



SAN DIEGO WIC
DIETETIC INTERNSHIP

INTERN HANDBOOK

2011

MISSION STATEMENT

The Mission of the San Diego WIC Dietetic Internship is to prepare highly competent and culturally sensitive registered dietitians to improve the health and nutrition of the community.

The San Diego WIC Dietetic Internship is currently granted Accreditation by the Commission on Accreditation for Dietetics Education of the American Dietetic Association. To contact CADE, call 800/877-1600 ext. 5400 or e-mail cade@eatright.org.

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INTRODUCTION

Welcome and congratulations on your selection as a San Diego WIC Dietetic Intern!

WIC internships were developed to meet the growing need for culturally diverse registered dietitians sensitive to the needs of multicultural populations. There are four WIC-based dietetic internships throughout the state of California accredited by the Commission on Dietetic Education (CADE) of the American Dietetics Association (ADA). Successful completion of the dietetic internship qualifies interns to sit for the registration exam to become a registered dietitian. WIC internships emphasize community nutrition, however, excellent training is also provided in food service management and medical nutrition therapy to ensure that internship graduates are competent in all areas of dietetics. The internships are part time which allow interns to work at WIC part time during the internship. The San Diego WIC Dietetic Internship is a partnership of four WIC programs in San Diego County, Northern California WIC programs and the California Department of Public Health WIC Programs.

Annual enrollment is a maximum of eight interns. This includes up to two spots for interns who will remain employed with their current Northern California WIC agency while they complete their supervised practice hours and other internship requirements in their region.

This handbook is provided to help selected applicants prepare for the start of the internship in March and to successfully complete the program the following February. It includes important information about the specific requirements that must be completed before the start of the internship. There is also helpful information about the supervised practice rotations and work schedule; how competency is evaluated; required homework, assignments, classes and professional meetings; expenses and estimated costs for the year; your rights and responsibilities as an intern; professional conduct including sick leave/absences; and the requirements for graduating from the program.

Additional information can be found on the San Diego WIC Dietetic Internship Web page (www.wic-sdsu.org/san-diego-wic-dietetic-internship) or the Policy and Procedure Manual available in the Dietetic Internship Resource Library. If you have any questions or need clarification for any of these reference materials, contact the internship coordinator.

REQUIREMENTS FOR SELECTED APPLICANTS PRIOR TO THE START OF THE INTERNSHIP

All required documentation including background investigation, drug screening, medical exam and immunizations must be completed within 30 days of the start of the internship in March. The intern must provide proof of liability, health and automobile insurance and a driver's license on the first day of orientation. Insurance coverage must be maintained throughout the internship. If a selected applicant is unable to provide the required documentation or if there is a problem with the criminal background check and drug screening, they cannot enter the internship.

Criminal Background Check and Drug Screening

All selected applicants who wish to be considered for acceptance into the dietetic internship are required to complete the background check and drug screen. The applicant must pay for this administrative cost and the fees are not refundable. These background checks are mandated by the Department of Health Services (DHS) and Joint Commission of Accreditation of Healthcare Organization (JCAHO) for all students that rotate through acute and skilled care facilities.

The American Data Bank is the required provider for the background check and drug screening process. The San Diego WIC Dietetic Internship has arranged a discounted base price of \$65.00, which includes the background check and drug screening. Package numbers change, so make sure to choose the \$65.00 option for the San Diego WIC Dietetic Internship. There may be additional charges for a search in more than 3 countries or if there are other names used in the past 7 years. For more information and to order the background check and drug screen, go to the website at: www.studentcx.com.

American DataBank provides a list of approved drug testing site locations. The required drug screen form will be provided by the internship director and it must be taken to the lab for drug screening. If you do not get tested at an approved facility, third party collection fees (typically between \$15-\$35 dollars) will apply.

After the company receives your payment, both you and the internship director will receive a confirmation e-mail notification that the investigation is in progress. Students can request a copy of the profile results by going to the website www.studentcx.com. The profile will be available to the internship director and provided to the facilities where the intern is assigned for supervised practice. The turnaround time to complete your background check and drug screen is approximately 24-48 hours. If you have any questions regarding this screen process, refer to the FAQ's on the website at www.studentcx.com or call 1-800-200-0853.

Insurance – Health, Liability and Automobile

Health Insurance:

The intern must maintain medical insurance coverage during the internship. Interns must provide proof of health insurance on the first day of orientation and throughout the internship. WIC employees should contact their employer to determine continuation of coverage. If the employer does not provide health insurance, the intern will need to purchase coverage. There are many private health insurance programs available at a range of costs. Interns are encouraged to contact several insurance carriers for the most affordable plan prior to the start of the internship.

Liability Insurance:

Professional Liability Insurance protects you against covered claims arising from real or alleged errors or omissions, including negligence, in the course of your professional duties. As a dietetic intern, you are required to have liability insurance before entering any supervised practice facility. Coverage limits must be one million dollars (\$1,000,000) per occurrence and an aggregate of three million dollars (\$3,000,000). As a student member of ADA, you can purchase a student policy through ADA's professional liability insurance carrier for approximately \$35.00. Check www.eatright.org or call ADA.

Automobile:

Interns are required to comply with state law when performing official travel as an intern. The state laws include proof of personal liability insurance for automobiles and current vehicle registration.

Medical and Immunizations

The medical examination forms are available from the internship director and will be mailed to you. You will also need to show proof that the following immunizations are up-to-date:

Tuberculosis (TB) *Some sites may require a second TB test. If so, you will be notified.

Hepatitis B Vaccine X 3 (HepB)

Measles, Mumps, Rubella and Varicella Vaccine (MMRV) *Some sites may require proof of 2 MMRs vaccines or titer results. If so, you will be notified.

Drivers License

Interns are required to comply with state law when performing official travel as an intern. The state law includes proof of a valid driver's license to operate a motor vehicle.

Required Homework

Applicants that have been selected for the March internship class will receive several pre-internship assignments starting in November, four months prior to the start of the internship. The homework is assigned to provide a review of medical terminology, major nutrition-related disease states and food service administration. The better prepared you are at the start of the internship, the more successful and confident you will be entering supervised practice experiences. Some selected applicants may also be asked to complete a writing course prior to the start of the internship, if writing skills is an area that was identified as needing improvement.

INTERNSHIP DESCRIPTION AND INFORMATION

The San Diego WIC Dietetic Internship is an accredited post baccalaureate supervised professional practice. Graduates are qualified to sit for the registration exam to become a registered dietitian. The internship is educational and interns are not paid for any program hours including classes, meetings or supervised practice. The program is 51 weeks and begins in March and ends the following February. The average time spent per week in supervised practice is approximately 22-24 hours, which allows the intern to continue to work part-time at WIC. A minimum of 1200 hours of supervised practice and approximately 100 hours of classroom instruction are scheduled throughout the year.

The internship curriculum reflects planned experiences that will enable the intern to practice, demonstrate and gain competence in communication, collaboration, teamwork, problem solving, and critical thinking skills. The internship emphasis is in community and the curriculum specifically identifies higher level activities that will give interns experience in administration, management and training.

Goals and Outcome Measures

Program Goal 1: The San Diego WIC Dietetic Internship will prepare highly competent registered dietitians to work in California.

Outcome Measures:

1. 80% of interns will rate the program an average of 3 or higher on a 5-point scale.
2. 80% of preceptors will rate the program an average of 3 or higher on a 5-point scale.
3. 70% of employers responding will rank graduates as Satisfactory (3) or higher in 80% of the criteria.
4. 90% of interns admitted to the internship over a 5-year period will complete the internship.
5. 80% of graduates will pass the Registration Examination for Dietitians on the first try over a 5-year period.

Program Goal 2: The San Diego WIC Dietetic Internship will prepare graduates to be culturally sensitive registered dietitians who will actively participate in community organizations.

Outcome Measures:

1. 80% of graduates will serve culturally diverse populations in their workplace.

2. 80% of employers will report San Diego WIC Dietetic Internship graduates have cultural competence that is utilized in the workplace.
3. Within 3 years, 70% of registered dietitians who graduated from the San Diego WIC Dietetic Internship will actively participate in community organizations in California.

Student Learning Outcomes, Competencies and Documentation

There are four broad Student Learning Outcomes (SLOs) that are tied directly to the curriculum. This allows for assessment of student learning and provides a measure for assessing program goal effectiveness. The SLOs illustrate how outcome measures are used to assess the interns' progress and achievement of the 38 Core Competencies for Dietitians and 10 Community Emphasis Competencies.

- **Student Learning Outcome 1:** Scientific and Evidence Base of Practice: integration of scientific information and research into practice.
- **Student Learning Outcome 2:** Professional Practice Expectations: beliefs, values, attitudes and behaviors for the professional dietitian level of practice.
- **Student Learning Outcome 3:** Clinical and Customer Service: development and delivery of information, products and services to individuals, groups and populations.
- **Student Learning Outcome 4:** Practice Management and Use of Resources: strategic application of principles of management and systems in the provision of services to individuals and organizations.

Documentation:

1. **Notebooks:** Interns will maintain a notebook organizing projects in four curriculum categories: 1) Professional Dietetic Practice, 2) Food Service Systems, 3) Medical Nutrition Therapy, and 4) Community.
2. **Evaluation Forms:** Evaluations completed by the preceptors for each rotation are turned in to the internship director for the intern's file within a week of completing the rotation. All sections of each form should be completed and the intern should keep a copy for their notebooks.
3. **Intern Competency Log:** Interns maintain a record of completed competencies that have been reviewed with the primary preceptor at the completion of the three major rotations: WIC, MNT, Food Service. A copy of the log is given to the internship director and reviewed every 4 months.
4. **Intern Self-Evaluation:** Interns complete a general self-evaluation and will review their progress with the internship coordinator three times yearly. A copy will be included in the intern's file. Interns will also

complete a self-evaluation using the rotation evaluation forms, upon completion of their three long rotations: WIC, FSA2, MNT2

5. Other Evaluation Forms: Intern evaluations of classes, speakers, rotation sites and preceptors are turned in to the internship coordinator.

Homework Assignments, Classes, Exams

Throughout the course of the internship, there is a variety of didactic assignments including: homework, field trips, case studies, classroom instruction, professional meetings, review of literature, online modules, writing projects and exams to prepare students for supervised practice. The curriculum also outlines specific didactic learning assignments that are to be completed during each of the three major rotations (Clinical/MNT, Food Service Administration and Community/WIC), and preceptors may also assign homework. Approximately 100 hours of didactic coursework is scheduled but additional homework, assignments and study time outside of supervised practice hours and classes is expected.

Professional Memberships and Conferences

Interns must be a student member of the American Dietetic Association and member of the local Dietetic Association. The interns are expected to attend local dietetic meetings and the state meeting of the California Dietetic Association and the California WIC Association. In the event interns travel for required conferences, related expenses may be reimbursed (airfare, hotel, registration, meals) by your WIC employer depending on the specifics of your employer's San Diego WIC Dietetic Internship, WIC Agency Affiliation Agreement. In addition, the interns will attend other community organization meetings/

Supervised Practice

Orientation	1 week
Clinical/MNT	19 weeks
Food Service Administration	16 weeks
Community Nutrition	15 weeks

Clinical/MNT Facilities in San Diego:

- La Mesa Healthcare Center
- Rady Children's Hospital
- Scripps Encinitas and Memorial La Jolla Hospitals
- Sharp Green and Memorial Hospitals
- Palomar Medical Center

Food Service Administration Facilities in San Diego:

- Palomar Medical Center
- Poway Unified School District
- San Diego Hospice
- San Diego Unified School District
- Scripps Memorial Hospital La Jolla
- Sharp Grossmont Hospital
- Sweetwater School District

Community Sites in San Diego:

- San Diego County Health and Human Services Administration
- San Diego County WIC Programs
- International Rescue Committee

Supervised Practice Sites in Northern California

Preceptor sites will be assigned to the Northern California regional interns based on their WIC agency location. Some preceptor sites could be up to a distance of 90 miles from the interns' WIC agency location.

Scheduling, Holidays, Vacation and Time Log

A master rotation schedule will be provided prior to the start of the internship. Every effort is made to match the intern with the most appropriate sites for supervised practice close to their place of residence. Consideration is given to travel distance, facility preference, prior work experience of intern, and student requests.

The practice sites may require that the intern be available for training in the evenings, holidays, and weekends. Hours are counted as regular time.

Vacation time from the internship will be the last week of December. As a WIC employee, the intern can schedule time off with their WIC supervisor during the rest of the year as long as it does not interfere with the internship hours.

Monthly Time Log:

Time logs are completed each month and faxed to the internship director by the fifth of the month. A copy is included in the intern's file and reviewed quarterly.

Performance Evaluations of Interns

Intern progress is measured throughout the internship program by the preceptors in all supervised practice rotations, three times yearly evaluation by the internship coordinator, and by the intern's self evaluation. In the three major rotations (Clinical/MNT, Food Service Administration and Community/WIC), preceptors complete a mid-point and final evaluation. The mid-point evaluation's purpose is to address any deficiencies early in the supervised practice. The mid-point evaluation provides the opportunity to make any necessary adjustments, corrective measures and/or additional learning activities to ensure successful completion of the rotation.

Evaluation forms rank interns on a 3-point scale. The first part of the evaluation tool ranks competency with specified outcome measures. The second part of the evaluation tool is the "Professional Practice" component. The Professional Practice component of the evaluation rates the interns in areas of decision making skills, oral and written communication, and interpersonal skills. Interns are expected to achieve a score of 2 (Satisfactory) or higher for each evaluation category, during their supervised practice.

The internship coordinator evaluates the intern at reviews in June and October, and a final review in February. The three times yearly meetings evaluate whether the intern is achieving the expected progression of learning.

Improvement Plan if Less Than Satisfactory Performance

Every effort is made to provide additional support and counseling for an intern when it appears his or her performance is below satisfactory. If an intern receives below a 2 on the 3-point scale, and/or the intern has received <70% on assignments, projects or exams, a corrective plan of action is initiated to improve performance. Additional case studies, homework, presentations and exams may be assigned. When necessary, the supervised practice hours will be extended to ensure competency.

Graduation Requirements and Verification Statement on Completion

Graduation from the internship is expected by the end of the 51-week program with successful completion and documentation of Student Learning Outcomes and Competencies. If the student is not able to complete the program in this time due to illness or other authorized reasons, the internship may be extended to a maximum of two years (CADE regulation). Graduation requirements include:

- Complete 1200 hours of supervised practice.
- All rotations must be successfully completed as determined by preceptors and internship director evaluation of intern's performance.
- Successfully complete required Core Competencies for Dietitians and Competencies for Community Emphasis outlined in the curriculum.

Upon successful completion of graduation requirements, the internship director will electronically notify the Commission on Dietetic Registration (CDR) that the intern has met the graduation requirements. The internship director will issue the intern a "Verification Statement" documenting completion. CDR will notify the intern within 15 days of their eligibility to take the national registration exam for dietitians.

MONTHLY AND ANNUAL COSTS

Monthly Costs

The monthly costs are given as a guideline and intern's actual costs may differ depending on their individual situation.

Housing: one bedroom	\$600-\$1200
Utilities (gas/electric/water/phone)	\$150-\$200
Food	\$300
Clothing/laundry	\$100
Auto Insurance/Gas/Maintenance	\$200-\$350
Health Insurance (if not provided by employer)	\$100-\$200

Annual Costs

Tuition is due on the first day of Orientation.

Tuition (California WIC employees)*	\$3200
Tuition (Non-WIC Interns)	\$6400
Background Check/Drug Screen	\$65-\$100
Books	\$100
Attendance at Professional Meetings	\$20-\$100
Professional Liability Insurance	\$35
ADA Student Membership	\$43
SDDA Membership	\$16

Northern California Regional Interns Additional Costs:

Orientation travel expenses	\$550
Graduation/final evaluation travel expenses	\$350

***Interns** who have worked continually at a California WIC Program at least six months by the start of the internship in March are entitled to the WIC employee tuition rate. If the intern ceases employment at WIC, they will be charged the non-WIC rate of \$6400, which will be prorated according to the number of months left in the internship.

WITHDRAWAL AND REFUND OF TUITION

If an intern withdraws from the internship within the first 30 days of the program, tuition will be refunded minus \$500. After 30 days, tuition is not refunded unless a documented medical disability prevents the intern from completing the internship. A tuition refund will be prorated based on the time spent in the internship.

SCHOLARSHIPS AND FUNDING SOURCES

Scholarships are available through the American Dietetic Association at www.eatright.org; and the California Dietetic Association at www.dietitian.org.

Another source of funding includes scholarships and individual grants through religious organizations, private foundations, labor unions, businesses and local community groups. The internet is a good place to search for professional organizations connected with allied health and nutrition careers and local organizations and businesses in the community. For further information on funding sources, contact the California WIC Career Development Coordinator at nesa@projects.sdsu.edu.

WIC employees who have a Federal Perkins student loan may be eligible to have the loan discharged or canceled under certain conditions. Conditions that may qualify include working full time in an agency (like WIC) providing services to high-risk families from low-income communities. If you think you qualify, you must apply to the holder of your loan. Check with the school that made you the loan or with the school's loan servicing agent. **For more information, go to: <http://studentaid.ed.gov> and click on "Repaying Your Loans" and "Loan Discharge (cancellation)."**

PRIVACY PROTECTION OF INTERN AND ACCESS TO FILES

The San Diego WIC Dietetic Internship respects the privacy of all applicants and interns. The application files are confidential and kept in a locked file cabinet. The application information for those not selected will be kept in a locked file and destroyed after three years. The San Diego WIC Dietetic Internship complies with all state, federal and local laws protecting individual against invasion of privacy as mandated by HIPPA. Interns' personal files may be requested during a CADE official site visit. If an intern wishes to see their files, they are available in the presence of the internship director or the director of SDSU Foundation WIC. If the WIC Dietetic internship is subpoenaed or served with a court order, information would be released.

STATEMENT OF EQUAL OPPORTUNITY

Since SDSU Foundation WIC is the lead agency for the San Diego WIC Dietetic Internship, the policy followed for the internship is that of the SDSU Foundation. The equal opportunity policy is stated on pages 8 and 9 of the SDSU Foundation Employee Handbook. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director of Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC, 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer. (9/0 CDC)

TRAVEL LIABILITY TO AND FROM ASSIGNED AREAS

Interns are required to comply with state law when performing official travel as an intern. The state laws include the use of seat belts, proof of personal liability insurance for automobiles, current vehicle registration, and a valid California driver's license. The automobile must be maintained in a safe mechanical condition.

CONDUCT

The San Diego WIC Dietetic Internship expects the highest standards of ethical behavior at all times and in accordance with the Code of Ethics for the profession of dietetics and policies of the supervised practice facilities. On the first day of all rotations, the intern will review with the preceptor policies of the facility and specific standards for interns such as confidentiality, HIPPA, patient records/documentation, dress code, etc.

Appearance

San Diego WIC Dietetic Interns are expected to conduct themselves in a professional manner, with both attire and appearance, and conforming to the standards of the facility at all times. Interns should use good judgment in determining their dress. Clothing and appearance should always be neat, clean and professional. Facial rings and studs, except for earrings, are not appropriate during internship hours. Interns are responsible to obtain and follow the specific policies of the facilities where they are assigned for supervised practice.

Acceptable Women's Attire:

- Professional dresses, skirt or dress slacks and blouse, business suit.
- Skirts are to be no more than 3 inches above the knee.
- Comfortable closed-toe/closed-heel shoes.
- Hosiery may be required.
- Lab coats may be required by the facility.
- Hair covering when in the facility kitchen.

Acceptable Men's Attire:

- Shirts with collar and dress slacks.
- Business suit, coordinated slacks and sport coat.
- Dress shirt and tie.
- Lab coat if required.
- Hair covering when in the facility kitchen.

Picture ID Badges

Interns receive a picture identification from SDSU Foundation WIC during orientation. These ID badges must be worn at all times during internship hours.

Absences, Tardiness and Sick Leave

Interns are expected to be at their assigned location and ready to work on time each day. They are expected to remain at their rotation until the end of their assigned hours unless approved by the primary preceptor and internship director. Dependable attendance at all internship activities is required to benefit from learning experiences and to successfully complete the required program hours.

Interns are responsible for reporting absences or late arrival as soon as possible by phone to the preceptor and internship director. If the intern is absent two (2) days or more as a result of illness, a note may be required from his or her doctor. However, the San Diego WIC Dietetic Internship reserves the right to require a statement from a healthcare provider whenever an intern misses class or work due to illness, injury or disability.

Should an intern require a medical leave of absence, a written request must be submitted to the internship director. Documentation from their doctor is required before being allowed to return to work. When necessary, the length of the internship may be extended to a maximum of two years to complete graduation requirements.

Injury or Illness in a Supervised Practice Facility

The affiliation agreements with each of the facilities providing supervised practice specifically state that the facility shall provide necessary emergency care or first aid required by an injury or illness occurring at the facility. Except as hereby stated, the facility will have no obligation to furnish medical or surgical care to any intern and any medical expenses incurred shall be the sole responsibility of the intern.

Student Support Services

The interns who are employed by San Diego WIC programs are generally provided free access to employee assistance programs (EAP) through their human resources department. If an intern does not have access to EAP through an employer, they may inquire with the San Diego County Info Line for a comprehensive guide to health and human services. Info Line is a free, confidential information and referral service. Call: 211 or 858-300-1211 or www.informsandiego.org.

Disciplinary Action/Termination Procedures

Disciplinary action is for the purpose of calling to the attention of the intern the need to correct, improve or change behavior or productivity. The degree of discipline applied will be consistent with the necessity of corrective behavior change rather than inflict punishment for unsatisfactory behavior. Records of Progressive Disciplinary action are kept in the intern file and in a locked file cabinet.

Examples of unsatisfactory behavior that may warrant disciplinary action and/or dismissal include: failure to maintain quality or quantity of work required; excessive absenteeism and tardiness; failure to maintain appropriate or professional standards of dress or hygiene; disclosing confidential information; and inability to meet internship requirements.

Guideline for Progressive Disciplinary action steps:

1. Verbal warning with counseling.
2. Written reprimand with counseling.
3. Written warning of dismissal.
4. Dismissal.

Grounds for immediate dismissal may include but are not limited to mistreatment of patients, clients, preceptors, facility staff, other interns or the public; drug or alcohol use during working hours; deliberate or willful violation of instructions or safety rules and plagiarism.

Complaints from Interns and Procedures

Interns must understand the chain of command for communicating complaints. It is through this chain that the internship provides the most appropriate resolution of complaints. The first line of communication for the intern is the internship coordinator for any concern or complaint related to the internship including those involving supervised practice experiences and preceptors. It is imperative that open, honest and direct communication is maintained between the intern and internship coordinator. An important responsibility of the internship coordinator is to be available to discuss concerns, complaints or grievances with the intern and work with them to resolve the problem. If the intern is not satisfied with the solution after talking to the internship coordinator, the intern is referred to the SDSU Foundation WIC Program Director who will meet with the intern. At this point, if the intern feels that their complaint has not been effectively resolved, they are encouraged to submit a written complaint to the California State Coordinator of WIC Dietetic Internships. The Coordinator will investigate the complaint and submit a decision within two (2) weeks. Intern complaints are monitored and records maintained for program evaluation and improvement.

Acceptance of Intern Handbook by San Diego WIC Dietetic Intern

I, _____, the undersigned, have read and understand the San Diego WIC Dietetic Internship Intern Handbook and the Professional Standards including the Code of Ethics for the Dietetics Profession and the Standards of Practice for Dietetics Professionals.

I understand that the expectations of the program also include the following:

- Professional attire and wearing name badge/picture ID at all times in supervised practice sites.
- Patient confidentiality.
- Maintain WIC employment in “good standing.”

Signature: _____ Date: _____