agency representative, sponsoring agency's human resource management office, regional coordinator, and internship director prior to the start of the internship. The Attendance and Leave Contract Log is provided with the orientation packet. It can also be found as an attachment to Chapter 12 of the Florida Department of Health WIC Procedure Manual, DHM 150-24.

## Estimated Costs of the Internship

The cost to the intern of participating in the internship will vary according to the needs and lifestyle of each intern. A list of anticipated costs to the interns is available on the internship website and is as follows. These costs are estimations from the best information we could find and are subject to change.

### Costs prior to the internship

Application Fee	\$50
Program Fee (WIC Track)	\$250
Medical Insurance <sup>1</sup>	\$450-5265 <sup>1</sup>
Student Liability Insurance <sup>2</sup>	\$22 <sup>2</sup>
Health Physical/Examination and vaccinations <sup>3</sup>	\$1117 <sup>3</sup>
AHA Basic Life Support Certification <sup>4</sup>	\$150 <sup>4</sup>
Background Check and Initial Drug Screen <sup>5</sup>	\$118 <sup>5</sup>
Academy of Nutrition and Dietetics Student Membership	\$60
Laptop with camera and microphone <sup>6</sup>	\$550 <sup>6</sup>
Microsoft 365 Personal <sup>7</sup>	\$88 <sup>7</sup>

### Costs during the internship

Transportation throughout the internship <sup>A</sup>	\$5562.5 <sup>A</sup>
Lodging and meals for overnight travel including didactic weeks in Pasco County, Public Policy Week in Tallahassee. <sup>B</sup>	\$3168 <sup>B</sup>
FAND Legislative Workshop/Training Registration Fees	\$50
Meals and parking at rotation facilities (if required by site) <sup>C</sup>	\$2768 <sup>C</sup>
Books and supplies	\$240
RD Exam Study Materials (average cost of top three)	\$439
Lab coat	\$50
Graduation contribution (collected in first didactic week)	\$30
Additional screenings (background and drug)	\$250

### Costs associated with after the internship

Registration Examination for Dietitians cost	\$200
Registration and Licensure fees	\$235

**Total cost of the internship excluding the graduate program, room, and board is estimated at:**  
**\$20,227.50**

**Additional Costs associated with the graduate program at UNF**

University of North Florida (UNF) Graduate Program Cost Per Credit Hour	\$523.25
UNF Initial Fees: Application, Orientation, Welcome	\$75

**Total cost of the graduate program at 30 credit hours: \$15, 772.50**

**Estimated costs associated with room and board in each supervised practice region.**

Cost of Living	Miami <sup>1</sup>	West Palm Beach <sup>2</sup>	New Port Richey <sup>3</sup>	Tampa <sup>4</sup>	Jacksonville <sup>5</sup>	Pensacola <sup>6</sup>
Rent <sup>7</sup>	\$2,442.70	\$2,150.00	\$1,000.00	\$1,757.48	\$1,500.89	\$1,425.00
Basic utilities <sup>8</sup>	\$167.28	\$171.50	\$154.29	\$240.68	\$175.79	\$249.03
Internet <sup>9</sup>	\$62.93	\$60.14	\$48.33	\$72.96	\$70.81	\$66.14
Gasoline <sup>10</sup>	\$3.51	\$3.46	\$3.11	\$3.49	\$3.44	\$3.22

**Total cost of an apartment for a typical 12-month lease: \$32,074.92 based on Miami.**

**Key to how we determined estimated cost:**

**Costs prior:**

- 1 Health Insurance cost is for nine months of coverage ranging from state employee single contribution (\$50/month) to average cost of premiums in Florida (\$585/month).
- 2 Based on quick quote from Proliability by Mercer with the Academy discount for 12 months with 1M per incident and 5M aggregate coverage.
- 3 Based on cost of getting your physical and immunizations at CVS Minute Clinic. Titers are less. Already having proof of all immunizations is considerably less.
- 4 American Heart Association Basic Life Support certification is the preferred CPR certification and has been recommended by interns based on their experience. Costs vary widely between classes so shop around.
- 5 Cost of **Basic Student Package with Drug Test fees** Included through Advantage Students (including Florida fees and taxes). **Some facilities require additional screening specific to the facility. Please check with your coordinator as these can be considerable costs.** The screening we are asking you to do covers most of the facilities we work with.
- 6 You will need a laptop for didactic days and weeks and for time in your supervised practice rotations that can connect to WiFi. Since we meet virtually regularly, you will need to have a camera and microphone on your laptop. The price listed here is for an HP – 17.3 Full HD laptop which was one of the more affordable options at Best Buy. However, cost of laptops ranges widely, so please shop around. **Interns that are sponsored into the program will have their agencies provide them with a laptop. Interns that are matched into the program should check with their regional location to**

**see if they have an available laptop for them to use. The internship does not guarantee matched interns a laptop.**

- 7 To do assignments, you will need Microsoft Word, Excel, and PowerPoint. To communicate throughout the program, you will need access to Microsoft Outlook, Teams, and SharePoint. Cost is for an annual subscription of Microsoft 365 Personal at \$87.49 for 15 months.

**Costs during:**

- A Transportation costs based on 1250 miles a month (15K a year) for 10 months at the FDOH mileage reimbursement rate of \$0.445/mile
- B Overnight costs based on 12 nights in a hotel at \$225 a night (FDOH allowance) and 12 days of meals at \$39 a day (FDOH allowance). The 12 nights include: Five nights for Didactic Week 1, Three nights for Didactic Week 3, Two nights for Public Policy Week, and Two nights for the UF pediatric pulmonary clinic for Pasco and Duval regions or Two additional nights for Public Policy Week in Miami-Dade.
- C Meals and parking cost based on 173 rotation days (40 weeks) at \$11 a day for lunch (FDOH allowance) and \$5 a day for parking (estimated average since not all places will charge to park)

**UNF:**

- UNF offers a variety of tuition waivers that can be found here:  
<https://www.unf.edu/controller/student-financial-services/university-waivers.html>
- Sponsored interns (not OPS) can qualify for the State Employee Tuition Waiver which will cover up to six credit hours a semester. Interns should speak to their sponsoring agency on how to apply for state tuition waiver as it is not automatic. You must follow guidelines for state employee tuition waiver exactly or will forfeit this benefit.
- Recent graduates of UNF can qualify for undergraduate pricing for graduate classes if your undergraduate program was completed within three semesters of starting the graduate program.
- A detailed breakdown of tuition and fees for graduate programs can be found here:  
<https://www.unf.edu/controller/student-financial-services/ms-nutrition-market-rate.html>

**Cost of living:**

1. <https://www.numbeo.com/cost-of-living/in/Miami>
2. <https://www.numbeo.com/cost-of-living/in/West-Palm-Beach>
3. <https://www.numbeo.com/cost-of-living/in/New-Port-Richey>
4. <https://www.numbeo.com/cost-of-living/in/Tampa>
5. <https://www.numbeo.com/cost-of-living/in/Jacksonville>
6. <https://www.numbeo.com/cost-of-living/in/Pensacola>
7. Determined by calculating the average of a 1 bedroom apartment inside and outside city center
8. Electricity, heating, cooling, water, garbage for 915 ft<sup>2</sup> apartment
9. 60 Mgps or more, unlimited data, cable/ADSL
10. Cost per gallon

## Graduation and DI Verification Statement Requirements

Successful completion of the Florida Department of Health in Pasco County Dietetic Internship requires interns to:

1. Complete a minimum of 1000 supervised practice hours in community (minimum of 320 hours), foodservice (minimum of 320 hours), clinical (minimum of 320 hours) , and management (minimum of 40 hours), and a minimum of 168 didactic hours. \*
2. Achieve an average competency rating on all ACEND core competencies and all program specific competencies of "3" (entry-level) or "4" (independent).
3. Earn a grade of 80% or more in each didactic area (clinical, community, foodservice/management) as determined by assignment and exam scores.
4. Complete all internship assignments (didactic and supervised practice).
5. Attend all internship meetings (orientation, didactic days, and others as needed).
6. Provide proof of a graduate degree in the form of a transcript showing date of degree awarded and type of degree earned or provide a letter on university letterhead bearing the original signature of the Registrar or Dean of the College/University verifying completion of all degree requirements, including thesis, if applicable, payment of all administrative fees, and the date the degree was conferred. \*\*

\*Interns entering the program as Florida LDNs may be able to receive credit towards supervised practice hours and didactic hours through a review of their work portfolio.

\*\*Interns entering the program without a graduate degree must participate in the University of North Florida (UNF) Master of Science (MS) Degree in Nutrition and Dietetics – Professional Studies - online program concurrently with the internship. See "UNF MS Degree Information Sheet" in "Important Documents" for more information on this program.

Interns are provided a schedule at the beginning of the program of their anticipated supervised practice and didactic hours. Hours are tracked by the intern and verified by the preceptor using weekly tracking logs and total time spent in each rotation is reviewed with the coordinator during coaching sessions. Competence is assessed by preceptors and is documented on the evaluation for each supervised practice rotation. Didactic assignments are graded by coordinators who also assess competence related to didactic work. Didactic exams are graded by the director. Attendance at meetings is noted on attendance sheets. The director collects proof of the graduate degree.

Refer to the section on intern retention of the handbook for what happens if an intern is not on track to graduate.

Interns must participate in an exit interview with their coordinator, submit all fees, and return loaned materials (books, identification badges, etc.) prior to program completion. Interns will not receive a dietetic internship verification statement nor be submitted for RD exam eligibility until all fees and loaned internship materials are received and the exit interview has been

completed. Final graduate checks will be completed by the director after notification from the coordinator that the intern has been released by the coordinator to return to work.

Once completion of all internship requirements has been confirmed by the director, interns will receive a signed Dietetic Internship Verification Statement of Completion from the director and will be processed in CDR's Registration Eligibility Processing System (REPS) to sit for the CDR credentialing examination for Registered Dietitians.

### **Access to Intern Personal Files**

The internship maintains confidential electronic and paper records of each intern in accordance with the Florida Department of Health and the Accreditation Council for the Education in Nutrition and Dietetics policies. Paper files are kept in a secured locked location. Electronic files have limited access to approved persons via a secured username and password. Persons with access to these files include the internship staff assistant, internship director, Public Health Nutrition Program Director in Pasco County, accreditation agencies for evaluation and audit, and the interns. During the class year, regional coordinators have access to their assigned interns' deliverables including, but not limited to assignments, time logs, and evaluations. Coordinators are also provided their assigned interns' emergency contact information. They do not have access to intern selection or intern onboarding information, or access to. Interns only have access to their own information. Exceptions to this policy would only transpire in the event of a signed release of information pertaining to a subpoena, court order, or request for information from a government agency with jurisdiction. For example, if an organization is trying to verify that a candidate for employment or state dietetic licensure graduated from the internship, they would need to provide a signed release from the graduate intern to receive that information.

Interns can have access to their own files by submitting a request to the internship director one week in advance. Interns are not permitted to review their application materials and program ranking information due to the confidential nature of the ranking. Interns are also not permitted to review letters of recommendation to which the intern has waived their right to review. The requested record review will take place in the presence of the director or delegated staff. The intern may not remove any material from their file. The intern may request to correct information or to insert a statement or document into their file. Records will be kept for a required timeframe in accordance with the applicable retention and destruction policies.

If a graduate intern calls or emails the internship to request a copy of their Dietetic Internship Verification Statement, the internship will verify the identity of the intern to include their birthday and last four number of their social security number prior to providing a copy of that document.

### Protection of Private Information

There are policies and laws designed to protect the privacy of intern's confidential information. The procedures as outlined in these policies and laws to protect student information are followed by the internship. These policies and laws include the Florida Department of Health Information Security and Privacy Policy (FDOH 50-10), the Health Insurance Portability and Accountability Act (HIPAA), the Family Education Rights and Privacy Act (FERPA), and state public records laws.

### **Remediation/Discipline/Termination Procedures**

The purpose of this section is to identify fair and consistent remediation/discipline/termination procedures. Interns are regularly informed regarding their progress in both the didactic and supervised practice components of the program. Actions for which remediation/discipline/termination may be applied include but are not limited to:

- Not meeting expectations related to professionalism
- Plagiarism
- Excessive tardiness or absence
- Absence without pre-authorization
- Disruptive conduct
- Willful violation of internship policies
- Illegal activities
- Improper use of facility or state property
- Violation of safety practices
- Failure to comply with the FDOH or facility information security and privacy policy
- Falsification of records
- Failure to maintain client/patient confidentiality
- Conduct unbecoming of an intern
- Failure to follow reasonable instructions from Preceptors, Regional Site Coordinators, or DI Director
- Failure of a drug screen or background check required by individual practice sites.
- Failure to meet academic standards, including but not limited to:
  - Failure to obtain an overall average numeric grade of 80 or above for didactic work in any domain.
  - Failure to obtain a 3 rating or above for a competency after more than one evaluation of competence.
  - Unfavorable report by a preceptor due to poor performance or conduct with or without a request to remove intern from the rotation.

## Remediation/Disciplinary Process:

Interns have the right to grieve at any point during the remediation/disciplinary process. Review the Intern Grievance Procedure in this Handbook for more information.

**Step 1: Review of the violation:** If either the director, coordinator, DOH-Pasco administration, or the State WIC office witnesses or is made aware of an intern's violation of internship policies or expectations, the violation should be brought to the attention of the intern's coordinator and the internship director who will review the violation. If these two parties believe that immediate dismissal is warranted, they will bring the violation to the attention of DOH-Pasco administration and the State WIC office for further discussion. If all parties agree that immediate dismissal is warranted, a notice of termination from the internship program will be issued and the intern will be in breach of their internship agreement with the state WIC office. All conditions of a breach will apply including paying back the internship. If immediate dismissal is not warranted, the reviewing parties will determine which step on the remediation/disciplinary to proceed to next. All violations will be documented in the Internship Disciplinary Action Sheet.

**Step 2: Documented verbal warning from Regional Coordinator:** A verbal warning will be given to the intern. The coordinator will provide verbal counseling informing the intern of the conduct or performance problem. The intern will be given the opportunity to provide their side of the situation. Specific expectations of improved performance or conduct will be outlined for the intern. This meeting will be documented on an intern coaching form.

**Step 3: Written warning and formal counseling from Internship Director:** Formal counseling will be given to the intern by the internship director. The intern will be given the opportunity to provide their side of the situation. Specific performance or conduct problems and proposed corrective action will be documented in a performance improvement plan (PIP) written by the director and reviewed with the intern. The PIP will serve as a written warning. The intern will be given the original document, and a file copy will be kept in the intern's official folder.

**Step 4: Probation:** An intern may be placed on probation when there is evidence that they need time away from the program to get back on track with our expectations. The Director will notify the intern in writing of their probationary status. A letter stating the reason for probation and required behavior, performance requirements and time frames for re-evaluation will be specified. The intern may be placed on probation for a period of up to four weeks. Only one probationary period will be permitted during the internship program.

**Step 5: Dismissal:** If an intern continuously fails to meet performance expectations established by the internship including non-compliance with corrective actions from a written warning or



receiving three documented verbal warnings from their coordinator, the intern will be at risk for dismissal from the program. The intern's case will be reviewed by the coordinator, director, DOH-Pasco administration, and the State WIC office. If the parties agree that the intern should be dismissed from the program, the intern will receive a written notice of termination. Interns terminated from the program will be determined to be in breach of their internship agreement. All conditions of a breach will apply including paying back the internship.

### **Intern Retention**

Every effort will be made to support an intern in completing program requirements. Regional coordinators assess intern learning via grading of didactic assignments and reviewing supervised practice evaluation scores and comments. Interns meet with their coordinator at least eight times during a class year during didactic Fridays at which time interns are provided a coaching form that summarizes their performance in the internship and whether they are meeting expectations, exceeding expectations, or falling below expectations. Interns that are not meeting expectations will be coached by their coordinator and work with them to develop a plan of improvement that is monitored by the coordinator.

Regional coordinators have a variety of resources available that can be used to provide additional learning opportunities to the interns as needed. If an intern does not pass a didactic exam, does not do well on an assignment, or is struggling to comprehend certain subjects, the coordinator is able to provide additional didactic work to enhance the interns learning. Interns can also borrow resources from our library if they want to learn more about a subject area.

Interns who fail to attain an overall average numeric grade of 80 or above in any of the didactic areas will be required to complete a remedial activity for that area. The remedial activity will include a variety of activities to assess the interns' ability to learn and comprehend RD Exam material related to the failed didactic area. If there is a cost associated with the remedial activity, it will not exceed 100 and is the intern's responsibility. Intern's will complete the remedial on site at their regional location. Time to complete the remedial activity will not exceed eight hours. Successful completion of the activity will result in a passing of the didactic area with an 80. Failure to successfully complete the remedial activity could result in additional remediation including repeating the failed didactic area the following class year or dismissal from the internship per our remediation procedure.

Interns are provided multiple opportunities to show competence in each of the core and program-specific competences. Regional coordinators will also provide coaching when they see that an intern receives a score less than three for any competency at any point in the internship. The coordinator will read preceptor comments, review the associated deliverable if applicable, and discuss the scoring with the intern to help them build competence.

Coordinators can also provide alternative learning experiences if the intern needs additional opportunity that is not provided by their schedule. If an intern fails to earn a “3” rating in any competency more than once, they are at risk of not being able to complete the program.

Should an intern be dismissed from the internship despite remediation, the intern will receive counseling from the DI director on returning to their sponsoring WIC agency to resume their position as a Nutrition Educator. Interns who are not already employees of WIC will receive counseling on applying to a WIC agency and working as a Nutrition Educator. All interns who have met the qualifications for the internship meet the qualifications to work for WIC as a Nutrition Educator. Working for WIC in a nutrition series position may help the intern avoid the high cost of monetary payback for breach of contract.

### **Program Withdrawal**

Interns are encouraged to maintain communication with their preceptors, coordinator, and the director so that problems and questions may be addressed and resolved promptly. It is the aim of the internship to seek alternative solutions to dismissal or withdrawal when appropriate.

An intern may withdraw from the internship by submitting written notification to the DI Director and Bureau Chief of Florida WIC. Conditions related to breaching the internship agreement with the state WIC office apply including payment for the internship. An exit conference with the intern will be held with the director and regional coordinator. All fees paid to the internship are non-refundable.

### **Intern and Preceptor Grievance Procedure**

The Florida Department of Health in Pasco County Dietetic Internship has grievance procedures in place to assure interns and preceptors that problems or complaints will be evaluated in an efficient, systematic, just, and uniform manner. The procedures ensure that grievances will be heard and that any corrective action needed will be made without reprisal, coercion, or discrimination.

**Step 1:** If an intern or preceptor has a complaint about another intern or preceptor, they should first address the issue directly with the intern or preceptor. If the problem cannot be resolved amongst the parties involved, the intern or preceptor may proceed to Step 2.

**Step 2:** If the problem was not resolved amongst the parties involved, the intern or preceptor should bring the issue to the supervising preceptor at the supervised practice location and the regional coordinator who will assist with finding a resolution. If the problem is not resolved

after five working days of supervisor/coordinator involvement, the intern or preceptor may proceed to Step 3.

Step 3: If the complaint remains unresolved after Step 2, the intern or preceptor should discuss their complaint with the internship director. The director will investigate the complaint and confer with members of the internship's advisory council to assure objectivity. The director will inform the intern or preceptor of the resolution within five working days.

Step 4: If the complaint is not resolved to the intern's or preceptor's satisfaction, they may submit a written grievance to the Florida Department of Health in Pasco County's Health Officer who will confer with the internship director and the Chief of the Bureau of WIC Program Services. The intern or preceptor will receive written notification of the final decision within 15 business days.

Step 5: (Intern grievances only) If the final decision does not resolve the grievance to the intern's satisfaction, the intern may withdraw from the program or may be asked to withdraw by the internship director. The intern will receive a written notice of the withdraw/termination. Additionally, interns who withdraw or are terminated from the program will be determined to be in breach of the internship agreement they signed with the state WIC office and all conditions of a breach of agreement will apply including paying back the internship.

Interns and preceptors may file complaints regarding the Florida Department of Health in Pasco County without fear of retaliation. Interns may also choose to present their grievance directly to the Health Officer in Pasco County to not involve the internship director.

Documentation of all grievances and resolutions will be kept by the internship throughout the program's existence per guidelines set by the Accreditation Council for Education in Nutrition and Dietetics.

Grievances directed at the internship's compliance with the Standards of Education, or the Dietetic Internship staff are subject to the procedures established by the Accreditation Council for Education in Nutrition and Dietetics (ACEND). Interns must only submit complaints directly to ACEND after all other options listed above have been exhausted.

#### Notice of Opportunity to File Complaints with ACEND

The Accreditation Council for Education in Nutrition and Dietetics (ACEND) has established a process for reviewing complaints against accredited programs to fulfill its public responsibility for assuring the quality and integrity of the educational programs that it accredits. Any individual: student, faculty, dietetics practitioner, and/or member of the public may submit a

complaint against any accredited program to ACEND. However, the ACEND board does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion, or dismissal of faculty or students. It acts only upon a signed allegation that the program may not comply with the Accreditation Standards or policies. The complaint must be signed by the complainant. Anonymous complaints are not considered. A copy of the accreditation approval/standards and/or ACEND's policy may be obtained by contacting the ACEND staff at Academy of Nutrition and Dietetics at 120 South Riverside Plaza, Suite 2190, Chicago, Illinois 60606, 800-877-1600, ext. 5400. Further information on this process can be found at: <https://www.eatrightpro.org/acend/public-notice-and-announcements/filing-a-complaint-with-acend>

### Notice of Opportunity to File Complaints with the USDA for Discrimination

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/filing-program-discrimination-complaint-usda-customer>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Director, Center for Civil Rights Enforcement, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

### **Transportation Liability**

Interns are responsible for transportation and the associated costs to and from supervised practice facilities, didactic weeks, and Tallahassee for Public Policy Week. Estimated costs for transportation and travel can be found in the Estimates Cost of the Internship section of this handbook. Coordinators do their best to reduce driving distance for interns although travel time of more than one hour each way may be necessary based on availability of sites. To satisfy state law, interns are required to carry liability insurance on a registered vehicle, a valid license, and wear a seat belt. A copy of current insurance must be maintained on file in Pasco headquarters. Interns provide a copy of their insurance prior to the internship. Interns are responsible for providing updated information as needed during the internship.

Should a non-serious injury or accident occur in travel to or from assigned areas, the intern should notify their coordinator and the supervising preceptor as soon as possible and arrange to be evaluated and treated by their own health care provider. The intern will be liable for medical expenses incurred.

## Time, Attendance, Vacation, and Holidays

The internship begins on the third Monday in August. Matched interns may be asked to come to their regional site earlier to complete mandatory WIC-specific training. The internship ends after the first week in June the following year. Interns who have not met all program requirements may finish later than that. Interns in the UNF graduate program may return to work when they have completed the supervised practice and didactic internship expectations. However, they are still in the internship until they have provided proof of graduate program completion. Time to complete the internship shall not exceed 24 months.

An official schedule will be provided to interns at the start of the internship. This schedule tells interns which rotation they will be in during each week of the internship and when they are expected to participate in didactic weeks and didactic Fridays. The schedule also has due dates for all didactic assignments, dates of each didactic exam, and travel dates for Public Policy Week. The schedule also lists holidays so that interns know to discuss plans for holiday work.

Interns will abide by the schedule and policies of the practice facility when in supervised practice rotations. Courtesy should be granted towards all preceptors and instructors as they have donated their time for the benefit of our program. Attendance at practice hours is required with the expectation that the intern will work 32 hours a week unless otherwise noted on the work plan or supervised practice schedule. To accommodate didactic Fridays, the expectation is that interns will work their 32 hours on Monday, Tuesday, Wednesday, and Thursday. However, interns and preceptors can adjust days if both understand that attendance during didactic Fridays is mandatory. Whatever adjusted schedule they agree on for the rotation will need to be adjusted for didactic Friday weeks. It is the interns' responsibility to communicate what days are didactic Fridays with their preceptors. It is also the interns' responsibility to communicate any changes of the Monday-Thursday schedule to their regional coordinator who will be the person reviewing their time logs every week.

Interns shall report on time (when the preceptor tells them to arrive), ready to work, as tardiness will not be tolerated. Interns shall remain on-site for their entire shift as leaving early is another form of tardiness and will not be tolerated. In those instances when circumstances prevent the Intern from attending the scheduled work session, the intern shall provide advanced notice to the preceptor and the regional coordinator. Tardiness or failure to attend scheduled practice hours shall result in the following disciplinary action:

### Tardiness

- **First offense: Warning.** Intern will be told that their tardiness was noticed. This warning will be documented in the Disciplinary Action Spreadsheet.

- **Second offense: Verbal.** Intern will have their tardiness documented on a coaching form after receiving coaching for not meeting professional expectations.
- **Third offense: Written.** Intern will have a coaching session with the internship director who will provide an official written warning that will be kept in the internship file.
- **Additional offenses could result in removal from the program.**

### **Absence**

Absences will be identified as excused or unexcused. Excused absences require notification to both the regional coordinator and preceptor. Examples of excused absences include family emergencies, death in the family, car accidents, and contagious illness. Once contacted, your coordinator will inform the intern an absence qualifies as excused. Planned life events like a wedding and days off needed for religious holidays need to be requested prior to the start of the internship for them to be considered excused. All time missed for an excused absence must be made up.

An unexcused absence is any in which the internship, preceptor included, received no notification and the intern did not show up at their expected location. Unexcused absences also include those instances in which the regional coordinator does not determine an absence as excused once notified. Examples include calling out for a headache with no fever, deciding to extend time with family or friends, choosing to stay home and work on assignments. Unexcused absences shall result in the following disciplinary action:

- **First offense: Written.** Intern will have a coaching session with the internship director who will provide an official written warning that will be kept in the internship file. Interns who do not show up for supervised practice rotations also risk earning competency scores of “1” for professionalism and any learning activities they miss when out.
- **Second offense: Removal.** Interns with more than one unexcused absence will be removed from the internship.

Time lost must be made up. Interns should work with their preceptor to determine if time can be made up by coming in early, staying at the facility later, or taking a shorter lunch. Lunch cannot be less than 30 minutes each day and must be taken each day the intern works more than six hours. With preceptor approval, interns also have the option to use Friday to make up longer periods of time except for Fridays designated as didactic days on the internship schedule.

If didactic time is missed, interns must work with the director to make up that time. Interns will be asked to make up didactic time on a Friday in which they are not in a supervised practice

rotation. If a curriculum exam is missed, interns will be required to make up the missed examination through completion of the didactic remedial activity.

Interns are expected to schedule non-internship appointments on the day of the week they are not in supervised practice rotations. If that is not possible, interns should work with their preceptor to adjust their work schedule for that week. Try to avoid interrupted days if possible.

The Florida Department of Health recognizes the following state holidays. Interns may be required to work on holidays if the facility they are assigned to is open for service. If the facility they are assigned to is closed for a holiday, interns will be required to make-up those supervised practice hours. If the facility an intern is assigned to is closed for a holiday or other reasons not recognized by the state, like a school closed for Columbus day, the intern will be required to make up those supervised practice hours. . **A comprehensive list of holidays including the specific day is included on the intern's rotation schedule for planning purposes.**

Labor Day  
Veterans Day  
Thanksgiving Day  
Friday after Thanksgiving Day  
Christmas Day  
New Year's Day  
Martin Luther King, Jr. Day  
Memorial Day  
Independence Day

If an intern observes other religious holidays, this need should be discussed with the director prior to the start of the internship to see what accommodations need to be addressed.

A 2-week break is planned during the weeks of Christmas and New Year's Day during the internship period. This break is indicated on the intern rotation schedule. This is not traditional vacation time but time away from internship activities. Typically, rotation and assignments are not scheduled during internship break. However, this time may be needed to make up hours lost during the first half of the program. Sponsored interns and their sponsoring agency shall address the intern's responsibilities during this mid-term break in the Attendance and Leave Contract Log (Attachment A) prepared prior to the beginning of the Internship. Interns do not have the option to waive the internship break to finish earlier.

Any modifications to the Attendance and Leave Contract Log must be approved by the Sponsoring Agency and the Internship. This includes changes to time worked during the internship break and additional days the intern would like to work above and beyond the 13 8-

hour workdays allowed by the State WIC Office. For an intern to work additional days, they must have coordinator approval that they are in good standing with the internship and agency approval that the agency has funds to pay for this additional time. Approval must be requested each month and could be withdrawn by the internship at any time the interns falls below our expectations for having this privilege.

### **Documenting Internship Time**

Interns are responsible for documenting their time spent in supervised practice rotations daily. The intern will use a daily log provided by the internship (Attachment B) to record arrival, departure, and lunch time for each day of the work week. This time is to be verified by the preceptor the intern works with each day and submitted via SharePoint to the intern's regional coordinator each week. The time log will also include information about time spent on alternate activities and time spent virtually where the intern was not on-site with the preceptor.

Every workday (four) must be accounted for on the time log. If an intern is out sick or on approved leave for an expected workday, they must document zero time for that day and use the comments section to document "sick day" or "approved day off". The preceptor is expected to sign off on those days too as proof that they received notification of the absence. Interns are responsible for notifying their coordinator as well. The review of a time log should not be the coordinators first notification that an intern missed a day. If that is the case, the intern will be put on remediation.

If the intern needs to document more than the four days on the time log for reasons varying from having a split day where part of the day was in person and part of the day was virtual to making time off on a Friday, the interns should use a second time log and submit both together.

Didactic time is the same for all interns. Interns are given credit for four hours of didactic time for E-didactic assignments and eight hours of didactic time for each of the three main didactic assignments: Summer work, Grant writing, and Literature review. Didactic weeks and didactic Fridays list the time interns are given credit for on each didactic day. Interns are expected to keep a time log during didactic weeks and didactic Fridays to assist the director in accurately assessing in-person and virtual time on each of those days.

Interns are responsible for updating their weekly time log by Sunday evening at 11:59 pm on their intern page in SharePoint. Each week, their regional coordinator will review the time log and ask for clarification for any deviations from the anticipated scheduled and to verify with the intern anytime documented as alternative activity or virtual time qualifies as such.



Regional coordinators will take the time log and enter that information into the intern's timesheet which will track total time for each rotation. After each rotation, the intern and coordinator will review rotation timesheets for accuracy during their coaching sessions on didactic Fridays.

The rotation timesheets auto populate the intern's timetable for the year which will show how much time interns spent in all categories of time including supervised practice time, didactic time, alternative time, professional time, in-person/on-site time, and virtual/off-site time. The regional coordinators and internship director use the timetable to ensure the intern meets all time minimums for the end of the year. The director also uses the timetable to ensure the internship is meeting standards related to on-site and alternative activities.

### **Emergency Preparedness**

If a local state of emergency occurs in one of the five regions (Duval, Escambia, Miami-Dade, Palm Beach, or Pasco), interns in the affected county will cease from internship duties. The regional coordinator will contact the interns in their region to notify them of the county and internship closure. Interns will follow emergency guidance of the region where they are assigned. The coordinator will perform emergency related duties as determined by their local agency.

During the time the internship has ceased due to the emergency:

- If a state employee dietetic intern is placed in the same internship region as their sponsoring agency, the intern will be responsible to perform emergency related duties as determined by their local agency. (For example, an intern sponsored by Miami-Dade WIC who is participating in the internship in Miami-Dade County will be expected to assist with emergency duty in Miami-Dade.)
- State employee dietetic interns who are from a sponsoring agency outside of the internship region that they were assigned are not expected to return to their sponsoring agency for emergency duty when a disaster has occurred that impacted the sponsoring agency. (For example, an intern sponsored by Sarasota County WIC who is participating in the internship in Duval County will not be expected to return to Sarasota for emergency duty. The intern should continue fulfilling their dietetic internship obligations in the assigned internship county.)
- If exempt from emergency related duties, interns in the affected area will be responsible for finding a safe location within their assigned region until the state of emergency has been lifted.
- Interns in an affected region will be required to make up any supervised practice hours lost due to the internship closure.

## Intern Evaluation

Interns are evaluated by their preceptors, regional coordinators, and the director during various components of the supervised practice and didactic experiences:

Supervised practice evaluation: Written evaluations covering the practice competencies for each supervised practice rotation shall be completed at the end of each rotation by the preceptor and shared with the intern. These evaluations are forwarded to the regional coordinator for review, further discussion with the intern, and entry into the electronic grade book. Cumulative rating scores are calculated in the electronic grade book. If an intern falls below the expectation of a "3" for any competency evaluated by our preceptors in their rotation evaluation, the coordinator will write an improvement plan for the intern to follow and include this plan on the intern coaching form found in Attachment C.

Interns are expected to complete an evaluation of their experiences in each practice facility related to the practice facility, preceptor, and experience. This rotation survey is one of the deliverables they submit after each rotation and is reviewed by the regional coordinator and internship director.

A template for the rotation evaluation including the list of internship competencies can be found as Attachment D.

Didactic evaluation: Interns are provided a rubric for didactic assignments on which their didactic work is evaluated. All assignments are evaluated for timeliness (work turned in on time) and accuracy which includes all work asked for was provided and all questions answered were correct by the regional coordinator. Interns also take seven didactic exams formatted similarly to the RD exam: one exam each didactic Friday except for didactic Friday 4 (DF4). To assist the interns in preparing for exams, a study guide is provided, and interns have access to the pre/post-test for that didactic area to take as often as they'd like for practice. Didactic exams are graded by the director.

Didactic Fridays: On didactic Fridays, regional coordinators meet with interns individually to discuss their progress during the internship. During this time, coordinators review didactic assignments, the didactic exam taken earlier in the day, and supervised practice evaluations. Any action plans needed based on below expectation rotation evaluations or didactic work will be assigned. Interns are encouraged to use this time with their coordinator to ask questions and express concerns. A template for these one-on-one meetings can be found as Attachment C.

## Professional Conduct

Professional attitude, conduct and appropriate attire are expected from all interns participating in the internship.

In addition to the quality of their work, the preceptors, regional coordinators, and director expect interns to maintain a high level of professionalism throughout the internship.

Professional traits valued include:

- **Coachable:** Being willing to learn and accept guidance towards improving knowledge and skills. Being able to accept feedback and learn from it without becoming angry or feeling dejected.
- **Curious:** Being willing to ask questions that not only show you have been paying attention but that also show you are able to use available resources to try and find an answer on your own first.
- **Courteous:** Being polite and respectful in your interactions and communication with others including fellow interns, preceptors, regional coordinators, director, and faculty of your rotation sites and the program. Being courteous also includes timeliness and keeping your word.
- **Correct, morally:** Being able to do what's right in any situation. This includes maintaining confidentiality of patient, client, and proprietary information. This includes abiding by the four principles of the Code of Ethics for the Nutrition and Dietetics Profession found here: <https://www.eatrightpro.org/practice/code-of-ethics>

## Social media

Interns can have social media accounts. Interns shall **not** access social media accounts while receiving supervised practice or didactic internship hours unless given permission to do so for a particular learning activity. Interns shall **not** post pictures, videos, or content pertaining to their supervised practice rotations without written permission from the facility and from each person in the picture, video, or that is referred to in the content of the post. Written permission must be provided to the internship director for additional approval prior to the intern posting. When posting on social media, interns are expected to abide by the same professional conduct standards of the internship as they are representatives of the internship program. When using social media and other online communities, interns are expected to:

- Demonstrate respect to their colleagues and all others.
- Support productive dialogue and positive engagement.
- Discourage the public belittling of their colleagues, even when they do not agree.
- Model professional conduct in all their public communications and actions.

## Email etiquette

Interns are expected to communicate in a respectful, effective, and professional manner over email with preceptors, coordinators, fellow interns, staff, and any other internship-related person. Interns should follow these guidelines when communicating by email:

- Messages should be courteous, respectful, and free from offensive language.
- Subject lines should be clear and concise and accurately reflect the content of the email.
- Emails should begin with appropriate greetings like Dear or Hello and the recipient should be addressed using appropriate titles like Ms. and Dr.
- Keep emails concise and on subject and use paragraphs and bullet points in longer emails for ease of reading and understanding.
- Avoid using colorful fonts, excessive capitalization, uncommon abbreviations, or emoticons in emails.
- Check for spelling, punctuation, and grammar errors prior to sending.
- Use a professional email signature that includes full name, dietetic intern status, and contact information, including cell phone number and DOH email.

Interns are expected to respond to emails within a reasonable timeframe, typically within 24-48 hours. Prior to responding, emails should be read thoroughly to ensure that all questions are answered and all action items within an email are understood and acknowledged. If an immediate response is not possible, acknowledge receipt of the email and provide an estimated timeline for a more detailed response.

Interns are to respect the privacy and confidentiality of sensitive information shared via email. They are not to share confidential or personal information unless required and authorized to do so and should avoid forwarding or copying emails containing sensitive information without appropriate consent.

Emails sent and received to any @flhealth.gov email are subject to public records requests. Interns should not send or receive any information using their Department of Health (DOH) email that they would not want the public to see.

Interns are expected to create a signature block for sent and reply emails. The signature block should contain the intern's name, identify themselves as an intern, the program they are in, the best phone number to use to reach them, their DOH email, and the additional information expected to be included by FDOH below. For example:

**Felicity Joy, MS**

Dietetic Intern

Florida Department of Health in Pasco County Dietetic Internship

Phone 727-555-0323

[Felicity.Joy@FLHealth.gov](mailto:Felicity.Joy@FLHealth.gov)

For more information about our programs and services please visit

<http://pasco.floridahealth.gov/>

**Mission:** To protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.

**Vision:** To be the healthiest state in the nation.

**Please note:** *Florida has a very broad public records law. Most written communications to or from state officials regarding state business are public records available to the public and media upon request. Your email communication may therefore be subject to public disclosure.*

## **Confidentiality**

Confidentiality of patient and client information must always be maintained. Interns are expected to comply with the protection and confidentiality requirements outlined in the Department of Health (DOH) Information Security Policies, Protocols, and Procedures, as amended, and Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Interns are also expected to abide by any facility-specific guidelines during supervised practice rotations.

Interns will be held accountable for protecting all forms of information from unauthorized modification, destruction, use, or disclosure and for safeguarding confidential information. For the bullet points below, patient refers to patients and clients.

- Interns must always maintain the confidentiality of patient health information. This includes not discussing patient information with anyone who is not directly involved in the patient's care.
- Interns must not access patient health information unless it is required for their assigned duties. This includes accessing your own medical record if you are or have been a patient of the facility.
- Interns must protect patient health information from unauthorized access, theft, or loss.
- Interns must report any suspected or actual violations of HIPAA to their preceptor and coordinator immediately.

Interns must not copy information from a patient's medical record. This includes copying and pasting onto another document, downloading the record with the intent to save it elsewhere, or printing the record with the intent to save it elsewhere.

For internship assignments uploaded into SharePoint like case studies and ADIME notes, the intern should create their own document on Word or PowerPoint to ensure all identifying information is removed. Crossing out or blacking out identifying information from a printed copy is unacceptable.

Emails are not a secure means of transmitting information. Interns are not to share confidential or personal information via email unless required and authorized to do so and should avoid forwarding or copying emails containing sensitive information without appropriate consent.

All employee interns receive mandatory information security and privacy training yearly through the DOH. All non-employee interns receive mandatory information security and privacy training through the DOH prior to the start of the internship.

## **Work Products**

Interns shall provide work products to their regional coordinator and preceptors as required. The intern shall be provided the requirement for work products and an expected date of delivery. When the assignment is unclear or necessary information is not provided, the intern shall ensure a clear understanding is established regarding what is expected and when it is to be delivered. Once the intern commits to the delivery of a product, they shall ensure compliance with that schedule. When circumstances prevent timely delivery, the intern is required to notify the individual expecting the product as far in advance of the original delivery date as possible to provide enough time to accommodate the change in circumstances.

The intern shall ensure work products are professionally completed, reasonably error free and factually accurate. In those instances where the intern finds they are unsure of the information, it is the intern's responsibility to confirm the facts. In those cases where the information cannot be confirmed, ensure the individual receiving the work product is so informed.

## **Appropriate use of Artificial Intelligence (AI):**

Artificial Intelligence (AI) can be a useful tool to assist interns with assignments and learning activities. However, interns must realize that AI has limitations and information gathered using it needs to be evaluated with a critical eye. Some examples of how AI can be used include:

- Identifying relevant articles to assist with research.
- Generating suggestions on possible topics or angles to explore within an assignment.
- Providing explanations and examples to help better understand confusing or complex topics.

- Creating a plan to get an assignment done on time.
- Generating text which could be adapted in an assignment (needs to be cited where text has been quoted or paraphrased).

If choosing to use Artificial Intelligence as a tool during the internship, interns are expected to abide by the following:

- Interns should use AI as a supplement, not a substitute for one's own work. Interns should use AI-generated content as a starting point for future exploration and critical analysis of a topic.
- Interns should be aware of the limitations and potential biases associated with AI tools. AI can lie convincingly, so interns must critically evaluate the results generated to ensure accuracy and relevance to an assignment. AI-generated content must be compared to other credible sources.
- Interns must avoid any form of plagiarism when using AI tools. AI-generated content should not be copied and pasted directly into assignments without providing clear citations and acknowledgements to indicate the source of the information. \*
- Interns must ensure ethical use of AI aligned with professional standards. If the intern has any ethical concerns related to the use of AI tools, they should report these concerns to their coordinator immediately.

For didactic assignments where references are required, the intern is expected to use one of their mandatory texts or another credible source of information that can be verified by the regional coordinator. Artificial intelligence tools can be used to guide the intern toward a correct answer and help the intern better understand why that answer is correct but cannot be the main citation for that question as it cannot be verified.

If used appropriately, interns can leverage AI technology to develop their critical thinking skills. However, there must be a human feedback loop when using AI tools to ensure quality and accuracy of the content it generates. Interns must adhere to academic integrity standards and avoid any form of plagiarism when using AI tools or they will be subject to disciplinary action.

**\*Citing AI-generated content:** AI-generated content should be cited using in-text citations and acknowledgements.

- In-text citations should include the name of the AI Tool, the type of communication, and the date the content was generated.
  - For example: When asked what the most important thing for a person with newly diagnosed diabetes to know about diet is, ChatGPT (July 31, 2023) responded "the importance of managing blood sugar levels through healthy food choices."
- AI-generated content does not go in the reference list since it is a nonrecoverable unpublished source. Instead, the intern would add an acknowledgement at the end of

the reference section detailing which tools were used, to what extent, and descriptions of how the information was generated, including the exact wording of prompts used.

- For example: I acknowledge the use of ChatGPT on the Poe app in the preparation of writing this policy. I used ChatGPT to generate an example I could use for citing AI-generated content. The following prompt was put into ChatGPT:
  - What is the most important thing for a person newly diagnosed with diabetes to know about diet?

The internship coordinators and director use AI tools themselves and thus, can identify the use of AI language models. If the improper use of AI is expected, the coordinator or director will question the intern about their use of AI for the assignment in question. Inappropriate use of AI on an assignment, including not citing the use of AI, is a form of plagiarism and will result in remediation which could include zero points on an assignment or dismissal from the program.

### **Interns in Supervised Practice are Not Employees**

Interns are not to be used to replace employees as this violates the minimum wage law and goes against the educational nature of supervised practice.

- A rotation should not use interns as free labor to avoid having to hire paid employees.
- A rotation should not dismiss paid employees because interns are available to do the work.
- Regardless of whether the services performed by interns are billed, interns must be appropriately supervised by a qualified preceptor.

If an intern feels that they are being used to replace employees or as free labor without supervision, they should contact their coordinator immediately.

### **Intern advisors**

The internship director and regional coordinators will act as advisors and mentors to all dietetic interns. Interns should contact their coordinator first with any questions, concerns, or issues such as an illness or injury. Interns can contact the director directly if the issue is related to the coordinator. Once contacted, the coordinator will be able to provide additional instruction. Coordinators will provide interns with the best contact information to reach them outside of working hours should an emergency occur. Otherwise, interns can contact their coordinator or the director via phone call or email at any time during typical work hours which are Monday through Friday from 8:00am to 5:00pm ET.

Regional coordinators review their intern's didactic assignments, supervised practice work, supervised practice evaluations, time logs, and any other internship deliverable related to progressing toward graduation. On didactic Fridays which occur almost monthly, intern will



meet one on one with their coordinator to discuss the intern's progress in the program. At these meetings, interns are provided feedback on their deliverables and status in the program and are given the opportunity to bring up any concerns. If an intern is not meeting an internship standard, they will work with the coordinator to develop a plan of improvement.

## **Injury and Illness Procedures**

Interns are expected to abide by all safety requirements including the proper handwashing and wearing of masks when appropriate, per facility guidelines to prevent injury and illness.

### Injury procedures

Interns must notify their preceptor of any injury that occurs while in a supervised practice facility as soon as possible and follow facility policies and procedures regarding the injury or illness.

Interns must also contact their regional coordinator as soon as possible and no more than 24 hours after an injury. When contacting the coordinator, please have all details readily available including time of incident, location of incident, and what happened before, during, and after the incident as the coordinator will need to write an incident report.

Interns who are state employees may be covered by the workers' compensation regulations while in a non-paid status. Non-employee interns are not eligible for workers' compensation. Injury sustained in a practice facility must be handled using personal health insurance.

### Illness procedures

Although the internship values timeliness and attendance, the health and safety of our interns, faculty, preceptors, and the clients we serve is of paramount importance. If an intern is sick, they should stay home and contact their coordinator first for additional instruction.

- If the intern is at home, the workday is about to start, and they are unable to reach the coordinator, the intern should contact their preceptor to ensure the preceptor is notified prior to the start of the intern's expected arrival time.
- If the illness starts at the practice facility, the intern should speak with their preceptor and get permission to go home. Once home, the intern should contact their regional coordinator.

Symptoms that typically warrant staying home include:

- Fever
- Feeling feverish with chills

- Cough
- Sore Throat
- Vomiting
- Diarrhea

If an intern has any of the above, they should stay home until symptoms have resolved for at least 24 hours. If an intern will miss more than three consecutive days, they must provide a doctor's note confirming the illness and releasing the intern back to the internship. All time missed must be made up.

If an intern has some of the more serious symptoms as follows, they should seek emergency medical care immediately. Once the situation is no longer dire, the interns should call their coordinator for additional instruction.

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake.
- Bluish lips or face

### COVID-19 procedures

The internship defaults to CDC guidelines related to COVID-19 exposure and illness guidelines. Since these can change without much notice, interns suspecting they have or were exposed to COVID-19 should call their coordinator who will review the most up to date guidelines and provide instruction from there. The link to the CDC's COVID-19 page is:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

### **Access to Student Support Services**

Being an intern can be a challenging time. Some unique challenges that an intern faces include a heavy workload, financial stress, feelings of isolation, transitioning to independence, uncertainty about one's future, pressures to be "perfect," and a lack of work-life balance.

Interns requiring assistance during the program should contact their regional coordinator or the director for guidance and referral as soon as possible. Interns do not need to disclose all details related to the need for assistance; however, the coordinator/director needs to know enough to be able to provide the support needed.

The internship can help directly with tutoring, career counseling, and requests for time off. For support services outside our abilities, we can connect interns to various divisions within public health or offered by our community partners like health and dental services, housing assistance, mental health services, legal assistance, clothing and food assistance, substance abuse, and domestic violence.

Financial hardships are unfortunately not uncommon during the internship. Despite every effort to save enough for the program, interns may start to run out of money sooner than expected. If this happens, interns are encouraged to reach out to their coordinator or the director as soon as possible. The internship can help the intern connect to services that may take some of the financial burden off the intern. They can connect the intern to financial services that may help the intern better budget what they have.

The internship and will always ensure confidentiality when assisting an intern with a request for support.

Interns who are state employees have the following resources available to them as employees:

- Personnel and Administrative Support: Interns are encouraged to utilize the services of the administrative and human resource management staff to answer questions or address issues related to salary and benefits.
- Employee Assistance Program (EAP): Interns are encouraged to utilize the services of the EAP when necessary. Access the EAP here: <https://www.mylifeexpert.com/login>

Interns who are also graduate students at the University of North Florida can take advantage of the support services offered to students. Examples of these services include:

- UNF Counseling Center: Offers virtual counseling appointments, group counseling, and crisis services. Access the counseling center here: <https://www.unf.edu/brooks/counseling-center/>
- Offices and Services: This site provides a comprehensive list of all offices and services provided at UNF with direct links to learn more about each: <https://www.unf.edu/offices/>

All interns can benefit from the resources below.

- The Benefits.gov website lists benefits including food and nutrition, healthcare and medical assistance, and financial assistance. Access that resource here: <https://www.benefits.gov/categories>

- A list of Public Health Programs and Services can be found here: <http://www.floridahealth.gov/programs-and-services/index.html>
- 2-1-1 United Way: Dialing 211 in Florida provides free and confidential information and referral. They can help with food, housing, employment, health care, counseling, and more. <https://www.211.org/>
- UNF Resource list: Provides links and numbers for a variety of organizations many of which can provide immediate assistance. You do not have to be a student there to use these resources. <https://www.unf.edu/brooks/shs/resources.html>
- Supplemental Nutrition Assistance Program (SNAP): Can assist with access to nutritious food. <https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program>
- Veterans Benefits Administration can assist our veteran interns offering a variety of support services: <https://benefits.va.gov/benefits/>

### **Prior Assessed Learning**

The Florida Department of Health in Pasco County Dietetic Internship will only grant credit towards supervised practice experience hours, competency attainment, and didactic work to Licensed Dietitian Nutritionists (LDN) licensed in Florida. Interns who qualify for this opportunity will submit a portfolio of their work after acceptance into the internship. The portfolio will contain work samples, attestations from supervisors, and written justifications for how prior work experience led to the attainment of ACEND required and program specific competencies.

The director reviews the intern's portfolio and assess the quantity and quality of the work in comparison to the expectations of the internship for program completion. Once assessed, the director will provide the intern with a list of remaining competencies to attain, the list of didactic work that needs to be completed, and the number of hours in each practice area that must be met to graduate from the internship.

Regardless of the intern's experience, LDN interns must complete at least 520 hours of supervised practice experience directly through the internship.

## **Distance Learning and Online Testing**

The internship, on occasion, uses distance learning as part of its curriculum. The online systems used by the internship include Microsoft SharePoint and Microsoft Teams. Microsoft SharePoint is password protected with interns only having access to the information needed to complete assignments. Microsoft Teams meetings are scheduled as needed with interns and coordinator receiving direct invites to the meetings.

Interns are required to be on camera for online instruction, especially during group discussion, so that the instructor can see their faces and verify identity. Roll call is taken by the instructor at the start of the day and after every break to ensure interns are present. The instructor will call on each intern directly from the class list to ensure participation from everyone. Microphones will be muted when not in use to prevent distraction.

Online testing is typically completed at a Department of Health with supervision of the regional coordinator. Interns are given a link to the exam on the day of the exam. They are provided the password by the exam proctor when ready to start the exam. The proctor, typically the regional coordinator, will monitor interns during the exam. If completed off-site, interns take the test in front of a video camera monitored by the internship director. The director will have the intern provide a video tour of the workspace prior to the start of the exam.

## **Equitable Treatment**

The Florida Department of Health in Pasco County Dietetic Internship strives to provide an inclusive environment by supporting the diverse needs of interns and ensuring their equitable treatment by program faculty and preceptors. As a program funded by the United States Department of Agriculture (USDA), the internship is prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity.

To remain accessible to a broader range of candidates, our selection process looks not only at scholastic achievement, but also at work and volunteer experience, demonstrated leadership, information provided directly from the candidate in their letter of intent, and information provided from a candidate's references when assessing the candidate's strengths, weaknesses, and competence. To remain affordable to a broader range of candidates, we place interns in five regional locations throughout the state of Florida to reduce relocation expenses, provide pay to sponsored interns during their five-week WIC rotation, have interns pay back the internship through work service instead of paying a large tuition, and allow interns to borrow resources keeping their book and supply cost low. The internship also incorporates distance learning, when possible, to reduce travel expenses.

During the internship, interns are encouraged to ask for what they need if the program is not meeting their expectations. The internship offers a variety of learning options and places interns in a variety of work settings which allows interns to be exposed to working on their own, with their fellow interns, and with multiple preceptors. However, the internship acknowledges that each intern is an individual and may need things explained differently or may not feel comfortable in certain learning settings over others.

At least eight times throughout the year, regional coordinators will meet with interns one-on-one to be able to address any concerns including feelings mistreatment or misunderstanding. To minimize the risk of the intern being mistreated, the Florida Department of Health ensures faculty and preceptors have received training on strategies to recognize and monitor biases in self and others and reduce instances of microaggressions and discrimination. Preceptors are encouraged to take the same training and provided a link to access the DEI training offered by ACEND. Annual coaching is also provided to preceptors when the coordinators share intern feedback on their rotation from the last year and plan the schedule and workplan for the incoming year.

### **Practice Facility Preceptors**

Preceptors are extremely important to the success of this internship. Without their participation the program would not be able to provide the experiences that are needed. Interns are required to treat them with respect and recognize that they are providing these activities voluntarily over and above the normal responsibilities of their jobs. Our Preceptors are all professionals who are eager to mentor and help. Interns are encouraged to thank them for their support and time not only during their rotations but also after the rotation ends via a “thank you” email or handwritten note (preferred).

### **Dress Code**

Dietetic interns shall dress in a professional manner that does not detract from their duties. Accepted standards of dress convey stability, credibility, and competence in dealing with patients and with other health care providers. Dress code standards for the Department of Health in Pasco County are found in Attachment E of the handbook and serve as a general guide. Interns are expected to follow dress code standards appropriate to the location in which they are assigned to include their regional site and practice facilities which may have stricter guidelines that will need to be followed.

Lab jackets and identification badges shall be worn in accordance with Department of Health policy and the policy of the practice facility. Personal Protective Equipment (PPE) shall be worn in accordance with Department of Health policy and the policy of the practice facility.

Interns could be sent home if not appropriately dressed for work. Any time missed having to go home and change will need to be made up.

### **Salary and Fringe Benefits**

If an intern is an employee of the Department of Health, the sponsoring agency will pay the salary and fringe benefits of the intern they sponsored during the five weeks of WIC rotation (200 hours). The five weeks include one week of staff support. Further salary and fringe benefit information are contained in *Department of Health WIC Procedure Manual, DHM 150-24, Chapter 12*.

### **Employee Activity Record (EAR) Forms**

Interns that are DOH employees must submit a completed EAR forms to their regional coordinator bi-weekly for sign-off and routing to the appropriate data entry person in the county where the service was provided. A copy of the completed EAR form must also be sent to the WIC Coordinator of the intern's sponsoring agency.

A summary sheet to help employee interns with their EAR documentation can be found as Attachment F.

#### **Notes:**

- Refer to the Department of Health WIC Procedure Manual, DHM 150-24, Chapter 12 for more details about EAR coding during the internship.
- Interns can use only the following codes while they are in a paid status.
- Interns in a non-paid status should refer to the DHP 50-20, HMS Personal Health Coding Pamphlet for a complete list of available codes that can be used.

### Nutrition Education

- 8100 High Risk Contact # services**  
Provision and documentation of individual nutritional counseling of a high-risk participant.
- 8105 Non-High-Risk Contact # services**  
Provision and documentation of individual nutritional counseling of a non-high-risk participant.
- 8010 Group NE Classes # services, FTTY**  
Group nutrition education activities in group class setting. This includes providing in-service education programs to other health care professionals.
- 7500 Community Presentation # services**  
Present a program to the community about WIC.
- 9040 Nutrition Education (Health) Support time only**  
Any other activity done in coordination with the internship program that is **not** directly related to breastfeeding promotion and support.
- 9042 Community Meeting # services**  
Attend a community meeting as a representative of WIC.

### Breastfeeding

- 8130 Breastfeeding Education: High Risk # services**  
Provision and documentation of individual breastfeeding counseling of a high-risk breastfeeding participant.
- 8120 Breastfeeding Education: Individual # services**  
Provision and documentation of individual breastfeeding counseling of a participant.
- 8125 Breastfeeding Education: Group # services, FTTY**  
Breastfeeding education in a group class setting. This includes providing in-service education programs to other health care professionals.
- 8115 Breastfeeding Support time only**  
Any other activity done in coordination with the Dietetic Internship Program that is directly related to breastfeeding promotion and support.
- 9043 Community Meeting # services, FTTY**  
Attend a community meeting regarding breastfeeding as a representative of WIC.

### Leave Time

- 9096 Leave Time time only**  
Any time on approved leave with pay such as sick leave, annual leave, or personal holiday. Compensatory time that is taken is not coded. Compensatory time earned is coded using the appropriate code to reflect work done.



**Attachment A**

**Attendance and Leave Contract Log  
Separate document**

## Attachment B

### Weekly Timesheet

Intern Name: \_\_\_\_\_

Rotation Code: \_\_\_\_\_

Rotation Name: \_\_\_\_\_

**Instructions: Please have your preceptor or delegate validate each day's entry by printing and signing in the appropriate box.**

Date	Start Time	End Time	Lunch (Min)	Site	Pro Hours	Alt Hours	Comments	Preceptor/Delegate Name	Preceptor/Delegate Signature
			<input type="checkbox"/> 30 <input type="checkbox"/> 60	<input type="checkbox"/> IP <input type="checkbox"/> VR					
			<input type="checkbox"/> 30 <input type="checkbox"/> 60	<input type="checkbox"/> IP <input type="checkbox"/> VR					
			<input type="checkbox"/> 30 <input type="checkbox"/> 60	<input type="checkbox"/> IP <input type="checkbox"/> VR					
			<input type="checkbox"/> 30 <input type="checkbox"/> 60	<input type="checkbox"/> IP <input type="checkbox"/> VR					

**Site:** IP = In-Person      VR = Virtual

**Pro Hours:** Hours spent engaged in professional experiences. Includes any activity that directly impacts staff, clients. Includes attending meetings, developing written materials to be used, giving presentations, interacting with clients, working with preceptor.

**Alt Hours:** Hours spent in alternative experience. Includes simulations, case-studies with mock patients, role playing, and other projects that mimic real world problems like a mock disaster plan or mock employee schedule.

Document to be uploaded to SharePoint in [Weekly Timesheet](#) folder no later than Sunday 11:59 PM of current week. Title document [WeeklyTimesheet\\_Week#\\_LastName](#)

**Attachment C**

**INTERN COACHING FORM**

Didactic Friday # \_\_\_\_\_

Other

<b>Intern:</b>	
<b>Regional Coordinator:</b>	
<b>Date:</b>	

<b>Expectations</b>	<b>Needs Improvement</b>	<b>Meeting Expectations</b>	<b>Exceeding Expectations</b>
Coachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curious/Resourceful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correct, morally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Didactic work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised practice work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handbook compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Notable accomplishments:** (Both coordinator and intern can add to this section)

**Concerns:** (Both coordinator and intern can add to this section.)

**Plan for improvement:** Intern is being assigned the following plan of improvement due to:

- Not meeting expectation(s)     
  Eval score < "3"     
  Exam score < 80  
 Other

**Follow-up previous Intern Coaching Form plan for improvement:**

**Items to be submitted by intern and reviewed by regional coordinator (Didactic Friday coaching only):**

Timesheets received for each week: \_\_\_\_\_

Rotation evaluations turned in: \_\_\_\_\_

Supervised practice deliverables for rotations: \_\_\_\_\_

**Attachment D**

**Intern Evaluation**

**Florida Department of Health in Pasco County Dietetic Internship  
Intern Evaluation**

**Intern:** \_\_\_\_\_ **Regional Site:** \_\_\_\_\_

**Rotation Dates:**-(MM/DD/YY) - (MM/DAY/YY)- **Rotation Type:** \_\_\_\_\_

**Facility:** \_\_\_\_\_ **Preceptor:** \_\_\_\_\_

Evaluation Rating Scores:

- 4 - Independent
- 3 - Entry level
- 2 - Below entry level **COMMENT REQUIRED**
- 1 - Not achieved at any level **COMMENT REQUIRED**

Learning Activities	Rating	Comments (Required for Ratings 1 and 2)
<b>Learning Activity:</b>  Competence associated with learning activity [CRDN]	1   2   3   4	
Competence associated with learning activity [CRDN]	1   2   3   4	
<b>Learning Activity:</b>  Competence associated with learning activity [CRDN]	1   2   3   4	

<p><b>Preceptor is to use this space for their summary and recommendations for the intern:</b></p>  
<p><b>Intern is to use this space to identify one skill learned in this rotation (could be related to nutrition or professionalism) that they will continue to use moving forward and one topic of nutrition and dietetics they were exposed to that they want to explore further.</b></p>

\_\_\_\_\_  
Preceptor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dietetic Intern Signature

\_\_\_\_\_  
Date

I have completed the rotation survey for this rotation: \_\_\_\_\_ (intern initials)  
 I have uploaded the deliverables for this rotation to SharePoint: \_\_\_\_\_ (intern initials)

\_\_\_\_\_  
Regional Coordinator Signature\*

\_\_\_\_\_  
Date

\*The evaluation also includes a block where the coordinator will document hours of alternative supervised experience and hours of off-site time.

## **Florida Department of Health in Pasco County Dietetic Internship Intern Evaluation**

### **Definitions of Evaluation Ratings**

**4 = Independent level of competence.** Grade “A” quality work. You could hire the intern to do this learning activity and expect them to complete it well with little to no additional training. By the end of the rotation, the intern completes this learning activity with minimal directions, minimal supporting cues, faster than expected, with a high level of critical thinking demonstrated. The work the intern demonstrates or delivers related to the learning activity is detailed, organized, and complete. The intern demonstrates a high level of professionalism in completing this learning activity.

**3 = Entry-level competence.** Grade “B” quality work. You could hire the intern to do this learning activity and expect them to complete it well with some additional training. By the end of the rotation, the intern completes this learning activity with some direction, some supporting cues, in the expected amount of time, with a moderate level of critical thinking demonstrated. The work the intern demonstrates or delivers related to the learning activity is generally detailed, organized, and complete, but may require some additional modifications. The intern demonstrates a moderate level of professionalism in completing this learning activity.

**2 = Below entry-level competence:** Grade “C” quality work. You may hire the intern to do this learning activity but would expect them to need a good bit of additional training to complete it well. By the end of the rotation, the intern completes the learning activity with frequent directions, frequent supporting cues, not always on time, with a low amount of critical thinking demonstrated. The work the intern demonstrates or delivers related to the learning activity has minimal detail and poor organization, is not always complete, and often requires additional modifications. The intern demonstrates either a low level of professionalism or a lack of knowledge expected of an entry-level dietitian in completing this learning activity.

**1= Competence not achieved at any level:** Grade “F” quality work. You would not hire the intern to do this learning activity due to the extensive training needed for them to complete it well. By the end of the rotation, the intern is unable to complete the learning activity satisfactorily despite frequent directions, frequent supporting cues. The intern failed to meet deadlines even with extensions and did not demonstrate critical thinking in their work. The work the intern demonstrates or delivers related to the learning activity lacks detail, is unorganized, is usually not complete, and the parts that are complete require multiple modifications. The intern demonstrates little to no professionalism or a complete lack of knowledge needed to complete the learning activity.

**The competencies on the next few pages are associated with entry level dietetics practice as a Registered Dietitian Nutritionist. These competencies will be obtained through intern completion of learning activities offered in supervised practice rotations throughout the internship program. These are the competencies required by ACEND and evaluated during rotations:**

## Core Competences for the RDN

### 1. Scientific and Evidence Base of Practice: Integration of scientific information and translation of research into practice.

- CRDN 1.1 Select indicators of program quality and/or customer service and measure achievement of objectives.
- CRDN 1.2 Evaluate research and apply evidence-based guidelines, systematic reviews and scientific literature in nutrition and dietetics practice.
- CRDN 1.3 Justify programs, products, services, and care using appropriate evidence or data.
- CRDN 1.4 Conduct projects using appropriate research or quality improvement methods, ethical procedures and data analysis utilizing current and/or new technology.
- CRDN 1.5 Incorporate critical-thinking skills in overall practice.

### 2. Professional Practice expectations: Beliefs, values, attitudes and behaviors for the nutrition and dietetics practitioner level of practice.

- CRDN 2.1 Practice in compliance with current federal regulations and state statutes and rules, as applicable, and in accordance with accreditation standards and the Scope of Practice for the Registered Dietitian Nutritionist, Standards of Practice, Standard of Professional Performance, and Code of Ethics for the Profession of Nutrition and Dietetics.
- CRDN 2.2 Demonstrate professional writing skills in preparing professional communications.
- CRDN 2.3 Demonstrate active participation, teamwork, and contributions in group settings.
- CRDN 2.4 Function as a member of interprofessional teams.
- CRDN 2.5 Work collaboratively with NDTRs and/or support personnel in other disciplines.
- CRDN 2.6 Refer clients and patients to other professionals and services when needs are beyond individual scope of practice.
- CRDN 2.7 Apply change management strategies to achieve desired outcomes.
- CRDN 2.8 Demonstrate negotiation skills.
- CRDN 2.9 Actively contribute to nutrition and dietetics professional and community organizations.
- CRDN 2.10 Demonstrate professional attributes in all areas of practice.
- CRDN 2.11 Show cultural humility in interactions with colleagues, staff, clients, patients, and the public.
- CRDN 2.12 Implement culturally sensitive strategies to address cultural biases and differences.
- CRDN 2.13 Advocate for local, state, or national legislative and regulatory issues or policies impacting the nutrition and dietetics profession.

### **3. Clinical and Client Services: Development and delivery of information, products and services to individuals, groups, and populations.**

- CRDN 3.1 Perform Medical Nutrition Therapy by utilizing the Nutrition Care Process including use standardized nutrition terminology as part of the clinic workflow elements for individuals, groups, and populations of differing ages and health status, in a variety of settings.
- CRDN 3.2 Conduct nutrition focused physical exams.
- CRDN 3.3 Perform routine health screening assessments including measuring blood pressure, conducting waived point-of-care laboratory testing (such as blood glucose or cholesterol), recommending and/or initiating nutrition-related pharmacotherapy plans (such as modification to bowel regimens, carbohydrate to insulin ratio, B12 or iron supplementation).
- CRDN 3.4 Provide instruction to clients/patients for self-monitoring blood glucose, considering diabetes medication and medical nutrition therapy plan.
- CRDN 3.5 Explain the steps involved and observe the placement of nasogastric or nasoenteric feeding tubes; if available, assist in the process of placing nasogastric or nasoenteric feeding tubes.
- CRDN 3.6 Conduct a swallow screen and refer to the appropriate health care professional for full swallow evaluation when needed.
- CRDN 3.7 Demonstrate effective communication and documentation skills for clinical and client services in a variety of formats and settings, which include telehealth and other information technologies and digital media.
- CRDN 3.8 Design, implement, and evaluate presentations to a target audience.
- CRDN 3.9 Develop nutrition education materials that are culturally and age appropriate and designed for the literacy level of the audience.
- CRDN 3.10 Use effective educational and counseling skills to facilitate behavior change.
- CRDN 3.11 Develop and deliver products, programs, or services that promote consumer health, wellness, and lifestyle management.
- CRDN 3.12 Deliver respectful, science-based answers to client/patient questions concerning emerging trends.
- CRDN 3.13 Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.
- CRDN 3.14 Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups, and individuals.

### **4.4. Practice Management and Use of Resources: Strategic application of principles of management and systems in the provision of services to individuals and organizations.**

- CRDN 4.1 Participate in management functions of human resources (such as hiring, training, and scheduling).
- CRDN 4.2 Perform management functions related to safety, security and sanitation that affect employees, clients, patients, facilities, and food.

- CRDN 4.3 Conduct clinical and customer service quality management activities (such as quality improvement or quality assurance projects).
- CRDN 4.4 Apply current information technologies to develop, manage, and disseminate nutrition information and data.
- CRDN 4.5 Analyze quality, financial and productivity data for use in planning.
- CRDN 4.6 Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment.
- CRDN 4.7 Conduct feasibility studies for products, programs, or services with consideration of costs and benefits.
- CRDN 4.8 Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment, and supplies.
- CRDN 4.9 Engage in the process for coding and billing for nutrition and dietetics services to obtain reimbursement from public or private payers, fee-for-service, and value-based payment systems.
- CRDN 4.10 Analyze risk in nutrition and dietetics practice (such as risks to achieving set goals and objectives, risk management plan, or risk due to clinical liability of foodborne illness).

**Leadership and Career Management: Skills, strengths, knowledge, and experience relevant to leadership potential and professional growth for the nutrition and dietetics practitioner.**

- CRDN 5.1 Perform self-assessment that includes awareness in terms of learning and leadership styles and cultural orientation and develop goals for self-improvement.
- CRDN 5.2 Identify and articulate one’s skills, strengths, knowledge, and experiences relevant to the position desired and career goals.
- CRDN 5.3 Prepare a plan for professional development according to Commission on Dietetic Registration guidelines.
- CRDN 5.4 Advocate for opportunities in the professional setting (such as asking for additional responsibility, practicing negotiating a salary or wage or asking for a promotion).
- CRDN 5.5 Demonstrate the ability to resolve conflict.
- CRDN 5.6 Promote team involvement and recognize the skills of each member.
- CRDN 5.7 Mentor others.
- CRDN 5.8 Identify and articulate the value of precepting.

**Community Emphasis Competencies**

- CO1 Evaluate community needs and resources.
- CO2 Participate in community-based outreach.



## Attachment E

### Professional Dress Standards

Dietetic interns will dress in a professional manner that does not detract from their duties. These guidelines are not intended to be all-inclusive but are intended to help set the general parameters for appropriate attire and allow interns to use good judgement and common sense about items not specifically addressed. Dress code guidelines may vary between regions and between practice facilities. Interns are expected to follow the dress code of the location where they are earning hours. Lab jackets and identification badges will be worn in accordance with Department of Health policy and the policy of the practice facility.

#### Expectations:

- Interns are expected to be neatly, modestly dressed, properly groomed, and practice good personal hygiene. They are expected to dress in appropriate attire consistent with the type of work to be performed.
- Interns shall wear their DOH ID Badge while representing the agency on or off premises, unless otherwise determined by their Regional Coordinator.
- Interns should be conservative when selecting work attire. If there is doubt as to whether a piece of clothing or outfit is appropriate, do not wear it. For example, if an item is too tight, too revealing, too casual, or may be offensive to someone else, do not wear that item when representing the internship.
- All clothes must be in good without tears, stains, or holes.
- Any sleeveless garment with a shoulder strap less than 2.5 inches must be worn with a jacket or cover (shirt, shawl, etc.)
- Since you may meet people having allergies and/or respiratory issues, interns shall refrain from excessive odor on their clothing including body odor, perfume, cologne, and/or tobacco.
- Jewelry may not present a safety hazard while performing duties.
- Visible tattoos may not be graphically violent, culturally offensive, sexually explicit, or contain profanity.

#### Examples of Everyday Attire:

- Dress pants with a dress shirt, collared shirt, or dress pullover top shirt.
- Slacks or skirt with a blouse or sweater, or a dress. Skirts and dresses should be no shorter than 3" above the knee. Capri pants should be no shorter than mid-calf and should not have drawstrings at the bottom.
- Foot wear should be selected according to the type of work performed. Closed toe shoes must be always worn at all times. Heels should not exceed 3" in height. Flip flops are not allowed in any situation.

- Food service rotations require non-skid closed toe footwear. Hair must be put up. Nails must be clean and free of polish and trim. Minimal jewelry if any (for example, wedding bands, stud earrings).

Examples of Unacceptable Attire:

Although far from an exhaustive list, some examples of unacceptable attire include tube tops, halter tops, muscle shirts, spaghetti straps, spandex pants, sheer clothing, t-shirts, exercise wear, pajamas, slippers, shorts, overly loose or long clothing that poses a safety hazard, hats, and clothing with political, profane, graphically violent, culturally offensive, or sexually explicit images.

**Interns will be sent home for non-compliance and will have to make up missed time.**

## Attachment F

### A. Summary Sheet for DI Program Interns based on Department of Health WIC Procedure Manual DHM 150-24 Chapter 12 EARS FORMS for SPONSORED DI INTERNS

Scenario	When pay status is:	If Intern is completing the DI Program work at:	Services to be coded include:	Coding Forms	Codes to use during DI Program	Position Number	Where to submit EARS or other county forms	Where to submit attendance and leave record sheets
1	Paid -WIC Rotation Or -Working additional hours/leave used to maintain benefits	Sponsoring Agency	All services provided directly in the CHD and/or outside the CHD	EAR Note: Indicate DI Program at top of each completed form	See Page 36 of this Handbook.	State assigned position number	To Regional Coordinator for sign off/routing to data entry person in county where services provided	To WIC Coordinator at sponsoring agency, along with a <b>copy of the EAR form</b> that documents the time and services provided during that pay period
2	Non-paid -Leave without pay status	Sponsoring Agency	Only those services provided directly in the CHD	EAR Note: Indicate DI Program at top of each completed form	Refer to HMS Guide* for the appropriate code	"S" and 4-digit classification code**	To Regional Coordinator for sign off/routing to data entry person in county where services provided	To WIC Coordinator of sponsoring agency reflecting appropriate periods of "leave without pay"
3	Non-paid -Leave without pay status	Sponsoring Agency	Not required to report services provided outside of the CHD	None	N/A	N/A	N/A	To WIC Coordinator of sponsoring agency reflecting appropriate periods of "leave without pay"
4	Paid -WIC Rotation Or -Working additional hours/leave used to maintain benefits	Non-sponsoring Agency	All services provided directly in the CHD and/or outside the CHD	EAR Note: Indicate DI Program at top of each completed form	See Page 36 of this Handbook	"S" and 4-digit classification code**	To Regional Coordinator for sign off/routing to data entry person in county where services provided	To WIC Coordinator at sponsoring agency, along with a <b>copy of the EAR form</b> that documents the time and services provided during that pay period
5	Non-paid -Leave without pay status	Non-sponsoring Agency	Only those services provided directly in the CHD	EAR Note: Indicate DI Program at top of each completed form	Refer to HMS Guide* for the appropriate code	"S" and 4-digit classification code**	To Regional Coordinator for sign off/routing to data entry person in county where services provided	To WIC Coordinator of sponsoring agency reflecting appropriate periods of "leave without pay"
6	Non-paid -Leave without pay status	Non-sponsoring Agency	Not required to report services provided outside of the CHD	None	N/A	N/A	N/A	To WIC Coordinator of sponsoring agency reflecting appropriate periods of "leave without pay"

- HMS Guide refers to the Personal Health Coding Pamphlet, DHP 50-20, July 1, 2015.
- \*\*Interns who are completing internship at a regional site that is not their sponsoring agency, or who are in a non-paid status in their sponsoring agency will need to use a pseudo "student" position number on the EAR/CSR/Encounter form. For example, a nutrition educator would use the pseudo position number "S5212."

**Acknowledgement of Receipt of the**  
**Dietetic Internship Handbook**  
**Policies and Procedures**  
**WIC Track**  
**for the**  
**Florida Department of Health in**  
**Pasco County Dietetic Internship**

I hereby agree that I have read the Dietetic Internship Handbook Policies and Procedures for the WIC Track of the Florida Department of Health in Pasco County Dietetic Internship.

I fully understand the content included and will abide by the policies and procedures included in the handbook while an intern in the program.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date Signed:** \_\_\_\_\_

**Please provide this signed/dated acknowledgement form to your Regional Coordinator prior to the start of the internship.**