

COORDINATED PROGRAM IN DIETETICS

POLICY AND PROCEDURE MANUAL

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PREFACE

The first portion of this manual is designed to provide students in The Coordinated Program in Dietetics with the standards for dietetics professionals and the policies and procedures which are specific to the Coordinated Program at Framingham State University. Students are eligible to become members of The American Dietetic Association upon completion of the program and apply to sit for the Registration Exam.

The Coordinated Program in Dietetics at Framingham State University is currently granted accreditation by the Commission on Accreditation for Dietetics Education (CADE) of The American Dietetic Association, 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606-6995; 312-899-0040. CADE is a specialized accrediting body recognized by the United States Department of Education (USDE). The Program received accreditation for 10 years on April 22, 2005.

These colored pages provide the Program policies; specific performance objectives for a practicum rotation are provided by individual course instructors. Students either receive a hard copy of the performance objectives for each practicum when they begin the course or are referred to the Blackboard course site. Facilities receive the colored policy pages and any performance objectives relevant to the experiences which they provide for the student.

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American Dietetic Association/Commission on Dietetic Registration Code of Ethics for the Profession of Dietetics and Process for Consideration of Ethics Issues

PREAMBLE

The American Dietetic Association (ADA) and its credentialing agency, the Commission on Dietetic Registration (CDR), believe it is in the best interest of the profession and the public it serves to have a Code of Ethics in place that provides guidance to dietetics practitioners in their professional practice and conduct. Dietetics practitioners have voluntarily adopted this Code of Ethics to reflect the values (Figure) and ethical principles guiding the dietetics profession and to set forth commitments and obligations of the dietetics practitioner to the *public, clients, the profession, colleagues, and other professionals*. The current Code of Ethics was approved on June 2, 2009, by the ADA Board of Directors, House of Delegates, and the Commission on Dietetic Registration.

APPLICATION

The Code of Ethics applies to the following practitioners:

- (a) In its entirety to members of ADA who are Registered Dietitians (RDs) or Dietetic Technicians, Registered (DTRs);
- (b) Except for sections dealing solely with the credential, to all members of ADA who are not RDs or DTRs; and
- (c) Except for aspects dealing solely with membership, to all RDs and DTRs who are not members of ADA.

All individuals to whom the Code applies are referred to as "dietetics practitioners," and all such individuals who are RDs and DTRs shall be known as "credentialed practitioners." By accepting membership in ADA and/or accept-

ing and maintaining CDR credentials, all members of ADA and credentialed dietetics practitioners agree to abide by the Code.

PRINCIPLES

Fundamental Principles

1. **The dietetics practitioner conducts himself/herself with honesty, integrity, and fairness.**
2. **The dietetics practitioner supports and promotes high standards of professional practice. The dietetics practitioner accepts the obligation to protect clients, the public, and the profession by upholding the Code of Ethics for the Profession of Dietetics and by reporting perceived violations of the Code through the processes established by ADA and its credentialing agency, CDR.**

Responsibilities to the Public

3. **The dietetics practitioner considers the health, safety, and welfare of the public at all times.**
The dietetics practitioner will report inappropriate behavior or treatment of a client by another dietetics practitioner or other professionals.
4. **The dietetics practitioner complies with all laws and regulations applicable or related to the profession or to the practitioner's ethical obligations as described in this Code.**
 - a. The dietetics practitioner must not be convicted of a crime under the laws of the United States, whether a felony or a misdemeanor, an essential element of which is dishonesty.

- b. The dietetics practitioner must not be disciplined by a state for conduct that would violate one or more of these principles.
 - c. The dietetics practitioner must not commit an act of misfeasance or malfeasance that is directly related to the practice of the profession as determined by a court of competent jurisdiction, a licensing board, or an agency of a governmental body.
5. **The dietetics practitioner provides professional services with objectivity and with respect for the unique needs and values of individuals.**
 - a. The dietetics practitioner does not, in professional practice, discriminate against others on the basis of race, ethnicity, creed, religion, disability, gender, age, gender identity, sexual orientation, national origin, economic status, or any other legally protected category.
 - b. The dietetics practitioner provides services in a manner that is sensitive to cultural differences.
 - c. The dietetics practitioner does not engage in sexual harassment in connection with professional practice.
 6. **The dietetics practitioner does not engage in false or misleading practices or communications.**
 - a. The dietetics practitioner does not engage in false or deceptive advertising of his or her services.
 - b. The dietetics practitioner promotes or endorses specific goods or products only in a manner that is not false and misleading.
 - c. The dietetics practitioner provides accurate and truthful information in communicating with the public.

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PRACTICE TIPS: Standards of Practice and Standards of Professional Performance

Standards of Practice (SOP) and Standards of Professional Performance (SOPP) are tools for credentialed dietetics practitioners to use in professional development. They serve as guides for self-evaluation and to determine the education and skills needed to advance an individual's level of practice. Although not regulations, the standards may be used by regulatory agencies to determine competency for credentialed dietetics practitioners.

- The published *American Dietetic Association Revised 2008 Standards of Practice in Nutrition Care and Standards of Professional Performance for Registered Dietitians and Dietetic Technicians*, *Registered* are *minimum competent levels* of dietetics practice and professional performance that guide RDs and DTRs in all practice settings. The standards apply to all credentialed dietetics practitioners.
- These 2008 SOP in Nutrition Care and SOPP function as the “core” resource upon which practice-specific SOP and SOPP are based.
- Practice-specific SOP and SOPP are Generalist, Specialty and Advanced levels of dietetics practice and professional performance for RDs. Currently published practice-specific standards include diabetes care, oncology nutrition care, behavioral health care, nutrition support, management of food and nutrition systems, sports dietetics, and education of dietetics practitioners, pediatric nutrition, and nephrology care.
- The SOP relate directly to patient care and are based on the 4 steps of the Nutrition Care Process (NCP):
 - Nutrition Assessment
 - Nutrition Diagnosis
 - Nutrition Intervention
 - Nutrition Monitoring & Evaluation
- The SOPP represent 6 domains of professionalism:
 - Provision of Services
 - Application of Research
 - Communication and Application of Knowledge
 - Utilization and Management of Resources
 - Quality in Practice
 - Competency and Accountability
- The SOP and SOPP are companion documents to be used for self-evaluation. They are to be used as part of the Commission on Dietetic Registration's Professional Development Portfolio to develop goals and to focus continuing education efforts.
- The standards are not regulations. They are consensus standards. Consensus is group opinion based on expert knowledge and experience.
- To view the “core” SOP in Nutrition Care and SOPP and practice-specific SOP and SOPP, please visit the Scope of Dietetics Practice Framework on the ADA website – www.eatright.org/sop

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POLICIES OF THE COORDINATED PROGRAM IN DIETETICS (CPD)

Program Philosophy

The Coordinated Program in Dietetics is based on the philosophy that the student's learning is enhanced by practical application of theory. Therefore, classroom instruction is coordinated with clinical experiences which enable the student to realistically practice what was recently learned in class. Simulated experiences are used where appropriate.

Exposure to a variety of health care and foodservice institutions is helpful in rounding the student's background. Therefore, the student is usually rotated to different facilities for the clinical nutrition, foodservice management and community nutrition experiences. Classroom discussion frequently focuses on the uniqueness and similarity of the institutions providing the experiences. The student is also encouraged to participate in setting his schedules and prioritizing activities, and is fully responsible for completing all objectives. The student is, therefore, given an opportunity to develop leadership skills of initiative, independence, assertiveness and communication.

Admission Eligibility

To apply for the Coordinated Program the student must first be accepted for part-time or full-time study to either the BS or MS Food and Nutrition program at Framingham State University. Students entering the University in January and applying in April will be considered but not accepted until September. The student must have an overall quality point average of 2.5 (4.0 scale) and a science quality point average of 2.0 (4.0 scale) at the time of application. Prerequisite courses in chemistry, biology, and food and nutrition should have been completed or be in the final process of completion at the time of application. Anatomy and Physiology and Biochemistry courses must have been completed with a C- or better grade within 5 years prior to application. Students may inquire about challenge exams. A 200 hour work experience in the field is required and must have been completed within 5 years prior to application.

Graduate students are eligible to apply to the Coordinated Program and follow the same application process as undergraduates. All students must complete both the Coordinated Program practice component and academic requirements to establish registration eligibility.

Performance Standards

1. A minimum C+ grade must be achieved in the following courses: NUTR 381 Introduction to Nutrition Practice, NUTR 384/884 Foodservice Systems, NUTR 478 Community Nutrition, NUTR 483/883 Medical Nutrition Therapy, NUTR 482/882 Management of Food and Nutrition Services, and NUTR 488/888 Seminar in Clinical Nutrition.
2. A quality point average (QPA) of B- (2.70) in the above courses must be maintained for continuation in the program.
3. Senior clinical courses, NUTR 485 Practicum in Foodservice Systems and NUTR 489 Clinical Experience in Dietetics, require a minimum course grade of B-, which includes all of the following: a minimum B- grade on the Student Performance Evaluation

completed by the facility supervisor and an 8 out of 10 score in the category of staff relief responsibilities on the Student Performance Evaluation completed by the facility supervisor. To successfully pass NUTR 486 Experience in Community Nutrition, the student must earn at a least a B- in the final individual curriculum plan and at least a B- in the Student Performance Evaluation completed by the facility supervisor.

4. A FSU quality point average of 2.50 in all courses must be maintained for continuation in the program.

5. Transcripts will be checked at the end of each semester. Failure to meet these performance standards will result in the student being placed on probation. The terms of probation are decided upon by the CPD Faculty Committee. This committee may recommend an incomplete grade until requirements are met or that certain courses should be repeated. During probation the student must arrange to meet at least two times per month with the Director of the Coordinated Program to discuss academic progress. Students will have only one opportunity to repeat a Coordinated Program in Dietetics course (listed above in number 1 and 3) in which the student has not met the performance standard or one opportunity to improve the QPA. Thus, if after satisfying probation requirements, performance standards are not met a second time, probation status is not possible and the student will be dismissed from the program.

6. Students who are on probation which impacts their course sequence are not guaranteed the same facility placement nor that the practicum can be completed in a specific semester; placements will be made on a space available basis.

7. Any facility that requests a student not return during ANY supervised practice experience is automatically placed on probation. The terms of probation are decided upon by the CPD Faculty Committee. This committee will decide whether the student can be placed at an alternate site or whether the student will be dismissed from the program. During probation the student must arrange to meet at least two times per month with the Director of the Coordinated Program to discuss academic progress. If an alternate placement is provided, students will have only one opportunity to complete the supervised practice objectives at the new site.

8. If probation terms are not satisfied by the student in the time allotted, the student will be dismissed from the program. Students who are dismissed from the Program may be eligible to complete their degree in the Nutrition and Dietetics or Applied Nutrition concentration. Students wishing to grieve a decision concerning retention in the program should follow the CPD Grievance Procedure.

9. Master degree candidates must also satisfy academic requirements of the graduate program. Of particular note is the statement that "A student shall be dismissed when the student accumulates two grades below "B-." All 800 and 900 level courses are graduate courses. Please refer to Academic Standing and Dismissal under Graduate Policies in the graduate catalog <http://www.framingham.edu/graduate-and-continuing-education/graduate-programs/graduate-catalogs.html>

Supervised Practice Experiences

The practicum experiences begin with a preapproved no-credit work experience in the field of food and nutrition. This Orientation to Dietetics course is a prerequisite for admission to the Coordinated Program and must have been completed within 5 years of application.

First Year. Supervised practice experiences in the first year of CPD are generally limited to 3 - 4 hours/week in clinical nutrition settings. Some facilities include outpatient clinics or health maintenance organizations. All students are also placed in a hospital setting. When possible, student requests for facility placement are honored. In addition, simulated laboratory experiences are held on campus.

Second Year. In the second year of CPD, students participate in experiences three days/week (minimum 24 hours). This allows for in-depth experience in clinical nutrition in a hospital; in foodservice management in a hospital, nursing home, University dining, school lunch or business and industry account; and, in community nutrition education in a health center or community program. Students submit their choices for facilities for each area of dietetics and these provide the basis for student placement whenever possible. When multiple course sections are offered, students are assigned to the appropriate course section based on the facility. Students are generally not placed in facilities where they have been or are currently employed. The program attempts to rotate experiences as necessary to broaden the individual student's background or emphasize a student strength.

Pediatric Conference. The clinical nutrition service of Children's Hospital Boston presents a two-day Introduction to Pediatric Nutrition course on two Mondays during the Fall semester. Students are responsible for the registration fee (\$55.00) and transportation and parking costs (approx. \$20.00). Costs are approximate and are subject to change. **Attendance is mandatory; this seminar is part of your supervised practice hours.** An evaluation of the seminar content is required.

Changes in Facility Placements. Student facility placements are subject to change without notice. When a change must occur, an alternate placement will be discussed with the student prior to finalizing the placement. Students who elect to change their status to part-time study or who take a temporary leave of absence from the program are not guaranteed the same clinical placement when they return. Placements will be made on a space available basis for these students. Students who are on probation which impacts their course sequence are not guaranteed the same facility placement nor that the practicum can be completed in a specific semester; placements will be made on a space available basis.

Classroom Coordination. Class seminars and group conferences are planned to coordinate practical application with classroom theory. Therefore, students who take a CPD course out of sequence may be required to attend and participate in class discussion of certain topics so that competencies can be met. This applies to students who took any of the following courses out of sequence: NUTR 483 Medical Nutrition Therapy, NUTR 488 Seminar in Clinical Nutrition, and NUTR 482 Management of Food and Nutrition Services. In addition, these class seminars and group conferences provide the opportunity for students to share their experiences from the many different types of facilities used. Individual meetings for monitoring student progress in completing objectives and for providing feedback are also required between the student and the FSU clinical instructor.

Evaluation OF Students

Students are evaluated frequently throughout the program to provide opportunities for growth and development. In the short rotations during the first year, the evaluation is completed at the end of the rotation. In the intensive senior rotations there is a mid-point and a final evaluation. All evaluation forms are provided in the CPD manual for each course. The student is responsible for completing self-evaluations for all courses requiring a facility evaluation; self-evaluations are completed **prior** to meeting with the facility supervisor.

Completed evaluation forms, primarily the Professional Growth and the Clinical Performance evaluation forms, are kept on file by the appropriate course instructor. Students may have access to these files by making an appointment with the course instructor. If requested, evaluation forms are returned to the student upon completion of the program.

When team-teaching, evaluation materials may be shared with the appropriate course instructor if there is a question concerning satisfactory completion of objectives. With this exception, all evaluation materials are confidential. Faculty may refer to these evaluation forms when students request a letter of recommendation be written.

Evaluations BY Students

Students are required to complete Clinical Affiliation evaluation forms after their final evaluation in all senior clinical experiences. These forms are shared with the facilities and guide them in planning the student's experience for the next year. Students are encouraged to respond in a positive manner by identifying current strengths and providing constructive suggestions for any changes that would improve the affiliation.

Students are required to complete Framingham State University administered course evaluations, as well as, evaluations of how courses met the American Dietetic Association's Foundation, Knowledge and Skills and Core Competencies. Students are also asked frequently during courses to comment on particular assignments and course activities. In the second year of the program, students are invited to an Open Forum program discussion with CPD faculty.

Communication

Program. A student "open forum" is held each semester in the second year of the program. This is an opportunity for students and faculty to meet and discuss program policies and supervised practice competencies and coordination with didactic classes. During the first year of the program the Director meets with the class to review program policies, program structure, and professional issues. These meetings also provide an opportunity for students to ask questions and provide comments concerning the program.

Facility. Students are provided with a manual of learning objectives. It is the student's responsibility to complete these objectives and, therefore, students must communicate achievements, problems and concerns with the FSU clinical instructor. Although facilities are oriented to the CPD program, students usually need to initiate communication with the facility supervisor to accomplish all objectives. In this manner students build skills in taking initiative and in communication.

Vacation, Holiday, Snow Days, or Illness/Injury

Vacation and Holidays. The student vacation and holiday schedule is the same as that of the University. However, adjustments may be made in the University vacation schedule to ensure adequate clinical clock hours. When students complete the foodservice management experience they will begin the semester approximately one week earlier than the University schedule indicates. In addition, a class to review course objectives is usually scheduled the week before the student affiliation begins. Students who complete the clinical nutrition experience in the Fall semester may also begin one week earlier than the academic calendar indicates.

Snow Days. In the event of snow days, students may contact their facility to determine if they should go to the facility. In general, students should go to the facility on a snow day just as they would if they were employed by the facility.

Illness. Facility visits which are missed during the first year of the Program must be rescheduled. During the second year of the Program, one day/semester may be missed due to sickness, family illness or family emergency. Students must inform their facility supervisor as early as possible when they must be absent due to illness, injury, or emergency. The students' FSU clinical instructor must also be notified as soon as possible of any missed time due to illness or emergency. Students will be asked to provide a plan for making up hours missed beyond one day/semester. This plan must be approved by both the facility supervisor and the FSU clinical instructor.

Injury or Illness While at the Supervised Practice Site. Students who are injured or become ill while at their supervised practice site should immediately notify their facility supervisor to determine appropriate medical care. Treatment, if required, is at the expense of the student. Students must have permission of their facility supervisor if it becomes necessary to leave a site prior to completion of scheduled hours. Students should maintain contact with their facility supervisor and FSU clinical instructor to appraise them of the anticipated length of the absence. Students will be asked to provide a plan for making up hours missed beyond one day/semester. This plan must be approved by both the facility supervisor and the FSU clinical instructor.

Absence. A minimum number of clinical clock hours is required by the American Dietetic Association to meet accreditation standards. Absence from classes or supervised practice experiences which comprise program clinical clock hours, beyond the one day/semester allowed in the second year of the Program, must be rescheduled. Faculty will identify specific classes which provide clinical clock hours. All individual and group conferences provide clinical clock hours. **All schedule changes must have prior approval from your FSU clinical instructor before requesting any changes from your facility supervisor.**

Facility rotations should be considered similar to going to work. Facility supervisors are not expected to give students any concessions beyond what their employees would be granted. Therefore, students are expected to abide by their schedule, be punctual and take responsibility for their assigned facility work.

Insurance/Liability

All students are required to carry health insurance and malpractice and personal liability insurance. A full time student rate for health insurance is available if individual coverage is needed. The annual malpractice insurance is due to the Consumer Sciences Department no later than the first meeting with the CPD Director. The University is not responsible for students' safety while traveling to an assigned facility.

Physical Exam

All students are required to have had a current physical exam (within 6 months of starting the affiliation). It is recommended the physical exam be done in August so that it is current for both semesters. Forms are provided by the CPD Director. The Mantoux test may be received free at Health Services. Students are not permitted to affiliate at some hospitals and any dialysis units unless they have received the Hepatitis B vaccine.

Criminal Record Check (CORI)

Many of the facilities with whom the CPD affiliates require Criminal Record Information (CORI) checks for employees and for students who affiliate with them. Therefore, all students entering the Coordinated Program are required to have the CORI conducted by the Framingham State University Human Resource Office. Some sites, for example School Foodservice Programs, are also required to conduct their own CORI, so it is possible that a student would have the CORI conducted multiple times.

Verification Forms

Verification Forms are used when graduates apply to take the national registration exam for dietitians or for state licensure. Verification forms are only provided for students who have

- completed a minimum B.S. degree
- completed all specified program courses according to the University catalog under which the student has matriculated
 - major required courses must have been completed within 10 years of graduation
 - at least 8 courses must have been taken from FSU
- met CPD maintenance policies
- attended the following mandatory classes with the CPD Director: Resume writing, "graduation class", Professional Portfolio Development (2 classes)
- attended the Career Services class
- attended the Pediatric Nutrition 2-day class at Children's Hospital, Boston
- passed the ServSafe exam given in NUTR 384/884 Foodservice Systems.

Master's Degree Candidates

All requirements for the master's degree must be completed within eight (8) years from the end of the semester in which the student is first matriculated in the master's program. Students should consult the Graduate Catalog for further information.

<http://www.framingham.edu/graduate-and-continuing-education/graduate-programs/graduate-catalogs.html>

Other

The CPD follows the Framingham State University policies for accommodations for special needs students, academic honesty and the U.S. Copyright Law concerning plagiarism. These policies are published in the University catalog and repeated below:

Accommodations for Special Needs Students:

Framingham State University offers equal opportunities to all qualified students, including those with disabilities and impairments. The University is committed to making reasonable accommodations as are necessary to ensure that its programs and activities do not discriminate, or have the effect of discriminating, on the basis of disability. Academic Support serves students with learning and psychiatric disabilities as well as students with visual, mobility and hearing impairments. For further information about this, please visit the website at <http://www.framingham.edu/center-for-academic-support-and-advising/disability-services/index.html> or contact Ms. LaDonna Bridges, Director of Academic Support/Disability Services, in the Center for Academic Support and Advising (CASA) at 508-626-4906 or lbridges@framingham.edu.

Academic Honesty:

Students who plagiarize risk formal action that may result in a loss of credit for the assignment in question or failure in the course. Plagiarism is claiming another's ideas, copying text, or citing incorrectly. Copying power point presentations or study guides used as sample assignments are also examples of plagiarism. Refer to FSU guidelines at <http://www.framingham.edu/undergraduate-catalogs/documents/1011/academic-regulations.pdf> and <http://www.framingham.edu/graduate-and-continuing-education/documents/grad-catalog-0910.pdf>

U.S. Copyright Law:

This course website may contain copyrighted materials that are used in compliance with U.S. Copyright Law. Under that law, materials may not be saved to your computer, revised, copied, or distributed without permission. They are to be used in support of instructional activity as part of this course only and shall be limited to the duration of the course, unless otherwise specified by the instructor or owner of the material. You may only download or print materials at the direction of your instructor who knows which materials are copyrighted and which are not.

Changes to the Policy and Procedure Manual

The Coordinated Program in Dietetics faculty reserves the right to amend the Policy and Procedure Manual for just cause. Students will be given prompt notification if changes are made.

PROFESSIONAL DRESS GUIDELINES

The following guidelines for professional dress have been established for Food and Nutrition majors while at any facilities. Students are expected to abide by the guidelines established for employees at the facilities where they are placed. Facility supervisors make the final determination concerning appropriate dress.

Please remember that at all times you represent Framingham State University and dress as the professional you are. Appearance should be neat, well-groomed and professional.

A. Lab Coat (If Required)

1. **Clean, pressed, white coat over attire which presents a professional and mature image.**
2. Length of lab coat may be based on student preference.

B. Dress

1. Most facilities suggest business casual attire. Acceptable clothing may include but may not be limited to: Khakis, chinos, dresses, skirts, sweaters, blouses, polo shirts, closed shoes, Dockers, sneakers (clean)
2. Clothing which is generally not acceptable may include but is not limited to: jeans, shorts, short skirts, open toed shoes in clinical AND foodservice rotations, short tops, sweatshirts, overalls, sweat pants, tee shirts with elaborate decorations, dresses with spaghetti straps, halters, or strapless.
3. Clothing that is frayed or torn is not acceptable.
4. Clothing that is wrinkled or dirty is not acceptable.
5. Clothing that reveals cleavage is neither professional nor acceptable.

B. Additional Considerations

1. Name pin/ID badge with title is required at all times.
2. No fragrances, particularly in clinical settings where smells can be offensive to sick patients.
3. Appropriate makeup for daytime wear.
4. Please consult with the institution concerning specific policies around tattoos and piercings. In general, face jewelry is not permitted in clinical or foodservice areas.

C. Foodservice Management Settings

1. Hair should be clean, neatly arranged and restrained if long. Hair coverings are required in food preparation areas.
2. Nails must be clean and trimmed. No nail polish should be worn when working in food preparation areas. False finger nails are not permitted.
3. Watches, wedding rings, and stud type earrings only are permitted when working in food preparation areas.
4. Closed toe shoes and socks/stockings are specifically required in food preparation areas, but may also be required throughout the institution. Note that students who enter the kitchen during their clinical nutrition rotation must also abide by these rules. Some facilities may also require non-skid shoes to be worn in the food preparation areas.

GUIDELINES FOR DETERMINING POLICIES OF COOPERATING FACILITIES

Students are required to call their facilities one week in advance of their first day. The following should be determined:

1. When to arrive and who to report to.
2. Where to park (directions, if necessary).
3. Additional health tests required or person to meet with concerning health clearance.
4. How the facility will reach you if necessary to change your schedule.

The first day at the facility the student should determine the following policies:

1. What to do in case of illness.
2. Where to park (parking sticker needed, etc.).
3. Where to hang coat (lockers available, etc.).
4. Availability of meals.
5. Availability of desk and/or work room.
6. Library and journal materials available.
7. Use of telephone, in particular cell phones.
8. Use of the Internet.
9. Smoking policies.
10. Name to use in communication (surname or given name).
11. Additional dress code information:

Lab coat, shoes, stockings, sweaters, capris, nail polish, jewelry, hairnets, make-up, etc.

12. Policy concerning snow days. The University considers the practicum similar to an employment situation and students are expected to go to their facility unless advised not to.
13. Student schedule. Students should reconfirm how they can be reached by the facility for any schedule changes.

How to be a *Professional Student Dietitian*¹

Students should expect that completing a supervised practice experience will be time-consuming and challenging. The following guidelines and reflection points are designed to set expectations and to help you successfully complete your supervised practice experiences.

Personal Health

Take care of yourself. You should:

- Eat well
- Exercise
- Get enough rest
- Manage your stress

Time Management

- Always be on time during ALL rotations. Adhere to assigned work hours.
- Always be on time for ALL classes, campus meetings and professional meetings.
- Follow deadlines when handing in all assignments. Discuss with facility preceptors and faculty ahead of time if you are not able to make the deadline.
- Manage your personal life so that you can take full advantage of the experiences the program and your facility preceptors are providing. Speak to the CPD Director about part-time options.

General Organization

- Good organization takes time on a daily basis.
- Use your CPD manual objectives; review these objectives often to facilitate planning completion of your assignments; insert tabs in the manual for easy access to objectives!
- Read e-mails daily and respond (if needed) promptly. File e-mails in folders for retrieval to check schedule details or recheck other information provided.
- Practice good organizational skills and pay attention to details.

Acceptance of Placement

- All facilities regard you as a professional and a member of their staff. Remember you represent the best that Framingham State University has to offer, please conduct yourself accordingly.
- Approach each new situation with the same openness and eagerness that you had at the beginning of your supervised practice experience. Get adequate rest so that you can remain positive! The rotations actually progress very quickly.
- Don't complain about small tasks. There is always something to learn. Consider how small tasks fit into the big picture.
- Expect and accept that problems and frustrations will occur periodically, but learning to deal with problems will allow you to grow as a professional.
- You are not expected to know all the answers. Remember, you are in a supervised practice experience to learn, so to enhance your knowledge, research your question first, then ask for further clarification.

¹ Adapted from Jill Johnston, West Virginia University Hospital Dietetic Internship and Commission on Dietetic Registration Dietetics Preceptor Training Program (<http://cdrnet.educationdirector.com>).

Appearance

- Follow the facility dress code and the Framingham State University Professional Dress Guidelines found in the CPD manual. Present yourself with clean and neat attire at all times.

Interpersonal Skills

- Practice good listening skills. Listen first; speak second.
- Avoid gossiping! Gossip can hurt fellow employees and fellow students. It has long term consequences which will eventually hurt you as well.
- Display positive body language and enthusiasm, such as, good eye contact, a firm hand shake, greeting people with a smile, and avoiding distracting non-verbal cues.
- Do not make excuses for your disorganization and forgetfulness.
- Always treat others with respect, even when you don't share the same values or opinions. Do not tell your facility preceptors that you hate 'clinical' or hate 'foodservice' or hate 'community.' Speak positively about what you are learning from each rotation even though you may not choose to practice in this area.

Be Proactive

- Look ahead and plan meetings with upcoming facility preceptors to arrange schedules and review assignments.
- Manage your rotations by scheduling your assignments. Become familiar with your objectives by reading your CPD manual several times.
- Get started on all assignments early.
- Take advantage of opportunities offered inside and outside of the organization.

Problem Solving

- Cope with problems with a positive attitude. Seek guidance from facility preceptors, faculty and/or the CPD director.
- Assume responsibility for your own learning.

Develop Rapport with Facility Preceptor

- Keep in mind that your facility preceptors are not mind-readers. Clarify tasks given to you so you don't waste time. If expectations are not clear to you, ask the facility preceptor what the expectations are.
- Be flexible; respond positively to changes in schedules or assignments.
- Ask for things to do. Don't always wait to be told what to do.
- Volunteer to see patients or do other tasks especially when the dietitian or foodservice manager is busy. Flexibility is key!
- If you lack guidance, talk to the facility preceptor, or to the FSU course instructor or CPD director.
- Don't become defensive when a facility preceptor is giving you constructive criticism. Try to understand the 'why' behind the comments. These comments are to help you grow professionally; they are not criticisms of you as a person.
- Integrate new information and concepts with those you have learned previously. Preceptors do not have the time nor should they be expected to teach or re-teach theory that you should review.
- Show interest and feel comfortable asking questions. Research questions first! But, be sure to ask if you cannot find the answer.
- Students should remember that providing patient/client care and/or high-quality food and nutrition services should be their preceptor's priority.

COORDINATED PROGRAM IN DIETETICS

STUDENT GRIEVANCE PROCEDURE

Students and faculty members should use their best efforts to encourage the informal settlement of problems. If a problem cannot be resolved then students should proceed with the following grievance procedure.

1. Definitions

- a. Grievant: Coordinated Program in Dietetics (CPD) student who seeks resolution of a grievance.
- b. Faculty Member or Faculty Preceptor: Faculty member or faculty preceptor against whom the grievance is directed.
- c. CPD Director: person acknowledged by the American Dietetic Association as the Program Director.
- d. Department Chairperson: Chairperson, Department of Consumer Sciences.
- e. Evidence: Written statements, CPD evaluation forms, course assignments, oral testimony are included.

2. Initiation and Notification Process

It is suggested that the student first discuss concerns on an informal basis with the CPD Director and attempt resolution at this conference level.

- a. Step 1:
 - i. Write a letter stating the student concerns to the CPD Director.
 - (1) The letter must be submitted within two (2) weeks of the occurrence of an incident, discovery of the problem, or notification of removal from the Coordinated Program in Dietetics.
 - ii. Schedule a conference with the CPD Director.
 - iii. After consultation with the Food and Nutrition Faculty and/or the Department Chairperson, the CPD Director suggests, in writing, an appropriate remedy to the grievance.
- b. Step 2:
 - i. After receipt of the letter (Step 1) from the CPD Director, the grievant has two (2) academic days to respond in writing to either accept the remedy or to request the grievance be taken to Step 2.
 - ii. Write a letter stating the student concerns to the Department Chairperson.
 - iii. Schedule a conference with the Department Chairperson.
 - iv. After consultation with the CPD Director and/or Food and Nutrition Faculty, the Department Chairperson suggests, in writing, an appropriate remedy to the grievance.

3. Withdrawal of Grievance

The grievant can withdraw the grievance at anytime prior to the decision of the Department Chairperson or the Hearing Body with the consent of the CPD Director or the Department Chairperson.

4. Appeal Process

After receipt of the letter (Step 2) from the Department Chairperson, the grievant has two (2) academic days to respond in writing to either accept or to appeal the remedy to the grievance. A written letter of appeal is sent to the Academic Dean. If warranted, the Academic Dean will convene a hearing body.

5. Pre-hearing Conference

At the Pre-hearing Conference the Academic Dean will:

- a. provide a copy of the letter stating the student concern(s) to the grievant and faculty member or facility preceptor.
- b. inform the grievant and faculty member or facility preceptor
 - i. of the grievant's right to a hearing before a Hearing Body;
 - ii. of their right to bring witness in their behalf;
 - iii. of their right to cross-examine witnesses;
 - iv. of their right to be assisted by an advisor. The advisor may be anyone except an Attorney at Law and may attend the hearing.
 - v. of the appeal procedure.
- c. suggest in writing, an appropriate remedy to the grievance, after consultation with the Department Chairperson, CPD Director and/or Food and Nutrition Faculty.

After the Pre-hearing Conference, the grievant has two (2) academic days to respond in writing

- i. to accept the convener's remedy to the grievance.
- ii. to request the grievance be referred to the Hearing Body.

6. Composition of the Hearing Body

- a. Chair
 - i. The Academic Dean will moderate the hearing and vote in the case of a tie.
- b. Members

All members of the Hearing Body are chosen by the Academic Dean after consultation with the Department Chairperson and CPD Director.

- i. 1 CPD, 1 Food and Nutrition faculty member, 1 faculty from an associated department;
- ii. 1 practitioner

7. Hearing

- a. The grievant must attend the hearing and verbally present the evidence.
- b. The grievant and/or advisor shall be entitled to call witnesses and ask questions of anyone who testifies at the hearing.
- c. The faculty member and/or advisor shall be entitled to appear, hear all testimony, present any relevant information in his/her behalf, call witnesses, and ask questions of anyone who testifies at the hearing.
- d. The hearing will be controlled to avoid needless consumption of time through repetition of information and to prevent the harassment or intimidation of participants. The hearing can be recessed at any time by the Chair.
- e. After all information has been presented, and the faculty member has made a final statement, the Hearing Body shall meet in private to discuss the case and make a decision. A majority vote is necessary to make the decision.
- f. If the grievant's rights have been breached, it is the responsibility of the Chair of the Hearing Body to propose an appropriate remedy for the breach. A majority of the Hearing Body present and voting must vote their support of the Chair's proposal.
- g. The grievant and faculty member shall be notified in writing of the Hearing Body's decision, including a statement of the reasons for the decision and the findings of fact on which it is based. This notice will include the right to appeal the decision to the Vice-President for Academic Affairs within two (2) academic days.
- h. A record of the hearing shall be taken. All records pertaining to the hearing shall be confidential and kept by the Chair until the grievant graduates or voluntarily terminates his/her relationship with the University. These records shall be used only in the disposition of future cases involving CPD students.
- i. All statements, information, or comments given during the hearing will be held in strictest confidence by members of the committee. Only those faculty with an educational need to know will be informed of the proceedings and outcome. The educational need to know will be determined by the CPD Director in consultation with the Department Chairperson.

COORDINATED PROGRAM IN DIETETICS

PROCEDURE FOR COUNSELING A STUDENT FROM THE PROGRAM

A student may be counseled from the program for a variety of reasons:

1. the program does not seem to meet the needs of the student;
2. the student appears to have difficulty meeting program objectives and may benefit from an alternative food and nutrition concentration;
3. the student was informed in writing that he/she is on probation;
4. the student was informed in writing that he/she has failed to meet the terms of a probationary period.

The following procedure will be used to counsel a student from the Coordinated Program in Dietetics (CPD).

1. The CPD Director meets with the student at least every other week, and weekly if needed.
2. At the meetings with the CPD Director, the student's progress to date is discussed. Identify positive development and provide constructive suggestions for improvement where appropriate. Identify helps available to the student, e.g., tutoring, Skills Center.
3. State specifically and in writing what competencies the student needs to fulfill to stay in the program, and the consequences if these are not met.
4. Present other alternatives to the student (those not requiring an R.D., i.e., Applied Nutrition concentration, dietetic internship, graduate school) and discuss in detail.
5. Refer the student to Career Counseling if the student is unsure of the career path to follow.
6. Refer the student to Counseling Services to deal with any feelings of failure.
7. The student has the right to meet with the Department Chairperson to discuss concerns. If not satisfied at this step, the student has the right to meet with the Academic Dean and/or follow the established Grievance Procedure.

REQUIRED NOTICE OF OPPORTUNITY AND PROCEDURE TO FILE COMPLAINTS WITH THE COMMISSION

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

A copy of the accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Education and Accreditation staff at The American Dietetic Association at 120 South Riverside Plaza, Suite 2000, Chicago, Illinois 60606-6995 or by calling 312-899-0040.

Written complaints should be mailed to the Chair, Commission on Accreditation for Dietetics Education at the above address.