

**Pennsylvania Department of Health**

**Women, Infants and Children**

**Dietetic Internship**

**Program Preceptor**

**Manual**

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## **INTRODUCTION TO THE PRECEPTOR HANDBOOK**

This handbook and other PA DOH WIC Dietetic Internship Program materials were created to serve as resources and guides for the preceptors who will kindly serve as preceptors to our interns. According to data from the Academy of Nutrition and Dietetics (AND), many preceptors express that they feel unprepared to accept an intern. The goal of this handbook is to make our preceptor feel well-versed in all aspects of our program which gives both the intern and the preceptor a better experience throughout the internship.

## **APPRECIATION**

Words cannot express how grateful we are to have you as our preceptor! We realize that preceptors are an essential and integral component of dietetics education and there would be no supervised practice without preceptors. We thank you for taking on this responsibility to help develop our interns into skilled practitioners as well as your other traditional job responsibilities.

We view you, the preceptor, as a partner in preparing our interns to enter the workforce as entry-level dietitians. Our goal is to have our preceptors participate in the continual quality improvement process for the PA DOH WIC Dietetic Internship. Your input regarding the interns, assignments, schedules, rotations, etc. is integral to the success of this internship. We welcome your feedback continuously which can be either formal or informal. We have an open-door policy for any feedback. Please feel free to contact the DI Director when needed. Since we host interns across the state, it is difficult to know what works best for all preceptors, interns, and sites. Please communicate with us about what is best for your needs since we want to make our preceptors feel knowledgeable about our internship. We look forward to working with you.

## **PRECEPTOR BENEFITS**

- Professional development
- Contribution to the dietetics profession
- Opportunity to learn from the interns.
- Personal satisfaction
- Improved employee morale and performance
- Facilitate contributions to your organization through intern projects and assignments.
- New perspectives on your facility
- Networking with other preceptors
- Keeping abreast of evidence-based practices
- Continuing Education Credits available

## ACADEMY OF NUTRITION AND DIETETICS REGISTRATION REQUIREMENTS

### A. Academic Requirements:

Registered Dietitian Nutritionists (RDNs) are food and nutrition experts who have met the following criteria established by the Commission on Dietetic Registration (CDR):

1. Graduate degree from an Accredited University (USDE), which includes a master's degree, practice doctorate, doctoral degree (e.g., Ph.D., Ed. Dor. D.Sc.), or [equivalent foreign degree](#). A graduate degree can be in any major or field of study.
2. Completion of an Accreditation Council for Education in Nutrition and Dietetics (ACEND) accredited [Didactic Program in Dietetics \(DPD\)](#).
3. A Verification Statement
4. Completed an ACEND-accredited supervised practice through one of the ACEND-accredited pathways:
  - i. Accredited Dietetic Internship (DI)
  - ii. Accredited Coordinated Pathway (CP)
  - iii. Individualized Supervised Practice Pathway (ISPP)
5. Passed the national examination administered by the Commission on Dietetic Registration (CDR). For more information regarding the exam: [www.cdrnet.org](http://www.cdrnet.org)
6. As a Registered Dietitian Nutritionist, for maintenance of your registration status you will be required to complete the following:
  - i. Develop a Professional Development Program (PDP) through CDR.
  - ii. Complete and document 75 hours of approved continuing education over a 5-year period.

### State Licensure:

While state interpretations of statutes may vary, it is ACEND's considered opinion that the program meets the educational requirements for dietetics licensure and certification in all states. However, completing an ACEND-accredited academic program alone does not qualify an individual for licensure or certification as a dietitian in any state. Individuals should review their state's licensing statutes and regulations to understand the specific requirements, including supervised practice and examinations, needed to obtain a dietetics license. More information about state licensure and certification can be found at this link: [State Licensure](#)

### ACEND

The Accreditation Council for Education in Nutrition and Dietetics (ACEND) is an autonomous accrediting agency for education programs preparing students to begin careers as Registered Dietitian Nutritionists (RDN) or Dietetic Technicians, Registered (DTR). Programs meeting the ACEND® Accreditation Standards are accredited by ACEND®.

## ACEND MISSION

ACEND® ensures the quality of nutrition and dietetics education to advance the practice of the profession.

## ACEND VISION

ACEND® is valued for advancing excellence in nutrition and dietetics education across the globe.

## ACEND GOALS

To achieve its mission and vision, the ACEND® board has established strategic goals.

- Assures the quality of nutrition and dietetics education through a peer review process.
- Effectively communicates the accreditation process and expectations.
- Fosters innovation in nutrition and dietetics education.

Important Note: Only graduates of ACEND®-accredited programs are eligible to take the exam to become a Registered Dietitian Nutritionist or Dietetic Technician, Registered. Individuals who only have degrees in nutrition, dietetics, or other related areas from programs that are not ACEND®-accredited are NOT ELIGIBLE to take the exam to become a Registered Dietitian Nutritionist or Dietetic Technician, Registered.

### [PA WIC DIETETIC INTERNSHIP PROGRAM OVERVIEW](#)

The Pennsylvania (PA) Women, Infants, and Children (WIC) Dietetic Internship (DI) Program has full Accreditation by the Accreditation Council on Education for Nutrition and Dietetics (ACEND), the accrediting agency for the Academy of Nutrition and Dietetics (AND).

The PA WIC Dietetic Internship (DI) Program is a Distance Education, Pre-Select, Student-Identified Supervised Practice/Experiential Learning program that qualifies graduates to take the Commission on Dietetics Registration (CDR) credentialing examination to become registered dietitians.

NOTE: PA DOH WIC DI Program may be opened to college graduate students if vacancies exist.

Contact Information:

Accreditation Council on Education for Nutrition and Dietetics  
120 South Riverside Plaza, Suite 2190  
Chicago, IL 60606-6995  
800/877-1600 Ext 5400  
Fax: 312/899-4817  
E-mail: [ACEND@eatright.org](mailto:ACEND@eatright.org)  
Website: [www.eatrightpro.org/ACEND](http://www.eatrightpro.org/ACEND)

## PA DOH WIC DI PHILOSOPHY

The PA WIC Dietetic Internship provides an opportunity for PA WIC employees or students who have met the eligibility requirements for Registered Dietitian Nutritionist to participate in an accredited program that engages them in core competencies through a supervised practice program.

Throughout the program, dietetic interns develop the necessary competence in various areas and populations providing dietetic services. Professional development is attained through self-assessment and preceptor evaluation to provide self-development to improve skills and knowledge. The supervised practice/experiential learning program prepares dietetic interns for the Commission on Dietetic Registration (CDR) credentialing examination.

PA WIC is well represented in all sixty-seven (67) PA counties. For this reason, the DI program is a distance, pre-select, intern-identified, supervised practice program. The DI Program and participating local agencies are vested and committed to mentoring PA WIC employees to overcome financial, geographical, and personal barriers by allowing them to attain credentialing status through the ACEND Accredited Dietetic Internship Program.

The PA DOH WIC DI Program Director is responsible for assisting interns when necessary to ensure appropriate preceptor sites are obtained and approved according to minimum requirements.

We encourage interns who obtain credentialing through this program to reciprocate and serve as mentors and preceptors in the future for other PA WIC interns' participants.

NOTE: The PA WIC DI program may be opened to college graduate students if vacancies exist.

## PA DOH WIC DI MISSION

The mission of the PA WIC Dietetic Internship Program is to provide a community nutrition/public health-focused program that fosters the development of entry-level registered dietitian-nutritionists to promote healthy lifestyles and outcomes for Pennsylvania's most vulnerable citizens.

## GOALS AND OBJECTIVES

**PA DOH WIC Dietetic Internship Program - GOAL 1:** Graduates of the PA DOH WIC Dietetic Internship will become competent entry-level registered dietitian-nutritionists to practice in the Community Nutrition/Public Health field.

OBJECTIVES-Goal 1:

- 80 % of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.
- The program's one-year pass rate (graduates who pass the registration exam within one year of the first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%.
- At least 80% of program interns complete program requirements within prescribed program length (150% of the program length).
- 80% of graduates of the PA WIC dietetic internship program will continue to practice in community nutrition programs for two years after obtaining registered dietitian nutritionist credentials.

**PA DOH WIC Dietetic Internship Program - GOAL 2:** Graduates of the PA Dietetic Internship to promote nutrition and the dietetic profession in their community and professional lives.

OBJECTIVES-Goal 2:

- Of graduates who seek employment, 80% are employed in nutrition and dietetics or related fields within 12 months of graduation.
- Employer surveys reflect that 80% of Employer respondents would be willing to hire additional PA WIC DI graduates.

**AFFILIATION AGREEMENTS**

PA WIC is fortunate to have access to 67 PA counties. Efforts will be made to allow interns to complete their rotation supervised practice hours within their public health or residential district where they live or are employed. Interns will be required to travel for coordinated events/activities/rotations. It is ultimately the decision of the PA DOH WIC DI Program Director to approve all supervised practice sites for each intern. The program is a Distance Education, Pre-Select, Student-Identified Supervised Practice/Experiential Learning program; therefore preceptors/preceptor sites will be identified with the help of the PA DOH WIC DI Program Director.

ACEND requires agreements for all institutions, organizations, and/or agencies where interns are placed for supervised practice that meets the intern competencies and/or that involves the intern providing direct patient care and related tasks. These Affiliation Agreements must be signed by individuals with appropriate institutionally assigned authority in advance of placing interns.

PA DOH WIC has developed a standard Affiliation Agreement that must be signed by the appropriate administrator at the affiliation rotation site and representatives of the PA DOH

WIC DI Program for an intern to proceed with their supervised practice. Any changes requested to the PA DOH WIC Affiliation Agreement must be approved by PA DOH WIC.

The process of establishing affiliation agreements begins well in advance of placing interns at a supervised practice facility to account for the time needed for the review of the agreement by both parties.

Affiliation agreements delineate the following:

- Rights and responsibilities of both the WIC Dietetic Internship and supervised practice facility.
- Content and competencies covered in the supervised practice facility.
- Timing and length of the supervised practice experience
- Documentation that can be provided to the supervised practice site upon request (i.e., proof of health insurance, professional liability insurance, immunization).
- Affiliation procedures of importance such as terminating the agreement etc.- -
- Affiliation agreements are signed by the PA DOH WIC General Counsel, PA DOH WIC DI Program Director, and the appropriate supervised practice facility administrator who has appropriate authority.
- Maintenance of all affiliation agreements includes annual review by the PA DOH WIC DI Program Director and PA DOH WIC General Counsel to ensure they have not expired, and the content is current.
- Affiliation agreements are secured in the PA DOH WIC DI Program Director's office and will be made available for review by ACEND program reviewers as requested.
- Affiliation Agreements shall be revised as required to assure conformance to ACEND and Department of Health requirements.
- All revisions must be approved by the PA DOH WIC General Counsel. Affiliation Agreements must be reviewed and approved by the PA DOH WIC General Counsel at least every five (5) years.

A copy of the PA DOH WIC Affiliation Agreement can be found on the PA WIC Dietetic Internship website.

### [PRECEPTOR/TRAINING/REQUIREMENTS](#)

The Academy of Nutrition and Dietetics has approved a three (3) prong approach to training dietetic professionals: didactic, supervised practice, and examination.

The need for supervised practice cannot be replaced by didactic training or examination in preparing Dietetic Interns to become entry-level professionals. The Commission on Dietetic Registration does not always require preceptors to be credentialed dietitians. For this reason, other professionals who meet the minimum requirements listed below can precept.

**All Preceptors are required to complete Preceptor Training before supervising an intern.** Preceptors are required to attend the training developed relating to their rotation to understand the competencies for the rotation. If any preceptor cannot make the training,



they will be provided the recording and will have at least a thirty-minute virtual meeting with the DI Director to make sure there are no questions.

**The minimum requirements as a Preceptor for the PA WIC DI Program are as follows:**

Preceptors must be full-time employees for all rotation sites. The primary Preceptor may be part-time if a qualified secondary Preceptor is available to supervise the intern when the primary Preceptor is not available which must be approved in advance by the DI Director.

Each Preceptor must submit a Preceptor Application. He/she must have appropriate credentials and work experience to mentor the intern in the specified rotation.

Preceptors should be in their position for at least one year before accepting an intern.

An Affiliation Agreement and Preceptor Application must be completed and approved before placement into an approved supervised practice site.

**Preceptor Requirements:**

Preceptors must be full-time employees for all rotation sites. The primary Preceptor may be part-time if a qualified secondary Preceptor is available to supervise the intern when the primary Preceptor is not available.

Each Preceptor must submit a Preceptor Application. He/she must have appropriate credentials and work experience to mentor the intern in the specified rotation.

An Affiliation Agreement and Preceptor Application must be completed and approved before placement into an approved supervised practice site.

Preceptors should be in their position for at least one year before accepting an intern.

**The majority of the professional work setting hours spent in the major rotations must be completed onsite (Community/PH, Food Service, and Clinical Rotations) and in the same physical location.**

**More than 50% of the total supervised hours in the major rotations (Community, Food Service, and Clinical) need to be completed with the intern and the preceptor in the same physical location.**

Preceptors must also meet the following additional criteria:

● **Clinical Preceptors:**

For the clinical rotations, the Preceptor must be a Registered Dietitian Nutritionist with the Commission on Dietetic Registration and meet state licensure/certification requirements with a minimum of one year of work experience after credentialing before accepting an intern. The Preceptor must be licensed and credentialed, as appropriate to meet state and federal regulations.

● **Community Preceptors:**

For the Community rotations, the Preceptor is preferably a Registered Dietitian Nutritionist with the Commission on Dietetic Registration and meets state licensure/certification requirements with a minimum of one year of work experience in

the field of nutrition to accept an intern.

- **Food Service Preceptors:**

For the food service rotation, the minimum requirements are that the Preceptor must be a Food Service Director or Manager with active Serv Safe Certification and preferably hold a Certified Dietary Manager, Certified Food Protection Professional (CDM/CFFPP), or School Nutrition Association (SNA) Certificate.

All Preceptors must show evidence of continued competence appropriate to their precepting responsibilities through professional work, graduate education, continuing education, scholarship/research, or other activities leading to professional growth in the advancement of their profession (Appendix 1- Preceptor Application).

**The following is a list of acceptable Supervised Practice Sites:**

- **Community Rotation Site(s):**

The dietetic intern will work out of a PA WIC worksite, central office, or other community rotation sites identified with each ACEND activity. Other community sites include other Commonwealth agency sites, local food banks, the National WIC Association (NWA) /or sites as assigned by the PA WIC DI Program Director.

- **Food Service Rotation Site(s):**

The food service rotation must be in a health care or school food service facility to be consistent with the progression and inclusion of the life cycle. An educational facility must be in good standing with the Department of Education as it relates to the National School Lunch Program and a healthcare facility must be accredited and/or licensed by the Council on Quality and Leadership in Support for People with Disabilities or by The Joint Commission (TJC), Det Norske Veritas (DNV), Healthcare Facilities Accreditation Program (HFAP) or other approved national accreditation organization or state agency.

- **Clinical Rotation Site(s):**

Acute care, long-term care, or facilities for individuals with developmental disabilities must be accredited and/or licensed by the Council on Quality and Leadership in Support for People with Disabilities or by The Joint Commission (TJC), Det Norske Veritas (DNV), Healthcare Facilities Accreditation Program (HFAP) or other approved national accreditation organization or state agency.

In addition, the facility should be able to provide a variety of experiences to meet rotation competencies and perform various aspects of NCP requirements for supervised practice hours including:

**Disease States:**

Overweight/Obesity  
Diabetes  
Oncology  
Cardiovascular Disease  
Gastrointestinal Disease  
Renal Disease

**Populations:**

Adults  
Geriatric  
Adolescents  
Developmental Disabilities

Enteral/Parental Nutrition

**NOTE: Exceptions may be granted on a case-by-case basis with justification issued to the PA DOH WIC DI Program Director for approval. In the case of an exception, the PA DOH WIC DI Program Director is responsible for assuring that core competencies are met, and suggested activities are completed.**

**Internship Experiences:**

Interns are expected to obtain learning experiences with a variety of populations and, diverse cultures in various settings. Rotations shall include experiences with:

- **Populations:** Infants, children, adolescents, adults, pregnant/lactating females, those with disabilities, and older adults.
- **Conditions/Disease:** Overweight/obesity, endocrine disorders, cancer, malnutrition, cardiovascular diseases, gastrointestinal diseases and renal.

Preceptors' credentials will be reviewed utilizing the Preceptor Application Form.

The PA DOH WIC DI Program Director will evaluate to ensure that required credentials and professional standards are met and to schedule an initial visit to the Preceptor site.

An Affiliation Agreement must be signed by individuals with appropriate institutionally assigned authority in advance of placing interns in a preceptor site.

Both signed forms are required at the time of application for review and evaluation.

The PA DOH WIC DI Program Director will assist the intern, in locating rotation facilities near the Intern's residence or original worksite, however, it is not always possible to secure a rotation close to the intern's residence. The intern must be willing and able to travel as needed. In such cases, the interns will be responsible for any related travel costs.

The training for preceptors will occur before each rotation and will be specific to your rotational activities and competencies. All roles and responsibilities will be discussed. At that time the following will be reviewed:

**ROLES AND RESPONSIBILITIES**

**Intern Responsibilities:**

- Maintains a satisfactory performance from the date of application through credentialing.
- Contact Preceptors at least one (1) month before each rotation to ensure all requirements for that rotation are met.
- Always conduct themselves in a manner consistent with the Academy of Nutrition and Dietetics Code of Ethics.
- Be familiar with all policies and procedures.
- Complete all learning experiences, competencies, readings, assignments, and projects by due dates.
- Be punctual and available at each rotation.
- Maintain an e-Portfolio/rotation logbook organizing all projects according to each rotation area.
- Maintain Supervised Practice Hour/Time Logs and ensure they are emailed to

the PA DOH WIC DI Program Director by E.O.B **Monday** of the following week.

- Arrive at rotation sites prepared and properly dressed and groomed according to facility requirements.
- Maintain confidentiality with all information discussed throughout the Internship.
- Check e-mail daily for assignments/forms that may be required to be completed as part of the program curriculum.
- Communicate with the Preceptor and PADOH WIC DI Program Director throughout each rotation.
- Maintain a positive attitude in all interpersonal interactions and communications with patients/clients, preceptors, and PA DOH WIC DI program staff.
- Be acceptable to any program changes that may arise.
- Maintain a positive and hard-working attitude.
- Confine personal cell phone usage, including texts, to break and mealtimes unless the assigned Preceptor has approved other arrangements.
- Respond to requests from Preceptors and the PA DOH WIC DI Program Director efficiently and within a reasonable time frame.
- Communicate any changes to your schedule to the Preceptor and PA DOH WIC DI Program Director.
- Seek guidance and clarification when needed.
- Familiarity with writing research papers according to APA guidelines.
- Be capable and knowledgeable on researching for evidenced based information for all assignments. Assuring all assignments reflect current and trusted evidenced based practices and information.
- Contact the Preceptor and PA DOH WIC DI Program Director IMMEDIATELY that remedial assistance is required, circumstances beyond your control arise, or emergencies occur.
- Always show respect for your Preceptors.
- Study RDN Exam resources throughout the Program to facilitate and pass the RDN credentialing exam within one year of first attempt.
- Comply with Intern Agreement.

### **Preceptor Responsibilities:**

Prior to the start of each rotation, it is the Preceptor's responsibility to ensure that their rotation is well organized and complete to provide interns with a rewarding experience in a positive and safe environment. It is the responsibility of the preceptor to provide adequate space and resources for their intern to provide a pleasant experience. Preceptors should review the intern's self-assessment to determine their strengths and weaknesses at the beginning of each rotation to better gauge their level of understanding and progress throughout the rotation. Responsibilities should start slowly to cover a few of your responsibilities and then progress throughout the weeks continuing to supervise the intern as they perform staff relief so that it continues to remain a learning experience while maintaining quality services.

**The preceptor and intern need to be in the same physical location at least 50% of the**

**time.** It is always pertinent to role model professionally and ethically to include:

- Review of the PA WIC DI Preceptor Orientation Checklist.
- Be as detailed as possible when providing directions and instructions to interns and explain the expectations desired.
- Assure Interns have appropriate time and resources needed to complete required activities by due dates.
- Interns should not be scheduled to work in place of regular staff throughout the rotation.
- Be punctual and available throughout each rotation.
- Communicate with interns issuing daily feedback and addressing any deficiencies.
- Enforce DI policies and procedures as required.
- Maintain intern confidentiality.
- Assist the intern in developing the knowledge and skills required for entry-level competence.
- Provide one-on-one guidance when required.
- Complete required Mid-point and Final Evaluations and submit them to the PA DOH WIC DI Program Director as soon as possible.
- Solicit feedback throughout the rotation to gain insight into how they feel they are progressing and what they need to meet the competency.
- Treat all interns with respect.
- Document hours that the Intern is not in the same physical location as the Preceptor.

Preceptor information can be found on the PA WIC Dietetic Internship website under the Preceptor Information tab.

**PA DOH WIC DI Program Director Responsibilities:**

- Assure compliance with the ACEND-accredited DI program.
- Train preceptors on the expectations of their roles regarding core competencies, outcomes, and activities.
- Maintain all documentation and paperwork required for the ACEND DI program.
- Resolve complaints, and issues regarding performance and/or discipline as required.
- Coordinate all the interns with preceptor site rotations to ensure an adequate number of hours are offered.
- Issue any pre- or post-assignments/modules that need to be completed.
- Communicate regularly with interns for feedback, issues, and guidance. Visit preceptor sites as needed to observe rotation experience that complies with ACEND standards.
- Monitor intern performance throughout the program.
- Enforce the responsibilities of the interns and preceptors.
- Role model for all interns/preceptors.
- Provide necessary support to interns and preceptors as required.
- Coordinate with the preceptors the objectives, learning experiences, and activities throughout the year.
- Assist and facilitate the negotiation of all contacts between the program and supervised practice sites.
- Recruit sufficient and appropriate preceptors.

- Serve as an advocate for the intern when warranted.
- Communicate with ACEND when necessary.
- Compile all necessary information for continuous evaluation of the DI Program and document the necessary Program Assessment Summary to be submitted to ACEND.
- Recruit conduct and document necessary Advisory Board Meetings for feedback and changes to the program to assure it meets the expectations of the program.
- Complete all necessary official forms, studies, reports, RD exam registration, etc.... necessary for maintenance of the dietetic internship program.
- Develop new and/or modify current curriculum based on the ongoing achievement of intern learning outcomes, expected competence of the interns, program goals and changes impacting the dietetic practice.

### **ROTATION SITE VISITS**

PA WIC DI staff are interested in visiting the various rotations sites throughout the year. However, because of varying schedules, visits to the actual physical rotation sites are not always possible. Therefore, site visits may include a visit by the PA DOH WIC DI Program Director and/or Designee to the actual physical rotation site or via conference call/phone call. If the preceptor and/or intern desire a visit from internship staff to the actual physical rotation site, every effort will be made to accommodate the request.

## PA WIC DIETETIC INTERNSHIP 2025-26 ACADEMIC CALENDAR

Rotation	Planned Program Length (in weeks)	Hours/Week	Days/Week	Hours/Day	Start Date
<b>General Orientation/Comm Orientation</b>	1 week	37.5* (2.5)	5	7.5	9/15/2025
<b>Community/Public Health</b>	6 weeks 40 hours/week)	<b>240</b>	5	8	9/22/2025
<b>Comm/PH Exit/Food Service Orientation</b>	1 week	37.5* (1)	5	7.5	11/03/2025
<b>Food Service</b>	8 weeks (40 hours/week)	<b>320</b>	5	8	11/10/2025
<b>**Internship Break</b>	1 week			0	11/24/2025
<b>**Internship Break</b>	2 weeks			0	12/22/2025
<b>Food Service Exit/Clinical Orientation</b>	1 week	37.5* (2)	5	7.5	1/26/2026
<b>Clinical</b>	11 weeks (40 hours/week)	<b>440</b>	5	8	2/02/2026
<b>Clinical/DI Exit</b>	1 week	37.5* (3.5)	5	7.5	4/20/2026
<b>Total</b>	<b>32 weeks</b>	<b>1009 hours</b>			

**\*Orientations/Exit count for 9 hours of supervised practice hours. Interns are required to complete a minimum of 1009 hours of supervised practice to graduate from the program.**

**\*\*NOTE:** The interns will have two scheduled breaks at which time they will be required to work in their respective agencies or at the current rotation site to “make up” required hours or to allow presentation of additional didactic training that may be required.

## CURRICULUM

An internship intends to “guide” interns throughout a process that nurtures trust and confidence to ultimately build great working relationships within a multidisciplinary team. Part of this journey is affording interns opportunities that they may not have initially experienced and showing they can function performing higher-level tasks such as researching, prioritizing, and synthesizing evidence-based scientific information for roles in future higher-level management positions.

Activities throughout each rotation are scheduled progressively to elaborate on each other. Suggested activities have been developed but may be altered or changed with the approval of the PA DOH WIC DI Program Director as long as they reflect the same core competencies. Interns must complete and log a minimum of 1250 supervised practice hours to be eligible for graduation.

## COMMUNITY NUTRITION/PUBLIC HEALTH ROTATION

Community Nutrition and Public Health has expanded over the years increasing the roles, responsibilities, and expectations for nutrition professionals. The Pennsylvania Department of Health (PA DOH), Women, Infants and Children (WIC), Dietetic The internship Program consists of a minimum of **240** hours of various experiential activities along with nutritionally sound resources designed to develop and enhance knowledge and skills expected of nutrition practitioners practicing in community nutrition and public.

health. This program aims to enhance entry-level practitioners’ knowledge base to effectively and efficiently function in a multifaceted array of community nutrition and public health roles that serve both individuals and populations. The PA DOH WIC Dietetic Internship Program encompasses public, private, and non-profit sectors to promote, maintain, and prevent disease. This program will emphasize evidence-based and culturally appropriate approaches to promote positive behavioral changes in the community.

### **Community/Public Health Rotation Learning Objectives:**

#### **The intern will be able to:**

- Research and synthesize evidence-based guidelines as they apply to a culturally diverse population.
- Utilize technology to recommend appropriate resources based on individualized needs.
- Identify their Congressional representatives and become knowledgeable on public policy development (How a Bill Becomes Law) as it relates to community nutrition or public health.
- Gain knowledge on various Public Health organizational roles in addressing



- community nutrition/public health needs for various groups of individuals.
- Identify the importance of and various aspects of Grant writing as well as grants available to assist community nutrition/public health needs of Pennsylvanians.
  - Gain knowledge on the importance of collaborating with local referral agencies and the services they provide.
  - Identify and establish new partnerships with other healthcare partners or referrals towards the goal of promoting healthy lifestyles for low-income women, infants, and children up to age five (5) who are at risk by recommending nutritional food supplements and information as well as referrals based on individual needs.
  - Develop effective nutritional education materials for use in public health agency programs.
  - Gain knowledge on the interpretation of technical scientific research and its application to specific health programs.
  - Review, interpret, and synthesize research-based information on nutrition, diet, and health from current scientific literature, as well as new intervention strategies, legislation, and program interpretation.
  - Identify and complete meaningful volunteer opportunities that benefit the community.

### **Community Rotation Evaluation Process:**

Intern assignments and activities will be reviewed and evaluated by the Preceptor/PA DOH WIC DI Program Director using the PA DOH WIC DI corresponding evaluation forms/rubrics.

The intern will be evaluated by the Preceptor on the performance and behavior at the midpoint and endpoint of rotation using the PA DOH WIC DI Midpoint and Endpoint Evaluation Form.

### **Community Nutrition/PH Activities**

WIC Case Studies (Developmental Disabilities)  
 Self-Assessment Activity  
 Legislative Activity (Orientation)  
 Governing Regulatory/Strategic Planning Activity  
 WIC Meal Planning Development  
 Nutrition Education Material Development  
 WIC Community Partnership  
 WIC Staff Inservice  
 WIC Grant Proposal Activity  
 Nutr and Dietetics Prof & Comm Org. Activity

Food Pantry/Bank Observation  
Community Needs Assessment Activity

### **FOODSERVICE ROTATION**

The Food Service/Administrative rotation consists of a minimum of **320** supervised practice hours that will develop management and leadership skills. This will be accomplished through practice experiences at school facilities. Upon completion, the intern will exhibit entry-level competencies in the ability to plan, organize, manage, procure, and monitor food production, preparation, and service. Interns will modify, test, cost, specify, procure, and evaluate outcomes. In addition, the intern will learn HACCP procedures, safety and sanitation regulations, menu planning, training, kitchen layout, and design, and labor relations functions. Interns will be required to obtain ServSafe certification before this rotation. Failure to obtain ServSafe Certification could result in exclusion from this rotation resulting in a failing grade which could result in dismissal from the internship program.

#### **Food Service Rotation Learning Objectives:**

##### **The Intern will be able to:**

- Identify the importance of local, state, or federal governing regulatory agencies, their regulations, and audit procedures.
- Have a working knowledge of various job descriptions/onboarding/orientation/performance standards and EPR process.
- Identify budgets, compare actual expenses and revenues, and use this information in financial decision-making.
- Identify labor productivity needs/costs as they relate to schedules to determine how to maximize productivity while keeping within labor-management agreements and budget.
- Complete a food production record and identify food waste while maximizing productivity.
- Identify ways to decrease costs, reduce waste, and maximize productivity.
- Develop a menu for one day that conforms to facility regulatory and financial standards as well as religious/medical needs and conduct a nutrient analysis on the developed menu for a targeted audience to assure compliance with Governing regulatory standards.
- Develop and organize an event to promote Healthy Lifestyles using sound nutrition.
- Review the feasibility of a needed piece of capital equipment as well as specifications and justification.
- Develop a request for a new piece of capital equipment to meet facility needs.

- Demonstrate Labor Relations knowledge and process of the disciplinary process when handling workplace conflict or unsatisfactory performance.
- Identify food safety/HACCP protocol and apply it to food service operations.
- Work independently throughout the food service department and conduct themselves in accordance with the Academy of Nutrition and Dietetics and PA Dept of State code of ethics/conduct.
- Work effectively within various areas of the operation and demonstrate entry-level competence by the end of the rotation.

### **Food Service Rotation Evaluation Process:**

Intern assignments and activities will be reviewed and evaluated by the Preceptor using the PA DOH WIC DI corresponding evaluation forms/rubrics. The intern will be evaluated by the Preceptor/PA DOH WIC DI Program Director on the performance and behavior at the midpoint and endpoint of rotation using the PA DOH WIC DI Midpoint and Endpoint Evaluation Form.

### **Food Service Activities**

Self-Assessment Activity  
 Governing Regulatory Activity  
 Conflict Management Activity  
 Food Service Financial Activity  
 Mock NSLP Admin. Review Activity  
 Healthy School Activity

Menu Prod. Record/Feasibility  
 Leadership/Management Activity  
 HACCP Activity  
 New Equipment Purchase Activity  
 NSLP Lunch Menu Dev./Nutrient Analysis  
 PA Department of AG Retail

### **CLINICAL ROTATION**

Emphasis for the Clinical Rotation is at an acute care or long-term care facility. Further clinical experience can be gained at affiliate specialized care facilities such as pediatric, cardiac rehabilitation, bariatric, and/or renal facilities.

The clinical setting rotation consists of a minimum of **440** supervised practice hours. During the clinical care setting rotation, interns will begin by shadowing the Preceptor to work independently (under the supervision of a Registered Dietitian Nutritionist) providing nutritional care to patients of varying ages, living with a wide variety of medical conditions. Interns will be required to collect and interpret data from patients, family, staff, and medical records to apply the Nutrition Care Process (NCP) using ADIME to provide quality clinical service. Interns will learn the use of the Electronic Medical Charting (EMC) system. Interns will also collaborate with the Interdisciplinary

medical team by attending clinical rounds, conducting meal rounds, and providing nutrition education for overall quality nutritional care.

### **Clinical Rotation Learning Objectives:**

#### **The Intern will be able to:**

- Effectively utilize technology to access scientific literature to research nutrition-related questions and appropriately apply credible evidence-based guidelines.
- Comfortably and confidently perform Nutrition-Focused Physical Examinations (NFPE) on patients to identify nutritional risks.
- Confidently work with the interdisciplinary team (IDT) to develop a medical care plan that reflects high-quality patient care.
- Accurately perform the Nutrition Care Process (NCP) using ADIME for a variety of diseases and population groups.
- Utilize motivational interviewing (MI) techniques to interview and counsel patients and their families.
- Identify, summarize, and synthesize credible scientific research as it relates to medical diseases.
- Apply NCP to complete various types of conditions for various populations as well as drug therapy, meal plan restrictions, and blood monitoring that is associated with each.
- Develop and conduct credible nutrition education training for patients that are culturally and literacy level appropriate.
- Modify a (1) week (or day) menu for a Diabetic patient based on the prescribed CHO count.
- Identify the need for Dysphagia diets and be able to work with patients who require consistency modification diets.
- Provide relief staff at the end of his/her rotation.

### **Clinical Rotation Evaluation Process:**

Intern assignments and activities will be reviewed and evaluated by the Preceptor/PA DOH WIC DI Program Director using the PA DOH WIC DI corresponding evaluation forms/rubrics.

The intern will be evaluated by the Preceptor on the performance and behavior at the midpoint and endpoint of rotation using the PA DOH WIC DI Midpoint and Endpoint Evaluation Form.

### **Clinical Activities**

Self-Assessment Activity  
NFPE Activity  
Governing Regulatory Activity  
Coding and Billing Activity

Swallow Screen Activity  
Diabetes Patient Activity  
Interdisciplinary Team Rounds  
GI Disorder Activity

Clinical Staff Relief Activity  
Renal Activity  
Cardio Activity  
Major Case Study Activity

Oncology Activity  
Parental/Enteral Nutrition Activity  
Overweight/Obesity Activity

### **ASSESSMENT/EVALUATION REQUIREMENTS:**

ACEND requires a written program Evaluation Plan that is reviewed at least annually and updated as needed with changes documented. For this reason, it is pertinent to develop evaluation methods for ensuring that data is collected to determine whether the program goals and objectives have been achieved. Following are some of the evaluation surveys that will be utilized to assist with integration with institutional planning and assessment:

#### **Prior Learning Assessment**

The PA WIC Dietetic Internship Program does not assess or issue credit for prior learning or competence.

#### **Intern Self-Assessment**

The Self-Assessment tool (APPENDIX 3) is designed to objectively assess each intern's knowledge and skill. It is completed by each intern before and following each rotation. The Self-Assessment form is utilized to define each intern's strengths and areas of growth. The results of this self-assessment will help to direct the Intern and Preceptor to the most appropriate learning activities to achieve individualized, professional development goals. A copy of the completed Self-Assessment should be issued to the Preceptor before each rotation. Information contained in these assessments is confidential and should not be shared with anyone except the intern and preceptor. Areas assessed include:

#### **Knowledge**

**What is your level of Knowledge as it relates to the area(s) covered?**

1. Little or no prior knowledge
2. General – I have general knowledge of the professional practice related to the area(s) covered.
3. Thorough – I have a thorough knowledge of the area(s) covered.

## **Confidence**

**How confident are you in your abilities, as it relates to the area(s) covered?**

1. Not at all
2. Not very
3. Moderately
4. Very
5. Extremely

## **SUGGESTED ACTIVITY EVALUATIONS**

**Each Rotation has assigned Suggested Activities that reflect various core competencies.**

Suggested Activities can be modified by the Preceptor to better meet the needs of a facility and/or to provide a more viable experience for the Intern if they meet the core competencies assigned by that suggested activity. Modifications must be made, communicated to the PA DOH WIC DI Program Director to ensure compliance with the required ACEND. core competency requirements.

Scores for each Suggested Activity should be forwarded to the PA DOH WIC DI Program Director at the end of the week for which the activity was completed. Ratings should also be documented on the Suggested Activity Evaluation Summary Form which should be submitted NO later than the E.O.B on the following Monday for which the rotation ends.

### **Mid-Point Evaluation**

The preceptor will evaluate the performance of the intern at the mid-point of the rotation. The preceptor and intern should meet in person to discuss the mid-point rotation evaluation. Immediately following the meeting, both preceptor and intern should sign and date the evaluation form and electronically submit it to the PA DOH Dietetic Internship Program Director.

If adequate progress is not being made, remedial steps needed to correct the deficiencies will be established as part of the mid-point evaluation documentation. Early feedback and preceptor suggestions for improvement are strongly encouraged before problems develop.

### **Supervised Hours Log**

Completed Supervised Practice Hour Logs must be signed and verified by the Preceptor every week and turned in by the following Monday E.O.B. The Supervised Hours Log allows each intern to request additional assistance and/or resources at any time throughout the Internship. It also requests a response regarding the assistance currently being provided by the Preceptor/site to ensure all interns are afforded opportunities to complete and progressively excel according to expectations. This serves as a monitoring tool to notify the PA DOH WIC DI Program Director to become involved, at that point, in order to assess the

situation, rather than at the end of the rotation eliminating any potential for a repeated rotation.

### **Intern Final Rotation Evaluation**

The Preceptor will evaluate the overall competencies, behavior, and knowledge throughout the rotation. The final Evaluation should be submitted E.O.B. the following Monday for which all rotation ends.

Professionalism

Personal Management Skills

Communication Skills

Knowledge Base

The preceptor will evaluate the performance of the intern at the end of the rotation.

- The preceptor and intern should meet in person to discuss the mid-point rotation evaluation.
- Immediately following the meeting, both preceptor and intern should sign and date the evaluation form and electronically submit it to the PA DOH WIC Dietetic Internship Program Director.
- If adequate progress is not being made, remedial steps needed to correct the deficiencies will be established as part of the mid-point evaluation documentation. Early feedback and preceptor suggestions for improvement are strongly encouraged before problems develop.

### **Preceptor/Supervised Practice Site Final Evaluation**

The Preceptor/Supervised Practice Site Evaluation (APPENDIX 8) is completed by the intern to allow for rating of the intern's overall experience with the preceptor and resources at the Supervised Practice site. The Preceptor/Supervised Practice Evaluation is to be completed and submitted to the PA DOH WIC DI Program Director by E.O.B. the Monday following the rotation to receive credit. A summary of the Preceptor/Supervised Practice Evaluation is forwarded to each Preceptor to allow feedback on strengths/weaknesses and/or areas that are exceptional and/or need improvement to allow the Preceptor/supervised practice site an opportunity to correct deficiencies before assigning another intern to this site.

To pass a rotation, interns must have received an evaluation of Satisfactory (Or avg of 3 or higher) for that rotation's competencies. Failure to secure an average rating of 3 may result in remedial action.

### **Preceptors Evaluation of Supervised Practice Experience**

The preceptor will complete the evaluation regarding the preparedness of the intern for each supervised practice. Feedback obtained will be used to improve future teaching and intern learning experiences.

Evaluations are to be completed and submitted to the PA DOH WIC DI Program Director by E.O.B. the following Monday following the conclusion of the rotation.

## COMPLAINT PROCESS

When an Intern/Preceptor has a complaint, all efforts should be made to handle it internally with the Intern/Preceptor of that rotation. If it cannot be resolved within the rotation site, the complaint/grievance should be brought to the PA DOH WIC DI Program Director by submitting a signed explanation of the complaint.

It will be the responsibility of the PA DOH WIC DI Program Director to investigate and determine the credibility of the complaint. The PA DOH WIC DI Program Director will then offer a resolution which may include a conflict resolution meeting between parties. The PA DOH WIC DI Program Director will provide a written response to the complaint/grievance within 10 days of receipt.

If the issue remains unresolved to the satisfaction of the Intern/Preceptor, the complaint should be brought to the attention of the WIC Bureau Director who will determine an outcome/plan of action.

All formal complaints will be maintained on file for seven years.

Interns should follow the above steps for processing complaints. Interns may submit complaints related solely to ACEND accreditation standards to ACEND, ONLY AFTER ALL AVENUES HAVE BEEN EXHAUSTED. In that case, the signed complaint should be complete to include the ACEND Core Competency Number (CRDN) along with detailed information regarding the specifics for the complaint.

### Contact Information:

Accreditation Council on Education for Nutrition and Dietetics

120 South Riverside Plaza, Suite 2190

Chicago, IL 60606-6995

800/877-1600 Ext 5400

Fax: 312/899-4817

E-mail: [ACEND@eatright.org](mailto:ACEND@eatright.org)

Website: [www.eatrightpro.org/acend](http://www.eatrightpro.org/acend)

## DISCIPLINARY ACTION

### **Warnings & Termination**

Any performance, behavior, or attitude that appears inappropriate should be brought to the attention of the assigned Preceptor and/or PA DOH WIC DI Program Director IMMEDIATELY. It will be the responsibility of the PA DOH WIC DI Program Director to address remediation unless the action is grievous enough for immediate dismissal. Reporting to work while under the influence or with a firearm or weapon is strictly prohibited.

### **Formal Warnings**

Issues or problems regarding below-standard performance, behavior, or attitude will be.



discussed by the PA DOH WIC DI Program Director and Preceptor. A formal written warning outlining the specifics and required remedial changes and/or expectations will be issued to the intern as well as the intern's file. Continuation will result in a second warning which will also be distributed to the intern, Preceptor, and intern's file. The PA DOH WIC DI Program Director will set up a remedial plan as well as issue it to intern for review and signature. Weekly meetings will be held with both the Preceptor and intern to determine compliance or direction with the intern's remedial plan or significant improvement.

### **Termination**

Failure to correct identified performance, behavior, and attitude could result in termination. When it is determined that insufficient signs of corrective action have taken place, despite formal warnings and remedial attention, the PA DOH WIC DI Program Director will hold a final Internship termination conference to notify the intern both verbally and in writing that he/she is being terminated from the program. An appeal can be forwarded to the WIC Bureau Director who will provide final resolution.

An intern who has been terminated for inappropriate performance, behavior, or attitude will not be considered for a future Internship placement with the Department of Health. Information regarding the dismissal will then be communicated to the Academy of Nutrition and Dietetics and the Commission on Dietetic Registration to determine if the intern can be accepted into any other accredited programs in the future.

Examples of inappropriate behavior that could lead to termination include, but are not limited to:

- Chronic tardiness/Absences
- Chronic failure to be prepared for rotations.
- Insubordination
- Theft or pilferage
- Unethical or unprofessional behavior at sites, training, or conferences
- Under the influence
- Bearing a firearm or weapon of any kind

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

## [EDUCATIONAL RESOURCES FOR PRECEPTORS](#)

### **Dietetics RDN Preceptor Training Program**

[Preceptor Training Course \(thinkific.com\)](http://thinkific.com)

- Free
- 8 CPE
- Presented by the Commission on Dietetic Registration

The Dietetics Preceptor Training Program helps preceptors of dietetics students prepare for and excel in their important role as teachers, coaches, and mentors. This free training was formerly provided on the Commission on Dietetic Registration website. The training materials have not been modified; they have only been moved to a new learning management platform. The complimentary training awards participants with 8.0 CPEUs. The training includes seven modules covering the following Modules:

Module 1: Role as Preceptor

Module 2: Planning and Organizing Experiences

Module 3: All Students Are Not the Same

Module 4: Assessing Student Learning

Module 5: Communicating Effectively

Module 6: Managing Your Time

Module 7: Keeping Current in Dietetics Education & Credentialing

### **Preceptor Education Program**

<http://www.preceptor.ca/index.html>

- Free
- For all healthcare professionals and students
- Does not offer CPE to RDs
- Some modules may be more applicable to students.
- Modules 30-45 min each
- Modules include.
  - Welcoming the student, roles, and expectations
  - Developing learning objectives
  - Giving and receiving informal feedback
  - Understanding and fostering clinical reasoning
  - Fostering reflective practice
  - Dealing with conflict
  - Evaluation process
  - Peer coaching
  - Optimizing the learning process

## Get CPE Credit for Precepting!

- Max 3 Credit hours per year for precepting
- Max 15 hours per 5-year cycle
- Must complete the form and have it signed by DI Director
- For more information visit <https://www.cdrnet.org/cpeu-credit-for-preceptors>

### **2022 DEI Noteworthy Practice Honorees VA Greater Los Angeles Healthcare System Dietetic Internship Jillian Redgate MS, RD**

Noteworthy Practice Category: Educational Activities in the Classroom and/or During Supervised Practice

The VA Greater Los Angeles Healthcare System (VAGLAHS) Dietetic Internship has implemented a 26-week multimedia (podcasts, articles, videos, and interactive web content) Diversity, Equity, and Belonging (DEB) curriculum for the 2021-2022 academic year. The objectives are to improve interns' cultural competence and humility, increase awareness of implicit biases, and understand how increased competence, humility, and awareness of biases can improve patient care. The curriculum aims to teach interns about the principle in the 2018 Code of Ethics for the Nutrition and Dietetics Profession: "Social responsibility for local, regional, national, and global nutrition and well-being (Justice)" and meets the ACEND competencies CRDN 2.11, CRDN 2.14, CRDN 3.5 and CRDN 3.10.

Volunteers from diverse backgrounds reviewed the material and provided helpful recommendations. Topics include privilege, anti-racism, health at every size, race-based medicine, the effects of chronic stress and trauma on health, microaggressions, mental health stigma, ableism, intersectionality, DEB at work and in dietetics, and numerous weeks exploring specific groups including Black, Latinx, AAHNPI, Indigenous, Jewish, Muslim and LGBTQ+ people.

The interns completed 3 Harvard Implicit Bias Tests before beginning the curriculum and anonymously recorded their scores. They were surveyed after the first 6 weeks with positive results, indicating they felt the curriculum was improving their cultural humility, and competency, and helping to improve their care of patients/clients. They will repeat the Harvard Implicit Bias Test results after week 26, ideally with improved scores. We plan to update the curriculum annually to ensure the material remains fresh and relevant.

- [Presentation Recording](#)

**New York-Presbyterian Nutrition - Our Commitment to Diversity and Inclusion**

<https://www.youtube.com/watch?v=QYZOFPJkvuk>

## 2022 ACEND Core Competencies Dietetic Internship

### **Domain 1**

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

Upon completion of the program, graduates can:

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 technologies.

CRDN 1.5: Incorporate critical-thinking skills in overall practice.

### **Domain 2**

Professional Practice Expectations: Beliefs, values, attitudes, and behaviors for the professional dietitian nutritionist level of practice.

Competencies Upon completion of the program, graduates can:

CRDN 2.1: Practice in compliance with current federal regulations and state statutes and rules, as applicable, and by accreditation standards and the Scope of Practice for the Registered Dietitian Nutritionist, Standards of Practice, Standards 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 the 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 professionals 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.

### **Domain 3**

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

Competencies Upon completion of the program, graduates can:

CRDN 3.1: Perform Medical Nutrition Therapy by utilizing the Nutrition Care Process including the use of standardized nutrition terminology as a part of the clinical 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 modifications 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 gastroenteric feeding tubes; if available, assist in the process of placing nasogastric or gastroenteric 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 education 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 respect, 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.

#### **Domain 4**

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

Competencies Upon completion of the program, graduates can:

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 client service quality management activities (such as quality improvement and 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 of 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 or foodborne illness).

## **Domain 5**

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

Competencies Upon completion of the program, graduates can:

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 professional settings (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: Promote others.

CRDN 5.8: Identify and articulate the value of precepting.

*Resource: ACEND 2022 Standards of Dietetic Internships*

**Preamble:**

When providing services, the nutrition and dietetics practitioner adheres to the core values of customer focus, integrity, innovation, social responsibility, and diversity. Science-based decisions, derived from the best available research and evidence, are the underpinnings of ethical conduct and practice.

This Code applies to nutrition and dietetics practitioners who act in a wide variety of capacities, provides general principles and specific ethical standards for situations frequently encountered in daily practice. The primary goal is the protection of the individuals, groups, organizations, communities, or populations with whom the practitioner works and interacts.

The nutrition and dietetics practitioner supports and promotes high standards of professional practice, accepting the obligation to protect clients, the public and the profession; upholds the Academy of Nutrition and Dietetics (Academy) and its credentialing agency the Commission on Dietetic Registration (CDR) Code of Ethics for the Nutrition and Dietetics Profession; and shall report perceived violations of the Code through established processes.

The Academy/CDR Code of Ethics for the Nutrition and Dietetics Profession establishes the principles and ethical standards that underlie the nutrition and dietetics practitioner's roles and conduct. All individuals to whom the Code

applies are referred to as "nutrition and dietetics practitioners". By accepting membership in the Academy and/or accepting and maintaining CDR credentials, all nutrition and dietetics practitioners agree to abide by the Code.

**Principles and Standards:**

**Competence and professional development in practice (Non-maleficence)**

Nutrition and dietetics practitioners shall:

- Practice using an evidence-based approach within areas of competence, continuously develop and enhance expertise, and recognize limitations.
- Demonstrate in depth scientific knowledge of food, human nutrition, and behavior.
- Assess the validity and applicability of scientific evidence without personal bias.
- Interpret, apply, participate in and/or generate research to enhance practice, innovation, and discovery.
- Make evidence-based practice decisions, taking into account the unique values and circumstances of the patient/client and community, in combination with the practitioner's expertise and judgment.
- Recognize and exercise professional judgment within the limits of individual qualifications and collaborate with others, seek counsel, and make referrals as appropriate.
- Act in a caring and respectful manner, mindful of individual differences, cultural, and ethnic diversity.



- Practice within the limits of their scope and collaborate with the inter-professional team.

### **Integrity in personal and organizational behaviors and practices (Autonomy)**

Nutrition and dietetics practitioners shall:

- Disclose any conflicts of interest, including any financial interests in products or services that are recommended. Refrain from accepting gifts or services which potentially influence, or which may give the appearance of influencing professional judgment.
- Comply with all applicable laws and regulations, including obtaining/maintaining a state license or certification if engaged in practice governed by nutrition and dietetics statutes.
- Maintain and appropriately use credentials.
- Respect intellectual property rights, including citation and recognition of the ideas and work of others, regardless of the medium (e.g. written, oral, electronic).
- Provide accurate and truthful information in all communications.
- Report inappropriate behavior or treatment of a patient/client by another nutrition and dietetics practitioner or other professionals.
- Document, code, and bill to most accurately reflect the character and extent of delivered services.
- Respect patient/client's autonomy. Safeguard patient/client confidentiality according to current regulations and laws.
- Implement appropriate measures to protect personal health information using appropriate techniques (e.g., encryption).

### **Professionalism (Beneficence)**

Nutrition and dietetics practitioners shall:

- Participate in and contribute to decisions that affect the well-being of patients/clients.
- Respect the values, rights, knowledge, and skills of colleagues and other professionals.
- Demonstrate respect, constructive dialogue, civility, and professionalism in all communications, including social media.
- Refrain from communicating false, fraudulent, deceptive, misleading, disparaging, or unfair statements or claims.
- Uphold professional boundaries and refrain from romantic relationships with any patients/clients, surrogates, supervisees, or students.
- Refrain from verbal/physical/emotional/sexual harassment.
- Provide objective evaluations of performance for employees, coworkers, and students and candidates for employment, professional association memberships,

awards, or scholarships, making all reasonable efforts to avoid bias in the professional evaluation of others.

- Communicate at an appropriate level to promote health literacy.
- Contribute to the advancement and competence of others, including colleagues, students, and the public.

### **Social responsibility for local, regional, national, global nutrition and well-being (Justice)**

Nutrition and dietetic practitioners shall:

- Collaborate with others to reduce health disparities and protect human rights.
- Promote fairness and objectivity with fair and equitable treatment.
- Contribute time and expertise to activities that promote respect, integrity, and competence of the profession.
- Promote the unique role of nutrition and dietetics practitioners.
- Engage in service that benefits the community and to enhance the public's trust in the profession.
- Seek leadership opportunities in professional, community, and service organizations to enhance health and nutritional status while protecting the public.

### **Glossary of Terms:**

**Autonomy:** ensures a patient, client, or professional has the capacity and self-determination to engage in individual decision-making specific to personal health or practice.<sup>1</sup>

**Beneficence:** encompasses taking positive steps to benefit others, which includes balancing benefit and risk.<sup>1</sup>

**Competence:** a principle of professional practice, identifying the ability of the provider to administer safe and reliable services on a consistent basis.<sup>2</sup>

**Conflict(s) of Interest(s):** defined as a personal or financial interest or a duty to another party which may prevent a person from acting in the best interests of the intended beneficiary, including simultaneous membership on boards with potentially conflicting interests related to the profession, members, or the public.<sup>2</sup>

**Customer:** any client, patient, resident, participant, student, consumer, individual/person, group, population, or organization to which the nutrition and dietetics practitioner provides service.<sup>3</sup>

**Diversity:** "The Academy values and respects the diverse viewpoints and individual differences of all people. The Academy's mission and vision are most effectively realized through the promotion of a diverse membership that reflects cultural, ethnic, gender, racial, religious, sexual orientation, socioeconomic, geographical, political, educational, experiential, and philosophical characteristics of the public it services. The Academy actively identifies

and offers opportunities to individuals with varied skills, talents, abilities, ideas, disabilities, backgrounds, and practice expertise.”<sup>4</sup>

**Evidence-based Practice:** Evidence-based practice is an approach to health care wherein health practitioners use the best evidence possible, i.e., the most appropriate information available, to make decisions for individuals, groups, and populations. Evidence-based practice values and builds on clinical expertise, knowledge of disease mechanisms, and pathophysiology. It involves complex and conscientious decision-making based not only on the available evidence but also on client characteristics, situations, and preferences. It recognizes that health care is individualized and ever-changing and involves uncertainties and probabilities. Evidence-based practice incorporates successful strategies that improve client outcomes and are derived from various sources of evidence including research, national guidelines, policies, consensus statements, systematic analysis of clinical experience, quality improvement data, specialized knowledge, and skills of experts.<sup>2</sup>

**Justice** (social justice): supports fair, equitable, and appropriate treatment for individuals and fair allocation of resources.

**Non-maleficence:** is the intent to not inflict harm.<sup>1</sup>

#### **References:**

- Fornari A. Approaches to ethical decision-making. *J Acad Nutr Diet.* 2015;115(1):119-121.
- Academy of Nutrition and Dietetics Definition of Terms List. June 2017 (Approved by Definition of Terms Workgroup Quality Management Committee May 16, 2017). Accessed October 11, 2017.
- <https://www.eatrightma.org/docs/IDEA%202023/Ethics%20AND%202023.pdf>  
Academy of Nutrition and Dietetics: Revised 2017 Standards of Practice in Nutrition Care and Standards of Professional Performance for Registered Dietitian Nutritionists. *J Acad Nutr Diet.* 2018; 118: 132-140.
- Academy of Nutrition and Dietetics “Diversity Philosophy Statement” (adopted by the House of Delegates and Board of Directors in 1995).



## Preceptor Application

### PROFESSIONAL STAFF IN FACILITIES PROVIDING SUPERVISED PRACTICE:<sup>1</sup>

Please complete a separate form for each individual, including the department head, dietitians, and other professionals who will be responsible for supervising dietetic interns.

Preceptors must have the ability to communicate electronically with the program faculty and regular access to the Internet.

**Name of Facility/Affiliation:**

**Rotation:**

Preceptor's name (Please print)			
Address of facility			
Name of facility CEO			
Preceptor's role	Primary <sup>2</sup>	Secondary <sup>3</sup>	Additional
Preceptor's employment status at the facility	Full-time		Part-time
Years employed at this facility.			
Preceptor's phone number including area code	( )		
Preceptor's e-mail address			
Does the preceptor have the required regular access to the internet?	Yes	No	
Preceptor's fax number	( )		
Degrees (dates awarded) credentials, certifications (if applicable <b>include a copy of active status card/certificate</b> )			
Role in program; <i>Specify the role in the program, for example, the practicum experience or rotation</i>			
Summary of professional work experience; <i>List most recent experience first</i>			

<sup>1</sup> For all facilities where interns are placed.

<sup>2</sup> Primary preceptors must assure that the intern can meet all of the required experiences; take responsibility for scheduling all learning experiences for the intern as submitted on the rotation schedule; serve as the primary communication link between PA DOH WIC DI Program Director, the facilities and other preceptors; and provide overall evaluation of Intern performance.

<sup>3</sup> Secondary preceptors must agree to assume the responsibility of the primary preceptor in the event that the primary preceptor cannot complete his/her responsibilities for the intern.

Summary of relevant Continuing Education in the past two years; *List more recent experiences first and include hours*


Summary of professional activities in the past three years; *Include membership and offices held in professional organizations, dietetic-related volunteer activities, etc., and list more recent experiences first*


**NOTE:**

The Academy of Nutrition & Dietetics and ACEND have established **that “Interns in supervised practice programs shall not routinely replace employees except for planned professional staff experiences.”** Your signature on this form indicates that you agree to abide by this policy.

The majority of the professional work setting hours spent in the major rotations must be completed onsite (Community/PH, Food Service, and Clinical Rotations) and in the same physical location.

**More than 50% of the total supervised hours in the major rotations (Community, Food Service, and Clinical) must be completed with the intern and the preceptor in the same physical location.**

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

\_\_\_\_\_  
Date

For WIC State Agency Staff use only:

\_\_\_\_\_ Approved

\_\_\_\_\_ Disapproved

\_\_\_\_\_  
Signature PA DOH WIC DI Program Director

\_\_\_\_\_  
Date



## PA WIC Dietetic Internship Preceptor Orientation List

<i>Intern's Initials</i>	<u><i>Areas to Review:</i></u>	<i>Preceptor initials:</i>
_____	<i>Introduction</i>	_____
_____	<i>Parking</i>	_____
_____	<i>Facility Access/Name Tag/Photo ID</i>	_____
_____	<i>Tour/Workspace</i>	_____
_____	<i>Breaks/Meal Period</i>	_____
_____	<i>Dress Code</i>	_____
_____	<i>Attendance Expectations/Reporting Procedures</i>	_____
_____	<i>Relevant Policies/Procedures</i>	_____
_____	<i>Phone Usage</i>	_____
_____	<i>Channels of Communication/Frequency</i>	_____
_____	<i>Contact Information</i>	_____
_____	<i>Overview of the curriculum</i>	_____
_____	<i>Expectations</i>	_____
_____	<i>Firearms/Drugs</i>	_____
_____	<i>Emergencies</i>	_____
_____	<i>Fire Safety</i>	_____
_____	<i>Submitting Assignments</i>	_____
_____	<i>Confidentiality</i>	_____
_____	<i>Boundaries/Ethics/Code of Conduct</i>	_____
	<i>OTHER:</i>	
	_____	







My Professional Development Goals and Learning Plan

Targeted areas for improvement	Learning Plan / Resources	Time Frame	Priority		
			Low	Medium	High



**Pennsylvania Department of Health WIC Dietetic Internship**

**Rotation Mid-Point Evaluation**

Intern: \_\_\_\_\_ Preceptor: \_\_\_\_\_

Facility: \_\_\_\_\_

**MID-POINT Evaluation: At Mid-point of rotation, please meet with the intern and provide feedback on their progression in each skill, behavior, or knowledge area of the rotation. For a rating of 1 or 2, please provide specific steps the intern will take to improve and correct deficiencies. Midpoint evaluations must be submitted electronically to WIC DI Director.**

<b>1 = Unsatisfactory</b>	<b>2 = Improvement Required</b>	<b>3 = Satisfactory</b>	<b>4 = Above Normal</b>	<b>5=Exceptional</b>			
Consistently performs below the minimum skill, behavior, and/or knowledge.	Occasionally demonstrates below minimum skill, behavior, or knowledge. Needs further development and/or confidence.	Performance is consistent with expectations and standards. Occasional guidance. Adequate skills, behavior, and knowledge.	Consistently above normal performance expectations and standards, occasional guidance is required initially for clarification.	Performance is superior, and consistently exceeds the highest standards with little or no guidance.			
<b>PROFESSIONALISM</b>							
Displays professional appearance and behavior			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Maintains confidentiality of information			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Sets and enforces high standards of professional ethics			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Fosters teamwork and interacts well with staff and interns			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Reports to work on time and does not leave until designated time			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Displays initiative and active role in learning and demonstrates resourcefulness to find answers independently, volunteer for assignments, and displays potential entry-level leadership skills			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Accepts responsibility for his/her actions			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Displays tact, self-confidence, positive unbiased approach, integrity, incorporates constructive criticism to make improvements			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>PERSONAL MANAGEMENT SKILLS</b>							
Appropriately prioritizes work assignments and tasks			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Arrives prepared daily for rotation			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Follows directions			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Demonstrates attention to detail as evidenced by accurate and neat submissions			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Good time management			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Cooperative and helps others			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Accepts responsibility for mistakes			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>COMMUNICATION SKILLS</b>							
Writes effectively (clear, organized, appropriate grammar and spelling)			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

Voices understanding of the preceptor's expectations	1	2	3	4	5
Speaks in a clear, professional manner to convey accurate information	1	2	3	4	5
Responds appropriately to nonverbal cues	1	2	3	4	5
Displays good oral and written communication skills, listens and responds appropriately, and displays tact, diplomacy, and cultural sensitivity in interactions with others, and initiates discussions with others when appropriate.	1	2	3	4	5
<b>KNOWLEDGE BASE</b>					
Demonstrates capacity to acquire knowledge and grasp concepts	1	2	3	4	5
Demonstrates appropriate knowledge and expertise in assigned tasks	1	2	3	4	5
Requests clarification of issues when required	1	2	3	4	5
Demonstrates ability and achieved rotation competencies	1	2	3	4	5
Assesses situations/problems	1	2	3	4	5
Identifies needs and solutions	1	2	3	4	5
<b>OVERALL RATING</b>					
<b>INTERN OVERALL RATING FOR ROTATION</b>	1	2	3	4	5

**PRECEPTOR COMMENTS:**

**Discuss the overall strengths of the intern:**

**Discuss areas requiring development:**

**General comments or suggestions regarding the PA WIC Dietetic Internship Program:**

**Passing is a 3 or more.**

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

Daily Supervised Practice Hour Log Acute Care Clinical Rotation

Date	Time In	Time Out	Meal Break	Total Supervised Practice Hours for the Day	Brief Description of activities	Preceptor Initials
			<i>End of Week Total</i>			

Intern Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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

Date: \_\_\_\_\_

**Additional Comments:**

Do you feel that you need any additional assistance at this time? \_\_\_\_\_ YES \_\_\_\_\_ NO

Explain:

Can we provide any additional resources to help with your activities? \_\_\_\_\_ YES \_\_\_\_\_ NO

Explain Areas requiring attention:

Is your Preceptor assisting you throughout the Rotation? \_\_\_\_\_ YES \_\_\_\_\_ NO

Explain:



**Pennsylvania Department of Health WIC Dietetic Internship**

**Rotation Final Evaluation**

Intern: \_\_\_\_\_ Preceptor: \_\_\_\_\_

Facility: \_\_\_\_\_

**FINAL EVALUATION: Please evaluate the intern on each skill, behavior, or knowledge area of the rotation. For a rating of 1 or 2, please provide specific comments below. Submit the final evaluation electronically to the WIC DI Director.**

1 = Unsatisfactory	2 = Improvement Required	3 = Satisfactory	4=Above Normal	5 = Exceptional
Consistently performed below the minimum skill, behavior, or knowledge.	Occasionally demonstrated below minimum skill, behavior, or knowledge. Needs further development and/or confidence.	Performance is consistent with expectations and standards. Occasional guidance. Adequate skills, behavior, and knowledge.	Consistently above normal performance expectations and standards. Occasional guidance is required initially for clarification.	Performance is superior, consistently exceeds highest standards with little or no guidance

<b>PROFESSIONALISM</b>					
Displayed professional appearance.	1	2	3	4	5
Maintained confidentiality of information.	1	2	3	4	5
Set and enforce high standards of professional ethics.	1	2	3	4	5
Fostered teamwork and interacted well with staff and interns.	1	2	3	4	5
Reported to work on time and did not leave until designated time.	1	2	3	4	5
Displayed initiative and active role in learning, demonstrated resourcefulness to find answers independently, volunteer for assignments, and display leadership.	1	2	3	4	5
Accepted responsibility/accountability for his/her actions.	1	2	3	4	5
Displayed tact, self-confidence, positive unbiased approach, integrity, incorporated constructive criticism to make improvements.	1	2	3	4	5
<b>PERSONAL MANAGEMENT SKILLS</b>					
Appropriately prioritized work assignments and tasks.	1	2	3	4	5
Arrived and prepared daily for rotation.	1	2	3	4	5
Followed directions.	1	2	3	4	5
Good time management.	1	2	3	4	5
Demonstrated attention to detail as evidenced by accurate and neat submissions.	1	2	3	4	5
Cooperative and helps others.	1	2	3	4	5
Accepted responsibility for mistakes	1	2	3	4	5
<b>COMMUNICATION SKILLS</b>					
Wrote effectively (clear, organized, appropriate grammar and spelling).	1	2	3	4	5
Voiced understanding of the preceptor's expectations.	1	2	3	4	5

Spoke in a clear, professional manner to convey accurate information.	1	2	3	4	5
Responded appropriately to nonverbal cues.	1	2	3	4	5
Displayed good oral and written communication skills, listened, and responded appropriately, displayed tact, diplomacy, and cultural sensitivity in interactions with others, and initiated discussions with others when appropriate.	1	2	3	4	5
<b>KNOWLEDGE BASE</b>					
Demonstrated capacity to acquire knowledge and grasp concepts.	1	2	3	4	5
Demonstrated appropriate knowledge and expertise in assigned tasks.	1	2	3	4	5
Requested clarification of issues when required.	1	2	3	4	5
Demonstrated ability and achieved rotation competencies.	1	2	3	4	5
Assessed situations/problems	1	2	3	4	5
Identified needs and solutions	1	2	3	4	5
<b>OVERALL RATING</b>					
Intern's overall rating for rotation	1	2	3	4	5

**PRECEPTOR COMMENTS:**

**Discuss the overall strengths of the intern:**

**Discuss areas requiring development:**

**General comments or suggestions regarding the PA WIC Dietetic Internship Program:**

Passing is a 3 or more.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

## Preceptor Evaluation of Supervised Practice Experience

Please complete the survey below to evaluate the preparedness of our interns for this supervised practice experience. Your feedback is important to us and will be confidential and used to improve future teaching and intern's learning experiences. Completed forms can be emailed to: \_\_\_\_\_

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

Date: \_\_\_\_\_ Rotation (Circle): Community      FD Serv      Clinical

The intern was sufficiently prepared for the supervised practice. If no, Explain:	YES	NO
Expectations for the intern's supervised practice were clear. If no, Explain:	YES	NO
Suggested activities/assignments were clear. If no, Explain:	YES	NO
Suggested activities/assignments were sufficient. If no, Explain:	YES	NO



Suggested Activities/Assignments were Appropriate.

YES

NO

If no, Explain:

Did you experience any problems/issues with this supervised experience? YES NO

If YES, explain:

What recommendations would you make to improve this Supervised experience?

Thank you for taking the time to complete the survey and for your recommendations to improve the Supervised Practice experience.

## Harassment

# MANAGEMENT DIRECTIVE

505.30  
Amended  
Number

COMMONWEALTH OF PENNSYLVANIA  
GOVERNOR'S OFFICE

Subject:

Prohibition of Sexual Harassment in Commonwealth Work Settings

By Direction Of:



Fritz Bittenbender, Secretary of Administration

Date:

June 19, 2002

This directive provides detailed policy and procedures to fulfill the mandate expressed in *Executive Order 2002-4, Prohibition of Sexual Harassment in the Commonwealth*. This directive requires all employees under the jurisdiction of the Governor to read and sign a copy of Enclosure 1. The signed copy should be given to the employee's supervisor and is to be maintained in the employee's Official Personnel Folder. This amendment contains minor changes.

1. **PURPOSE.** To announce the Commonwealth's policy on sexual harassment, define sexual harassment, and identify steps which agencies should take to reduce the chances of sexual harassment occurring.

2. **SCOPE.** This directive applies to all departments, boards, commissions, and other agencies under the Governor's jurisdiction and to all employees of those agencies.

3. **OBJECTIVES.**

a. Define the Commonwealth's policy on sexual harassment.

b. Outline reporting procedures for violations of policy on sexual harassment.

c. Define the Commonwealth's policy on retaliation regarding sexual harassment.

d. Provide an acknowledgment procedure to ensure that employees are aware of the policy on sexual harassment.

4. **POLICY.**

a. *Executive Order 2002-4* and this directive constitute the Commonwealth's sexual harassment policy. The policy is based on federal and state law, court decisions, and a commitment that sexual harassment will not be tolerated in Commonwealth workplaces and work settings. Sexual harassment in the workplace is a form of employment discrimination.

b. It is the policy of the Commonwealth of Pennsylvania that sexual harassment of employees, applicants for employment, or clients of or individuals conducting business with or receiving services from the Commonwealth is strictly prohibited and will not be tolerated.

c. Sexual harassment is a violation of state and federal law. Therefore, all federal and state laws relating to sexual harassment or sex discrimination, or both, will be enforced. Under this policy, all employees share responsibility for ensuring that the workplace is free from all forms of sexual harassment.

Distribution:     B    

(Equal Employment Opportunity, OA, 717/783-1130) Page 1 of 4

d. The Commonwealth will not tolerate sexual harassment by any employee against another employee, applicant for employment, client of or any person conducting business with or receiving services from the Commonwealth or any representative thereof.

e. Individuals not employed by the Commonwealth will be held responsible for any acts of sexual harassment they may commit within the Commonwealth work settings or upon employees of the Commonwealth while in the performance of their duties.

f. Any employee who engages in or knowingly condones sexual harassment shall be subject to disciplinary action, up to and including dismissal.

g. Retaliation in any form against an employee or applicant, or against any client or other person receiving services or conducting business with the Commonwealth, who exercises his or her right to make a complaint under this policy or who cooperates in the investigation of any such complaint is strictly prohibited, and will itself be cause for appropriate disciplinary action. Any employee who believes that he or she has been the victim of retaliation should report his or her concerns as stated in Section 7.a.

**5. DEFINITION.** Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and/or other verbal, visual, or physical conduct of a sexual nature where:

a. submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or

b. submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individuals; or

c. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

## EXAMPLES

Examples of acts of sexual harassment which shall not be tolerated include, but are not limited to the following, particularly when they are repeated or part of a general pattern of behavior:

**Written:** Unwelcome suggestive, sexually explicit, or obscene letters, poems, notes, or invitations.

**Verbal:** Derogatory, sexually explicit, or offensive comments, epithets, slurs or jokes; inappropriate comments about an individual's body or sexual activities; repeated unwelcome propositions or repeated sexual flirtations; direct or subtle pressures or repeated unwelcome requests for dates or sexual activities.

**Physical:** Impeding or blocking movements, touching, patting, pinching, or any other unnecessary or unwanted physical contact.

**Visual:** Sexually oriented gestures, display of sexually suggestive or derogatory objects, pictures, cartoons, posters, or drawings.

Prohibited sexual harassment may include actions by members of the opposite sex of an employee as well as members of an employee's own sex. Managers and supervisors are responsible for inspecting their respective work areas for materials which might be offensive to others and for removing all such materials. Prohibited sexual harassment may include actions which are overtly sexual or facially neutral if such conduct constitutes gender-based discrimination.

No manager, supervisor, or other employee shall threaten or suggest, either explicitly or implicitly, that the refusal by another employee or applicant for employment to submit to sexual advances in any form will adversely affect that person's employment, performance evaluation ratings, wages, compensation, advancement, assigned duties, work assignments, work schedules, training, or any other term or condition of employment or career development. In addition, offering, promising, or granting favored treatment

to any employee or applicant for employment as a result of that person's engaging in or agreeing to engage in sexual conduct, as well as seeking in any way to make the performance of a person's job more difficult because of that person's refusal to submit to sexual advances are strictly prohibited.

#### 6. RESPONSIBILITIES.

- a. The Secretary of Administration shall require each agency to have an effective complaint mechanism which ensures that an employee does not have to complain to the alleged harasser and which provides for prompt and effective investigation of complaints.

##### b. Agency heads shall:

- (1) Support the Commonwealth's sexual harassment policy and reinforce that support, in writing, to their employees. However, agency heads should not restate the policy in different words in written transmittals. It is important that the wording used in this directive and *Executive Order 2002-4* be consistently used and applied among all agencies under the Governor's jurisdiction.

(2) Ensure that all employees under their jurisdiction are educated in the Commonwealth's sexual harassment policy and in sexual harassment issues in general. Education may consist of written materials, formal training, educational videos, orientation sessions, workplace discussions, and/or individual counseling. Education in sexual harassment issues should be considered an ongoing effort, with additional approaches used periodically to reinforce earlier education.

- (3) Disseminate names and phone numbers for the agency's Equal Opportunity Manager/Specialist or Human Resource Director or any other individual to whom an employee may report allegations of sexual harassment.

c. The Office of Administration, Bureau of Equal Employment Opportunity, shall make available resources to supplement agency educational efforts.

#### 7. PROCEDURES.

a. **Reporting Violations of Policy on Sexual Harassment.** Any employee who believes that he or she has been the victim of sexual harassment in any form, by any manager, supervisor, coworker, customer, client, or any other person in connection with his or her employment should bring the problem immediately to the attention of his or her supervisor or someone in the employee's direct line of supervision. If the concern involves the employee's direct supervisor or someone in the employee's direct line of supervision, or if the employee is uncomfortable for any reason with discussing such matters with the supervisor and/or others in the direct line of supervision, or is not satisfied after bringing the matter to such individuals, the employee may take his or her concerns to the agency Equal Opportunity Manager/Specialist or Human Resource Director or other individual designated by the agency head under Section 6.a.(3).

All allegations of sexual harassment will be investigated in a confidential manner. Sexual harassment complaints do not have to be in writing before an investigation is initiated. When warranted, all appropriate corrective action will be taken. Any employee who is found, as a result of such investigation, to have engaged in sexual harassment in violation of this policy is subject to appropriate disciplinary action, up to and including termination of employment. A manager or supervisor will be subject to appropriate disciplinary action, up to and including termination of employment, if he or she fails to take corrective action when it is known, or reasonably should have been known, that an individual in the line of supervision of the manager or supervisor is or was being sexually harassed.

b. **Acknowledgment of Receipt of Enclosure 1.** Every Commonwealth employee is to be provided with a copy of *Executive Order 2002-4* and this directive. Each employee is asked to read the documents and sign a copy of Enclosure 1, Acknowledgment of Receipt of the Commonwealth of Pennsylvania's Sexual Harassment Policy. Signed copies of the form contained in Enclosure 1 are to be maintained in the employee's Official Personnel Folder (STD-301) by the agency human resource office. The form may be photocopied and provided to the employee for signature.

- c. **Dissemination.** In addition to the dissemination of Enclosure 1, the sexual harassment policy contained in *Executive Order 2002-4* and this directive should be disseminated to all employees by:

(1) Posting the policy in conspicuous places throughout the workplace.

(2) Placing the policy in all employee handbooks and/or policy manuals.

(3) Distributing the policy during new employee orientation programs.

(4) Redistributing the policy each year.

- (5) *Executive Order 2002-4* and this directive can be accessed on the State's Home Page, [www.state.pa.us](http://www.state.pa.us). At the top of the screen, go to the block "PA Keyword." Type in Executive Orders or Management Directives (whichever applies). Then, scroll down to the document by the number of the document.

- d. Any Commonwealth employee who engages in or knowingly condones sexual harassment related to Commonwealth employment shall be subject to disciplinary action, up to and including dismissal.

Enclosure:

- 1 – Acknowledgment of Receipt of the Commonwealth of Pennsylvania's Sexual Harassment Policy

**This directive supersedes Management Directive 505.30 dated May 13, 1999. Please recycle the previous version.**

# **MANAGEMENT DIRECTIVE**

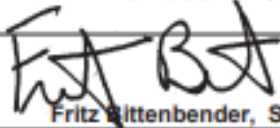
505.30  
Rev. No. 1  
Number

**COMMONWEALTH OF PENNSYLVANIA  
GOVERNOR'S OFFICE**

Subject:

Prohibition of Sexual Harassment in Commonwealth Work Settings

By Direction Of:



Fritz Sittenbender, Secretary of Administration

Date:

August 2, 2002

Please make the following pen and ink change to subject directive dated June 19, 2002, page 2, second column, under EXAMPLES.

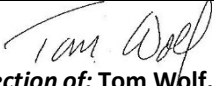
\* \* \* \* \*

**Physical:** Impeding or blocking movements, or touching, patting, pinching, or any other unnecessary or unwanted physical contact.

\* \* \* \* \*

# Executive Order

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Prohibition of Sexual Harassment in the Commonwealth	<b>Number:</b> 2021-04
 <b>By Direction of: Tom Wolf, Governor</b>	<b>Date: June 15, 2021</b>

WHEREAS, sexual harassment is a form of discrimination that undermines the integrity of the employment relationship and/or service delivery; and

WHEREAS, the Commonwealth of Pennsylvania, Pennsylvania's largest employer, has an obligation to assertively address sexual harassment issues in the workplace; and

WHEREAS, sexual harassment shall not be tolerated in Commonwealth workplaces or when conducting the business of the Commonwealth under any circumstances; and

WHEREAS, this Administration is committed to providing a work environment where employees, applicants for employment, or individuals receiving services from the Commonwealth shall not be subjected to sexual harassment; and

WHEREAS, to prevent sexual harassment in the conduct of the business of the Commonwealth, all managers, supervisors, and employees must be made aware of the Commonwealth's sexual harassment policy, the steps to take when concerns arise, and our commitment to address instances of sexual harassment aggressively and equitably.

NOW, THEREFORE, I, Tom Wolf, Governor of the Commonwealth of Pennsylvania, by virtue of the authority vested in me by the Constitution of the Commonwealth of Pennsylvania and other laws, do hereby adopt and affirm the Commonwealth's sexual harassment policy as follows:

1. No department, board, office, commission, or other agency under my jurisdiction shall tolerate sexual harassment by any Commonwealth employee against any other employee, applicant for employment, contractor, intern, or client or other person receiving services from or conducting business with the Commonwealth (individually, a Person). Sexual harassment while conducting the business of the Commonwealth is strictly forbidden. Further, no department, board, office, commission, or other agency under my jurisdiction shall tolerate acts of sexual harassment by individuals not employed by the Commonwealth within Commonwealth offices or upon employees of the Commonwealth in the performance of their duties. Sexual harassment is a

violation of federal and state law. Therefore, all federal and state laws relating to sexual harassment and/or sex discrimination will be enforced.

- 2.** Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and/or other verbal, non-verbal, visual, or physical conduct of a sexual nature, where:
  - a.** submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of a Person's employment or receipt of public services; or
  - b.** submission to or rejection of such conduct by a Person is used as a basis for decisions affecting such Persons; or.
  - c.** such conduct has the purpose or effect of unreasonably interfering with a Person's work performance or receipt of public services, or creating an intimidating, hostile, or offensive work environment.

Prohibited sexual harassment may include actions by members of the opposite sex of an employee as well as members of an employee's own sex. Prohibited sexual harassment may include actions which are overtly sexual or facially neutral if such actions constitute gender, gender identity, gender expression and/or sexual orientation-based discrimination. Prohibited sexual harassment may include unwanted or unwelcome discussion of a Person's sexual activity or history, sexual orientation or gender identity or gender expression.


- 3.** Any Commonwealth employee who engages in or knowingly permits or condones sexual harassment during the course of conducting their Commonwealth duties shall be subject to disciplinary action, up to and including dismissal.
- 4.** Retaliation in any form against a Person who exercises their right to make a good faith complaint under this policy or who cooperates in an investigation of any complaint is strictly prohibited and will itself be cause for appropriate disciplinary action.
- 5.** All Commonwealth employees will be educated in sexual harassment issues. Education may consist of written materials, formal training, educational videos, orientation sessions, workplace discussions, and/or individual counseling. All Commonwealth employees will be provided with a copy of this policy and must sign an acknowledgement that they have received and reviewed the policy.
- 6.** Agency heads shall create a respectful and safe workplace environment which encourages discussion of sexual harassment issues, where employees are educated in sexual harassment prevention and sensitized to sexual harassment, and where a Person with sexual harassment questions or complaints is provided with a response which is clear, impartial, and timely.



- 7.** The Secretary of Administration shall require each agency to have an effective complaint mechanism which ensures that an employee does not have to complain to the alleged harasser, and which provides for prompt and effective investigation of complaints. The Secretary of Administration shall also have the authority to issue Management Directives and establish rules necessary to carry out the mandates of this Executive Order.
- 8.** The Office of Administration, Bureau of Equal Employment Opportunity, shall provide appropriate oversight and resolution of such complaints.
- 9.** This Executive Order and Management Directive 505.30, *Prohibition of Sexual Harassment in Commonwealth Work Settings*, constitute the Commonwealth's sexual harassment policy.
- 10.** **Cooperation by State Agencies.** All Commonwealth departments, boards, offices, commissions, and other agencies under my jurisdiction shall cooperate fully with the Secretary of Administration and provide such assistance and information, as needed, in the implementation of this order.
- 11.** **Effective Date.** This Executive Order shall take effect immediately.
- 12.** **Rescission.** Executive Order 2002-04, *Prohibition of Sexual Harassment in the Commonwealth*, is hereby rescinded.

# MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Workplace Violence	<b>Number:</b> 205.33 Amended
<b>Date:</b> June 16, 2014	<b>By Direction of:</b>  Kelly Powell Logan, Secretary of Administration
<b>Contact Agency:</b> Office of Administration, Office for Human Resources Management, Bureau of Employee Benefits and Services, Telephone 717.787.8575	

**This directive establishes policy, responsibilities, and procedures on preventative measures and responses to violence in the workplace. Marginal dots are excluded due to major changes.**

- 1. PURPOSE.** To establish policy, responsibilities, and procedures to prevent incidents of violence in the workplace and for incident response and reporting.
- 2. SCOPE.** This directive applies to all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction. Independent agencies are encouraged to comply with this directive.
- 3. OBJECTIVE.** To provide policy and procedures for commonwealth agencies and employees to promote a workplace which is free of violence.
- 4. DEFINITIONS.**
  - a. Domestic Violence.** Violence that occurs between individuals who have or had a significant personal relationship.

- b. Employee.** A person who has been hired by an agency subject to "*The Administrative Code of 1929, Act 175 of 1929, P.L. 177; 71 P.S. § 51*," and whose employment has not yet been terminated.
- c. Inappropriate Workplace Behavior.** Employee actions which are inappropriate or unacceptable for the workplace but which do not rise to the level of workplace violence. Examples include, but are not limited to, time and attendance problems, decreased productivity, inconsistent work patterns, poor on-the-job relationships, unusual/changed behavior, personal conflicts, and disruptive behavior.
- d. Protection From Abuse Order (PFA).** A legal document that prevents one individual from having contact with or being within a specified distance of another individual.
- e. State Employee Assistance Program (SEAP).** A program designed to assist state employees and their families with alcohol, drug, emotional, family, financial, marital, or personal problems. Policy and procedures are contained in *Executive Order 1996-10, Management Directive 505.22*, and *Manual 505.3*, all titled *State Employee Assistance Program*.
- f. Violence.** Behavior that results in physical harm to an individual or property, emotional harm to an individual, or the threat of such harm to an individual or property.
- g. Warning Signs.** An observable behavior which may indicate that an individual may be a higher risk for committing an act of workplace violence. Warning signs may include; but are not limited to, overreacting, offensive or profane language, rapid speech, continual blame or excuses, being overly defensive when criticized, or repeated unusual movements such as pounding, banging, or slamming.
- h. Workplace.** A location where employees perform job duties. The location need not be a permanent location, physical building, or commonwealth-owned property.
- i. Workplace Violence.** Violence that occurs at or is connected to the workplace, including any location if the violence has resulted from an act or a decision made during the course of conducting commonwealth business. Examples of workplace violence include but are not limited to: verbal and written threats, intimidation, stalking, harassment, domestic violence, robbery and attempted robbery, destruction of commonwealth property, physical assault, bomb threats, rape and murder. Perpetrators of workplace violence can include employees, clients/customers, personal acquaintances/partners and strangers.
- j. Zero Tolerance.** All reported incidents of workplace violence will be investigated. Appropriate action(s), up to and including termination of employment, and potential legal action, will be taken for all incidents where an investigation has determined that workplace violence has occurred.

## **5. POLICY.**

- a.** Workplace violence by or against commonwealth employees is prohibited. The commonwealth has a "zero tolerance" policy for incidents of workplace violence.

- b. Violations of this policy by a commonwealth employee may lead to disciplinary action, up to and including termination from employment. The employee may also be subject to criminal prosecution.
- c. Law enforcement employees who use force within their line of work are not in violation of this directive, so long as their actions are in compliance with applicable statutes and agency policies.
- d. All managers, supervisors, and employees are to be made aware of the commonwealth and agency policies on workplace violence and are required to receive training on workplace violence prevention and response.
- e. The commonwealth recognizes the sensitivity of domestic violence, the challenges in ending such violence, and the need for a coordinated effort of support and resources. As such, no commonwealth employee shall be required to disclose that he or she is a victim of domestic violence or has filed a PFA. Employees who make such a self-disclosure shall be referred to SEAP, shall not be discriminated against for such self-disclosure, and shall be afforded the same level of confidentiality as any other individual seeking assistance for a personal issue.
- f. Agencies are to remain flexible in order to assist employees who self-disclose that they are victims of domestic violence, subject to operational efficiency and existing collective bargaining agreements, including:
  - (1) Approval of paid and unpaid leave.
  - (2) Relocation of current work space within the existing office building, or temporary or permanent transfer to an alternate work location.
  - (3) Temporary adjustment to work schedule/hours.
- g. In cases where a PFA exists and the perpetrator and victim are employed by the same agency or are working in the same building, the agency will work to ensure a safe and productive work environment.
- h. Incidents involving bomb threats and suspicious packages shall be handled in accordance with *Management Directive 720.7 Amended, Bomb Threats and Suspicious Packages*.

## **6. RESPONSIBILITIES.**

### **a. Office of Administration, Office for Human Resources Management (OA/HRM), Bureau of Employee Benefits and Services (BEBS) shall:**

- (1) Provide overall policy guidelines to assist agencies in designing and/or implementing agency-specific workplace violence prevention and response programs, including the development of agency policies, training, and informational materials.
- (2) Coordinate a commonwealth workplace violence reporting system and provide periodic reports to agencies on incidents and trends of workplace violence in commonwealth agencies.
- (3) Coordinate the development of a workplace violence prevention training program which can be delivered through a variety of means.

- (4) Function as a resource for the identification of workplace violence information and training resources.
- (5) Provide assistance to agencies through SEAP debriefing services following a critical incident, in accordance with *Executive Order 1996-10, Management Directive 505.22*, and *Manual 505.3*, all titled *State Employee Assistance Program*.
- (6) Ensure that SEAP has sufficient resources statewide to assist and support victims of domestic violence.

**c. Department of General Services (DGS) shall:**

- (1) Develop and provide training or guidance on bomb threats and suspicious packages, in accordance with *Management Directive 720.7 Amended, Bomb Threats and Suspicious Packages*.
- (2) Develop and provide training on selected workplace violence issues and other security measures, as appropriate.
- (3) Respond to incidents of workplace violence in worksites under the jurisdiction of DGS where law enforcement assistance is requested.

**d. Agency Heads shall:**

- (1) Designate an agency workplace violence coordinator and provide the name to BEBS. As appropriate, individual field/worksites workplace violence coordinators should also be designated and their names provided to BEBS.
- (2) Ensure that the agency develops and implements an agency workplace violence prevention and response policy and program which are consistent with this management directive and *Manual 505.6, An Agency Guide to Workplace Violence Prevention and Response*.
- (3) Provide necessary support and resources to the agency workplace violence prevention program.
- (4) Create a workplace environment which encourages discussion of workplace violence issues and encourages employees who have filed a PFA to inform the agency human resources office so that appropriate safety precautions can be implemented.
- (5) Ensure that all employees receive the required training on workplace violence prevention and response on an annual basis.
- (6) Ensure that all reported incidents are investigated and that appropriate action(s) is taken when the investigation substantiates that workplace violence has occurred.

- (7) Ensure that existing agency policies are applied in a flexible manner to support employees who self-disclose that they are victims of domestic violence, consistent with agency and commonwealth policy.
- (8) Ensure that all incidents of workplace violence are reported to BEBS through the commonwealth's electronic workplace violence reporting system.

**e. Agency Workplace Violence Coordinators** shall:

- (1) Implement the provisions of this management directive and the agency's workplace violence prevention policy and program.
- (2) Identify, in conjunction with agency management, the types of workplace violence prevention initiatives which are appropriate to meet agency needs.
- (3) Coordinate with BEBS, Capitol Police, State Police, local law enforcement authorities, and other resources to obtain appropriate advisory services and training to meet the agency's needs.
- (4) Serve as a resource for managers, supervisors and employees regarding workplace violence prevention and response issues, including the development of worksite plans.
- (5) Coordinate the delivery of workplace violence prevention training and the dissemination of information regarding workplace violence prevention.
- (6) Ensure that all employees are aware of the internal agency procedures for reporting incidents of workplace violence.
- (7) Ensure that all reported incidents of workplace violence are investigated, and as appropriate, participate as a member of the agency's assessment team in accordance with *Manual 505.6, An Agency Guide to Workplace Violence Prevention and Response*.
- (8) Report all incidents of workplace violence through the commonwealth's electronic workplace violence reporting system.
- (9) Notify the agency SEAP coordinator of all serious incidents of workplace violence so that appropriate SEAP services may be considered, and ensure that all agency policies and procedures regarding workplace violence include information regarding the availability of SEAP.
- (10) Notify the agency human resources director and agency legal office of all instances where the agency has been notified that an employee has filed a PFA against another person, ensure that appropriate safety precautions are implemented, and work with the manager/supervisor to make appropriate job-related adjustments.

**f. Managers and Supervisors** shall:

- (1) Ensure employees are provided with and are familiar with the commonwealth and agency workplace violence prevention policies, agency specific information and any local worksite plans.
- (2) Be proactive in their supervisory responsibilities to minimize risk of workplace violence consistent with operational considerations, and initiate corrective action and discipline where warranted.
- (3) Encourage any employee that may be experiencing personal problems to contact SEAP.
- (4) Consult the agency human resources office when employees show signs of inappropriate workplace behavior, show warning signs of potential workplace violence, or demonstrate behavior that may be workplace violence.
- (5) Report all incidents of workplace violence in accordance with agency procedures.
- (6) Notify the agency workplace violence coordinator when an employee selfdiscloses that he or she has a PFA against another individual, treat the information in a confidential manner, and encourage the employee to seek assistance through SEAP.

**g. Agency SEAP Coordinators** shall:

- (1) Notify BEBS following serious incidents of workplace violence and request a critical incident stress debriefing where warranted.
- (2) Inform managers and supervisors of the resources available through SEAP should an incident of workplace violence occur.

**h. Employees** shall:

- (1) Read and be familiar with the commonwealth and agency workplace violence prevention policies and procedures, and be proactive in the prevention of workplace violence incidents.
- (2) Immediately report all incidents of workplace violence to their supervisor.
- (3) Consider notifying their supervisor or human resources office if they have a PFA against another individual so that the agency can take appropriate safety precautions.

**7. PROCEDURES.**

- a. A copy of this directive shall be posted in all commonwealth-owned and leased office buildings.

- b. Agencies are to use the procedures found in *Manual 505.6, An Agency Guide to Workplace Violence Prevention and Response*, for the development of a comprehensive workplace violence prevention and response program, including worksite assessments, development of local worksite plans, the formation of field and central office assessment teams where warranted, and periodic reviews of the effectiveness of the agency program.
- c. Employees, supervisors, and managers who witness or experience any workplace violence situation, as defined in this directive, must report the incident through established agency reporting procedures.
- d. All employees must receive training on workplace violence awareness and prevention on an annual basis, in addition to being provided a copy of the agency policy on workplace violence prevention.
- e. Immediate action must be taken in the event of a workplace violence incident and appropriate emergency and law enforcement personnel should be contacted if the incident warrants.
- f. Agencies must immediately report any serious or life threatening incidents of workplace violence, such as bomb threats, attacks with a weapon, rape, suicide and murder to BEBS via telephone or email, after emergency and law enforcement personnel have been notified and the situation contained.
- g. The agency SEAP coordinator should contact BEBS following all serious incidents of workplace violence to make arrangements for any needed SEAP services.
- h. Agencies must report all incidents of workplace violence to BEBS via the electronic system. Agencies must enter all incidents that are reported to them, regardless of whether the investigation determines that the incident represents workplace violence. Agencies may enter the reports at the conclusion of the investigation, or may enter the reports at the time the incident is brought to their attention and then later update the report once the investigation has been concluded.

**This directive replaces, in its entirety, *Management Directive 205.33*, dated June 22, 1999 and *Management Directive 505.31*, dated May 31, 2004.**



## **Non-Discrimination Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, religious creed, sex (including gender identity and sexual orientation), political beliefs, age, disability, national origin, or limited English proficiency. (Not all bases apply to all programs.) Reprisal is prohibited based on prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

**Mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
(866) 632-9992

or

**Fax:** (833)256-1665 or (202) 690-7442.

Or

**Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

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**PA DOH WIC DIETETIC INTERNSHIP ACEND MATRIX**

**Domain 1: Scientific and Evidence Base of Practice: integration of scientific information and research into practice**

<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>
CRDN 1.1: Select indicators of program quality and/or customer service and measure achievement of objectives.	<ul style="list-style-type: none"> <li>- FS Pre-Requisite Work Activity</li> <li>- NSLP Overview Activity</li> <li>- Gov. Regulatory Activity</li> <li>- HR Case Study- Conflict Resolution</li> <li>- Menu Development/ Nutritional Analysis Activity</li> <li>- Food Safety/HACCP Activity</li> <li>- Healthy School/Athletic Promo Activity</li> <li>- NSLP Annual Review Activity</li> <li>- PA (AG) Retail Facility Licensing Activity</li> </ul>	<ul style="list-style-type: none"> <li>- CL Pre-Requisite Work Activity</li> <li>- Governing Regulatory Activity</li> <li>- Diabetes Lesson Plan Activity</li> </ul>	<ul style="list-style-type: none"> <li>- Governing Regulatory/Strategic Planning Activity</li> </ul>		
CRDN 1.2: Evaluate research and apply evidence-based guidelines, systematic reviews and scientific literature in nutrition and dietetics practice.	<ul style="list-style-type: none"> <li>- Food Safety/HACCP Activity</li> <li>- Healthy School/Athletic Promo Activity</li> <li>- PA (AG) Retail Facility Licensing</li> </ul>	<ul style="list-style-type: none"> <li>- CL Pre-Requisite Work Activity</li> <li>- Minor Case Studies</li> <li>- Clinical Rotation Major Case Study Project/Presentation</li> <li>- Diabetes Lesson Plan Activity</li> </ul>	<ul style="list-style-type: none"> <li>- WIC Staff Inservice</li> <li>- WIC Comm Needs Assess</li> </ul>	<ul style="list-style-type: none"> <li>- Legislation Activity</li> </ul>	
<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>
CRDN 1.3: Justify programs, products, services, and care using appropriate evidence or data.	<ul style="list-style-type: none"> <li>- ServSafe</li> <li>- Capital Equipment Proposal/Feasibility Activity</li> <li>- Menu Prod/Feasibility Activity</li> <li>- Healthy School/Athletic</li> </ul>		<ul style="list-style-type: none"> <li>- Governing Regulatory/Strategic Planning</li> <li>- Grant Proposal</li> </ul>	<ul style="list-style-type: none"> <li>- Legislation Activity</li> </ul>	

	Promo Activity				
CRDN 1.4: Conduct projects using appropriate research or quality improvement methods, ethical procedures and data analysis utilizing current and/or new technologies.	- NSLP Menu Development/Nutrition Analysis Activity -Food Safety/HACCP Activity	- Clinical Rotation Major Case Study Project/Presentation	- WIC Staff Inservice - WIC Community Need Assessment		
CRDN 1.5: Incorporate critical-thinking skills in overall practice.	- Governing Regulation Activity - HR Case Study-Conflict Resolution - Financial/Budgetary Activity - Menu Development/Nutritional Analysis Activity - NSLP Annual Review Activity - PA AG Retail Facility Licensing Activity	-Minor Case Studies -Governing Regulatory Activity - Interdisciplinary Team Rounds - Clinical Rotation Major Case Study Project/Presentation - GI Disorders Activity -Cancer Patient Activity - Renal Patient Activity - Clinical Staff Relief	- Governing Regulatory/Strategic Planning - WIC Comm Needs Assess.		

**Domain 2: Professional Practice Expectations: beliefs, values, attitudes and behaviors for the professional dietitian level of practice.**

<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>
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, Standards of Professional Performance, and Code of Ethics for the Profession of Nutrition and	- Gov Regulatory Activity - Financial/Budget Activity - Food Safety/HACCP Activity - Management/Leadership Relief Staff Activity - NSLP Annual Review Activity - PA (Ag) Retail Licensing Activity	- Governing Regulatory Activity - Clinical Staff Relief	-Governing Regulatory/Strategic Planning Activity -WIC Staff Inservice	- Code of Ethics	

Dietetics.					
CRDN 2.2: Demonstrate professional writing skills in preparing professional communications.	<ul style="list-style-type: none"> <li>- ServSafe</li> <li>- Gov Regulatory Activity</li> <li>- Capital Equipment Proposal/Feasibility Activity</li> <li>- NSLP Annual Review Activity.</li> <li>- Management/Leadership Staff Relief Activity</li> </ul>	<ul style="list-style-type: none"> <li>- Minor Case Studies</li> <li>- Governing Regulatory Activity</li> <li>- Clinical Rotation Major Case Study Project/Presentation</li> <li>- Cancer Patient Activity</li> <li>- Parenteral and Enteral Nutrition Activity</li> <li>- Diabetes Lesson Plan Activity</li> </ul>	<ul style="list-style-type: none"> <li>- WIC Case Studies</li> <li>- Governing Regulatory/Strategic Planning Activity</li> <li>- WIC Staff Inservice</li> <li>- Grant Writing Proposal</li> <li>- WIC Comm Needs Assess.</li> </ul>	-Legislation Activity	
<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>
CRDN 2.3: Demonstrate active participation, teamwork and contributions in group settings.	<ul style="list-style-type: none"> <li>- Healthy School/Athletic Promo Activity</li> <li>- Management/Leadership Staff Relief Activity</li> </ul>	<ul style="list-style-type: none"> <li>- Interdisciplinary Team Rounds</li> <li>- Clinical Staff Relief</li> </ul>		- Code of Ethics	
CRDN 2.4: Function as a member of interprofessional teams.	<ul style="list-style-type: none"> <li>- Management/Leadership Staff Relief Activity</li> </ul>	<ul style="list-style-type: none"> <li>- Interdisciplinary Team Rounds</li> <li>- Clinical Staff Relief</li> </ul>	<ul style="list-style-type: none"> <li>- WIC Comm Partnership</li> </ul>		
CRDN 2.5: Work collaboratively with NDTRs and/or support personnel in other disciplines.	<ul style="list-style-type: none"> <li>- Management/Leadership Staff Relief Activity</li> </ul>				
CRDN 2.6: Refer clients and patients to other professionals and services when needs are beyond individual scope of practice.		<ul style="list-style-type: none"> <li>- Clinical Rotation Major Case Study Project/Presentation</li> </ul>	<ul style="list-style-type: none"> <li>- WIC Comm Partnership</li> </ul>		
CRDN 2.7: Apply change management strategies to achieve desired outcomes.		<ul style="list-style-type: none"> <li>- Clinical Staff Relief</li> </ul>	<ul style="list-style-type: none"> <li>- WIC Staff Inservice</li> <li>- WIC Comm Partnership</li> </ul>		

			- WIC Comm Needs Assess.		
CRDN 2.8: Demonstrate negotiation skills.	- Management/Leadership Staff Relief Activity	- Renal Patient Activity	- WIC Comm Needs Assess	- Legislation Activity	
CRDN 2.9: Actively contribute to nutrition and dietetics professional and community organizations.	- Healthy School/Athletic Promo Activity - Nutr and Dietetics Prof and Comm Org Activity		- WIC Comm Needs Assess. - WIC Comm Partnership		
CRDN 2.10: Demonstrate professional attributes in all areas of practice.	- Management/Leadership Staff Relief Activity - Final Evaluation: * Code of Conduct	- Final Evaluation: * P & P * Code of Conduct - Clinical Staff Relief	- WIC Staff Inservice - Final Evaluation: *P & P *Code of Conduct		- Interview Activity
<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>
CRDN 2.11: Show cultural humility in interactions with colleagues, staff, clients, patients and the public.	- Healthy School/Athletic Promo Activity - Final Evaluation: *Code of Conduct	- Final Evaluation: *P & P *Code of Conduct - Cardiovascular Patient Activity	- Final Evaluation: *Code of Conduct		
CRDN 2.12: Implement culturally sensitive strategies to address cultural biases and differences.			- Meal Plan Development - Nutr. Ed Material Development	- Legislative Activity - ACEND DEI & DOH Unconscious Bias Trainings	
CRDN 2.13: Advocate for local, state or national legislative and regulatory issues or policies impacting the nutrition and dietetics profession.				- Legislation Activity	
<b>Domain 3: Clinical and Customer Services: development and delivery of information, products and services to individuals, groups and populations</b>					
<b>A) RE 6.1.a: ACEND-Required Core Competency</b>	<b>Foodservice</b>	<b>Clinical</b>	<b>Community</b>	<b>General Orientation</b>	<b>Exit</b>

<p>CRDN 3.1: Perform Medical Nutrition Therapy by utilizing the Nutrition Care Process including use of standardized nutrition terminology as a part of the clinical workflow elements for individuals, groups and populations of differing ages and health status, in a variety of settings.</p>		<ul style="list-style-type: none"> <li>- Minor Case Studies</li> <li>- GI Disorders Activity</li> <li>- Oncology Patient Activity</li> <li>- Parenteral and Enteral Nutrition Activity</li> <li>- Renal Patient Activity</li> <li>- Overweight/Obesity Patient Activity</li> <li>- Cardiovascular Patient Activity</li> </ul>	-		
<p>CRDN 3.2: Conduct nutrition focused physical exams.</p>		<ul style="list-style-type: none"> <li>- NFPE/Malnutrition</li> </ul>			
<p>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 modifications to bowel regimens, carbohydrate to insulin ratio, B12 or iron supplementation).</p>		<ul style="list-style-type: none"> <li>- Clinical Rotation Major Case Study Project/Presentation</li> <li>- Cardiovascular Patient Activity</li> </ul>			
<p>CRDN 3.4: Provide instruction to clients/patients for self-monitoring blood glucose, considering diabetes medication and medical</p>		<ul style="list-style-type: none"> <li>- Diabetes Lesson Plan Activity</li> </ul>			

nutrition therapy plan					
A) RE 6.1.a: ACEND-Required Core Competency	Foodservice	Clinical	Community	General Orientation	Exit
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.		- Parenteral and Enteral Nutrition Activity			
CRDN 3.6: Conduct a swallow screen and refer to the appropriate health care professional for full swallow evaluation when needed.		-Swallow Screen Activity			
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.		<ul style="list-style-type: none"> <li>- GI Disorders Activity</li> <li>- Renal Patient Activity</li> <li>- Overweight/Obesity Patient Activity</li> <li>- Clinical Staff Relief</li> </ul>			
CRDN 3.8: Design, implement and evaluate presentations to a target audience.	- Healthy School/Athletic Promo Activity		<ul style="list-style-type: none"> <li>- WIC Staff Inservice</li> <li>- WIC Comm Needs Assess.</li> </ul>		
CRDN 3.9: Develop nutrition education materials that are culturally and age appropriate and designed for the literacy level of the	- Healthy School/Athletic Promo Activity	<ul style="list-style-type: none"> <li>- Renal Patient Activity</li> <li>- Diabetes Lesson Plan Activity</li> </ul>			

audience.					
CRDN 3.10: Use effective education and counseling skills to facilitate behavior change.		- Renal Patient Activity - Cardiovascular Patient Activity - Diabetes Lesson Plan Activity			
CRDN 3.11: Develop and deliver products, programs or services that promote consumer health, wellness, and lifestyle management.	- Healthy School/Athletic Promo Activity	- Overweight/Obesity Patient Activity - Diabetes Lesson Plan Activity	- WIC Staff Inservice - WIC Comm Needs Assess. -Meal Plan Development		
CRDN 3.12: Deliver respectful, science-based answers to client/patient questions concerning emerging trends.		- Overweight/Obesity Patient Activity - Cardiovascular Patient Activity - Diabetes Lesson Plan Activity	.		
CRDN 3.13: Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.	- Financial Management/Budgetary Activity - Capital Equipment Feasibility Activity				
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.	- Menu Development/Nutrition Analysis Activity	- Renal Patient Activity			



**Domain 4: Practice Management and Use of Resources: strategic application of principles of management and systems in the provision of services to individuals and organizations**

A) RE 6.1.a: ACEND-Required Core Competency	Foodservice	Clinical	Community	General Orientation	Exit
CRDN 4.1: Participate in management functions of human resources (such as hiring, training, and scheduling).	<ul style="list-style-type: none"> <li>- HR Case Study-Conflict Resolution</li> <li>- Management/Leadership Staff Relief Activity</li> </ul>				- Interview Activity
CRDN 4.2: Perform management functions related to safety, security and sanitation that affect employees, clients, patients, facilities, and food.	<ul style="list-style-type: none"> <li>- ServSafe</li> <li>- HR Case Study-Conflict Resolution</li> <li>- Food Safety/HACCP Activity</li> <li>-Mgmt/Leadership Staff Relief Activity</li> <li>- PA Retail (Ag) Facility Licensing Activity</li> </ul>			- Code of Ethics	
CRDN 4.3: Conduct clinical and client service quality management activities (such as quality improvement or quality assurance projects).	- Gov Regulatory Activity	- Governing Regulatory	- Gov Regulatory Activity	- Code of Ethics	
CRDN 4.4: Apply current information technologies to develop, manage and disseminate nutrition information and data.	- Menu Development/Nutrient Analysis Activity		- Grant Writing Proposal		
A) RE 6.1.a: ACEND-Required Core Competency	Foodservice	Clinical	Community	General Orientation	Exit
CRDN 4.5: Analyze quality, financial and productivity data for use in planning.	- Financial/Budgetary Activity				

<p>CRDN 4.6: Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment.</p>	<ul style="list-style-type: none"> <li>- Financial/Budgetary Activity</li> <li>- Menu Production/ Feasibility Activity</li> <li>- Capital Equipment Proposal/Feasibility Activity</li> </ul>				
<p>CRDN 4.7: Conduct feasibility studies for products, programs, or services with consideration of costs and benefits.</p>	<ul style="list-style-type: none"> <li>- Menu Prod/Feasibility Activity</li> <li>- Capital Equipment Proposal/Feasibility Activity</li> </ul>		<p>- Grant Writing Proposal</p>		
<p>CRDN 4.8: Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment, and supplies.</p>	<ul style="list-style-type: none"> <li>- Capital Equipment Proposal/Feasibility Activity</li> <li>- Menu Production/ Feasibility Activity</li> </ul>		<p>- Grant Writing Proposal</p>		
<p>CRDN 4.9: Engage 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.</p>		<p>- Coding &amp; Billing Activity</p>			
<p>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 or foodborne illness).</p>	<ul style="list-style-type: none"> <li>- Food Safety/HACCP Activity</li> <li>- PA (Ag) Retail Licensing)</li> </ul>				

**Domain 5: Leadership and Career Management: Skills, strengths, knowledge, and experience relevant to leadership potential and professional growth for the nutrition and dietetics practitioner**

A) RE 6.1.a: ACEND-Required Core Competency	Foodservice	Clinical	Community	General Orientation	Exit
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.	- Food Service Self-Assessment	- Clinical Self-Assessment	- Community Self-Assessment		
CRDN 5.2 Identify and articulate one's skills, strengths, knowledge and experiences relevant to the position desired and career goals.				- Self- Assessment	
CRDN 5.3 Prepare a plan for professional development according to Commission on Dietetic Registration guidelines.					- PDP Activity
CRDN 5.4 Advocate for opportunities in the professional settings (such as asking for additional responsibility, practicing negotiating a salary or wage or asking for a promotion).					- Resume Activity - Interview Activity
CRDN 5.5 Demonstrate the ability to resolve conflict.	- HR/LR Case Study				
CRDN 5.6 Promote team involvement and recognize the skills of each member.		- Clinical Staff Relief			

CRDN 5.7 Mentor others.	- Mgmt/Leadership Staff Relief Activity	- Clinical Staff Relief			
CRDN 5.8 Identify and articulate the value of precepting.	- Mgmt/Leadership Staff Relief Activity				

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