2019
Intern Handbook
for the
Lehman College Dietetic Internship Program

http://www.lehman.edu/lehman/dietetics/

Marina Stopler, MS, RD, IBCLC
Dietetic Internship Director
Department of Health Sciences
Gillet Hall, Room 432
Lehman College, CUNY
250 Bedford Park Boulevard West
Bronx, NY 10468
Tel: 718-960-6713
Fax: 718-960-8908
marina.stopler@lehman.cuny.edu
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**Introduction**

This Handbook has been designed to provide a comprehensive description of the Dietetic Internship Program at Lehman College for interns who have been accepted into the Program.

The Program accepts interns who are eligible to be accepted into the Graduate Program in Nutrition. Matriculation into the Graduate Program is mandatory before starting the Dietetic Internship Program.

This Handbook is a guide to and lays down the policies and procedures of the Internship Program. Please review it carefully. It will be required for reference during the Internship. In addition, please consult the Internship Web Site: [http://www.lehman.edu/academics/health-sciences/internships.php](http://www.lehman.edu/academics/health-sciences/internships.php)

The entire Handbook is posted in the DFN 730 section on Blackboard. This includes all documents and forms that are required during the Dietetic Internship.

**Mission Statement and Program Goals**

There is continued awareness that the diets people consume contribute to their quality of life. Studies have shown that people’s susceptibility to chronic disease is influenced by their diet and environment. Dietary-influenced chronic disease is observed in affluent communities and in those that are economically compromised. Located in the north Bronx, the Lehman DI has facilities/sites for supervised practice in NYC, Westchester, Rockland, and Fairfield Counties. The Lehman DI has a concentration in Medical Nutrition Therapy and beginning fall 2019, the Lehman DI is participating in the Sustainable, Resilient, and Healthy Food and Water System (SRS) curriculum. With current trends surrounding sustainability, interns get to explore food systems and how they relate to chronic disease prevention.

The mission of the Lehman College Dietetic Internship (DI) Program is to provide interns with a comprehensive learning experience through which they can acquire the knowledge, skills and practical training required in preparation to become entry-level registered dietitian nutritionists (RDN).

The Lehman College DI Program is designed to be completed in 12 months, over three semesters, with not less than 30 hours per week spent in supervised practice.

The goals of the program are as follows:

Upon completion of the DI, graduates will be able to demonstrate the knowledge, skills, and competencies acquired during the internship according to the Competencies/Learning Outcomes by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) based on the 2017 Standards for Nutrition and Dietetics Internship programs with particular emphasis on Medical Nutrition Therapy by succeeding in the following:

**Program Goal One:**

**ACEND Required**

To prepare graduates to be competent, ethical and culturally sensitive entry-level registered dietitian nutritionists. Outcome Measures over a 5-year period:

1. Program Completion: 80% of interns will complete the DI within 18 months (150% of the program length).
2. The program’s one-year pass rate on the CDR credentialing exam (Registered Dietitian Examination) for dietitian nutritionists is at least 80%.
3. Graduate Employment: 70% or more of DI graduates who sought employment in dietetics were employed within six months of program completion.
Program Specific:
- At least 30% of our graduates will represent groups traditionally under-represented in dietetics, including: males, people of color, and speakers of English as a 2nd language.

Program Goal two:
Graduates will be well-prepared for the practice of nutrition and dietetics in a variety of settings, including Medical Nutrition Therapy. Outcome measure over a 5-year period:
1. At least 70% of graduates will find employment in Medical Nutrition Therapy
2. At least 70% of graduates will report that they were prepared or well-prepared for their area of practice
3. Employer Satisfaction:
   a. 75% of employers will rate DI graduates as performing well.
   b. 75% of employers will rate DI graduates as ethical and culturally sensitive.

Program Goal Three (through 2022):
To encourage graduates to continue their professional growth by completing a graduate program in nutrition and foods or in another health-related field. Outcome Measure over a 5-year period:
- Complete a Graduate Program: 70% of graduates will complete or be enrolled in a graduate program in nutrition and foods or another health-related field.

In addition, the graduates will be able to:
1. Integrate knowledge and critical thinking skills with practical experience.
2. Become mindful citizens for sustainable, resilient and healthy food and water systems.
3. Acquire New York State Certification (CDN) after passing the CDR credentialing exam (RD Exam).

Approval Status

The Dietetic Internship Program at Lehman College has been awarded Continued Accreditation by the Accreditation Council for Education in Nutrition and Dietetics (ACEND), 120 South Riverside Plaza, Suite 2000, Chicago, IL 60606, 312-899-0400, ext. 5400
http://www.eatrightacend.org/ACEND/content.aspx?id=6442485424

Program requirements

In order to integrate knowledge and critical thinking skills with practical experience, interns admitted to the Dietetic Internship program are expected to take four courses at the graduate level concurrent with the DI.

These co-requisite courses are:

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFN 651: Clinical Nutrition (Fall)</td>
<td>3</td>
</tr>
<tr>
<td>DFN 641: Public Health &amp; Community Nutrition (Spring)</td>
<td>3</td>
</tr>
<tr>
<td>DFN 637: Nutrition Counseling (Spring)</td>
<td>3</td>
</tr>
<tr>
<td>DFN 661: Food Service Management (Summer)</td>
<td>3</td>
</tr>
</tbody>
</table>

Students who have completed DFN 641, DFN 637 and DFN 661 within two years of entrance into the DI with a grade of B+ or better may request that these co-requisite graduate courses be waived. DFN 651 and one other class must be taken at Lehman. All classes must be successfully completed before graduation from the DI.

The following courses are required to be taken concurrent with the Dietetic Internship Program:

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFN 730: Supervised Pre-professional Practice</td>
<td>9 credits</td>
</tr>
<tr>
<td>DFN 731: Seminar in Concepts and Methods of Dietetic Practice</td>
<td>9 credits</td>
</tr>
</tbody>
</table>

Interns must register for three credits of DFN 730 and three credits of DFN 731 each semester for a minimum of three semesters. Final transcripts including all the above classes must be provided before graduation will be approved.
Interns are also required to complete the following BEFORE starting the program:

1. **IRB training:** the Collaborative Institutional Training Initiative (CITI Program) providing research ethics education ([http://www2.cuny.edu/research/research-compliance/training-education/citi-training/](http://www2.cuny.edu/research/research-compliance/training-education/citi-training/)) Complete in order to participate in human subject’s research. There is no fee. When you enter the webpage, read about CUNY and CITI research compliance. Click on “Instructions” (expands). Once you enter the CITI website: ([https://www.citiprogram.org/Default.asp](https://www.citiprogram.org/Default.asp)), under “Subscriptions” go to “Learners: How to Take Courses,” read “Learners Affiliated with a Subscriber Organization,” and then click on register. When you register, enter City University of New York (CUNY) as your Organization Affiliation and agree to the terms and conditions. Complete three courses: (1) Responsible Conduct of Research (RCR) -- researcher, (2) Human Subjects Research - HSR for Social & Behavioral Faculty, Graduate Students & Postdoctoral Scholars, and (3) Conflict of Interest Modules (COI). Choose Basic Course (first time) or Refresher Course (did this before). At orientation bring a hard copy of the certificates of completion. FYI: City University of New York (CUNY) -- ID: 535. The Institute Unit: Dietetics Food and Nutrition.

2. **ServSafe certification:** ServSafe certification must be obtained for a food manager or food handler (valid for five years) and submitted (NOT the certificate of achievement which is valid for only 3 years NOR the NYS Food Sanitation certificate). The site may be accessed at [http://www.safes.com/home](http://www.safes.com/home). The ServSafe Manager 7th ed. or the Food Handler, 7th ed. study guide can be purchased on the ServSafe website or Amazon. Depending if you take it online or in person at a facility, you might need to purchase the answer sheet or voucher.

**On the ServSafe website**

- **SERVSAFE MGR ONLINE COURSE AND EXAM, 7TH EDITION.** $152.95. Product: ServSafe Manager Online Course and Exam bundle. Languages: English and Spanish. Exam: Exam included. Edition: 7th Edition. Food Code: 2017 FDA Food Code. Quantity: One (1) online course and one (1) Exam Access Code. Product Sku: SSMCT7X. The ServSafe Manager Online Course is ideal for individuals who wish to prepare to take the ServSafe Food Protection Manager Certification Exam. This interactive course has been designed using the latest techniques in learning theory, to deliver current food safety information, in a fun and easy-to-use format. The course covers critical principles including: personal hygiene, cross contamination, time and temperature, cleaning and sanitizing, and more. A practice exam is included at the end of the course to help prepare for the proctored ServSafe Manager Certification exam. All purchases of the ServSafe Manager Online Course are final. Once you begin the course, you will have 90 days to complete it, at which time the course will be deactivated.

**Exam:** ServSafe Manager Online Exam Voucher The included ServSafe® Certification Exam is available online in English, Spanish, and Chinese. The included “Exam Access Code” is a unique, one-time use number which the examinee must enter into the computer to access the exam. Only Registered ServSafe Instructors or Proctors may administer the ServSafe Online Exam. Either proctors or examinees may purchase Exam Access Codes. Purchased Exam Access Codes will be emailed directly to the purchaser’s email address. Purchase of the ServSafe Online Exam Voucher also includes administration, processing and a ServSafe certificate upon successful completion of the exam. **IMPORTANT:** Exam Access Codes are NOT refundable. You MUST have a registered ServSafe Instructor or Proctor administer the exam. You may not administer the exam to yourself. **BEFORE PURCHASING:** check with your state restaurant association, local health department or community college with a culinary or hospitality program to find out if a proctored online exam site is available in your area. Also read regulatory requirements to ensure the online exam is accepted in your area.

- If you already have the book consider the **SERVSAFE® MGR CERTIFICATION ONLINE EXAM VOUCHER.** $36.00. Each Online Exam Voucher references an "Exam Access Code" which is a unique, one-time use number that the examinee must enter into the computer to access the exam. Only Registered ServSafe Instructors or Proctors may administer the ServSafe Online Exam. Either proctors or examinees may purchase Exam Access Codes. Purchase of the ServSafe Online Exam Voucher also includes administration, processing and a ServSafe certificate upon successful completion of the exam. **IMPORTANT:** Exam Access Codes are NOT refundable. You MUST have a registered ServSafe Instructor or Proctor administer the exam. You may not administer the exam to yourself. **BEFORE PURCHASING:** check with your state restaurant association, local health department or community college with a culinary or hospitality program to find out if a proctored online exam site is available in your area. Also read regulatory requirements to ensure the online exam is accepted in your area.

- There are other options/packages available for proctoring access.
Throughout the course, A grade below a C in any course may result in the dismissal of the internship. This decision will be made on discussion among the preceptors and the DI Director and the DFN Faculty. Rotations are based on a set of skills that are outlined in the syllabus (Appendix 5) that preceptors and interns use to guide them and are based on a set of increasingly difficult competencies and exercises.

Supervised Practice
It is the goal of the interns to receive an evaluation of adequate (B) or better for each component of their supervised practice. The grade received for DFN 730 will be based on the average of the grade(s) received for the appropriate rotation(s) during a semester and assessment by the DI Director of assignments and adherence to policies and procedures related to supervised practice (e.g. maintaining weekly logs and portfolio submission). Any intern receiving an evaluation below adequate or an overall grade below B for any rotation may need to repeat either the entire rotation, or the part of the rotation that is considered to be less than adequate. If an intern is not accepted at a site after an initial interview, refuses to attend a site, is dismissed from a rotation, or receives a failing grade (F) the intern may be asked to leave the DI. This decision will be made on discussion among the preceptors and the DI Director and the DFN Faculty. Rotations are based on a set of skills that are outlined in the syllabus (Appendix 5) that preceptors and interns use to guide them and are based on a set of increasingly difficult competencies and exercises.

Weekly logs
Interns are required to keep a log of their activities for all rotation components and post them every week on Blackboard in the Discussions Section in the appropriate named Forum in the DFN 730 section for that semester.
- Hard copies must be included with the portfolios and evaluations on completion. Logs must include the date, the place, the daily and weekly hours spent, the running total for the rotation and the activities performed (Appendix 9).

Portfolio
Interns are expected to keep a portfolio of all their accomplishments during each of their rotations. Portfolio is to include:
- The competencies for the rotation (Appendix 5)
- Demographic and health assessment of the site and surrounding community (except for research rotation)
- Documents reflective or the rotation (e.g. manuals, educational material, PES statements, ADIME notes, confidentiality procedures, safety plans, purchase orders, menus, inventory forms, lesson plans, surveys, pre/post-tests, MNT case study, research paper, handouts of ppt presentations)
- Weekly logs reflecting the hours required of the rotation
- Evaluation forms:
  - Interns evaluation of the site
  - Preceptors evaluation of the intern
- Time frame for completed portfolios:
  - Community and Food Service: due are due within two weeks from the end of the rotation
  - Research and Clinical (including papers and ppt handouts): due within four weeks of the rotation
- If a portfolio and evaluations are not received by the end of the relevant semester, the intern will receive a grade of “SP” or “Still in Progress” until such time that the document is produced. All relevant documentation must be submitted before interns can graduate from the DI (See Appendix 9).
Required textbooks or references: Most recent editions are listed; previous editions may be acceptable. Prices listed are to buy. Other options are available for some books or resources (e.g. rent, ebook).


The following are optional but useful.

- Pocket Guide to Nutrition Assessment of the Patient with Chronic Kidney Disease, 5th Edition, National Kidney Foundation, $75.00

Recommended subscriptions for newsletters and magazines.

- Consumer Reports
  - Digital, $35/year
  - Digital, $7.95/month
  - All access (digital and print), $55/year

- Center for Science in the Public Interest
  - Subscription to Nutrition Action Healthletter
    - Print edition, $24/one year
    - Digital edition with digital archive, $24/one year
    - Print, digital and digital archive, $29/one year

- Environmental Nutrition, University Health Press
  - All access membership, $2.47/month, billed annually
  - Print edition, $2.07/month, billed annually
  - Web-edition, $1.67/month, billed annually

Additional textbooks, e-books, nutrition apps, or e-resources from MNT, Food Service, Community and Seminar classes may be required
Program Duration

The Academy of Nutrition & Dietetics currently requires that Dietetic Interns undertake a minimum of 1200 hours of supervised practice. It is expected that interns will complete the supervised practice component of the program in three semesters (12 months). If supervised practice experience lasts longer than 12 months, site placement may be delayed.

The 1200 hours are divided as follows:

- Clinical Rotation: 470 hours
- Food Service Management Rotation: 300 hours
- Community Rotation: 280 hours
- Research Project: 150 hours

The three supervised practice components take place in a health care facility or community agency for a minimum of 30 hours per week, Monday to Friday during one shift. The community rotation is usually divided in 4 sections to enable interns to experience several different agencies. Research projects will be supervised by faculty and/or preceptors.

Interns will also be expected to contribute articles to a Wellness Newsletter that will be published on the DI Web site (Appendix 11). [http://www.lehman.edu/dietetic-internship-program/wellness-newsletter.php](http://www.lehman.edu/dietetic-internship-program/wellness-newsletter.php)

Additional hours may be required if it is felt that the intern has failed to master the competencies required during that rotation.

Membership in Professional Organizations

Each dietetic intern is expected to become a student member of the Academy of Nutrition & Dietetics (the Academy) and hence a member of the New York State Dietetic Association and their local dietetic association. Student members of the Academy will receive the association’s professional journal, related materials and legislative updates and have access to the Academy’s Evidence Analysis Library. This is to encourage interns to become active members of the Academy of Nutrition & Dietetics upon completion of the Dietetic Internship.

Dietetic interns are encouraged to join their local dietetic chapters such as:

- Greater New York Dietetic Association
- Westchester Rockland Dietetic Association
- Hudson Valley Dietetic Association

Attendance at Professional Meetings & Volunteer Work

Each intern is required to attend at least one professional meeting, seminar or conference (Local, State, or National Dietetic Association) and one volunteer opportunity with a dietetics-related profession such as a dietetic, culinary, lactation, food recovery, or food justice organization. The hours of attendance (minimum 6 hours for conference, 4 hours for volunteer) must not be included in the 1200-hours of supervised practice. A certificate of attendance and a review of the activities must be provided to the DI Director within two weeks of attendance. A one page summary of the meeting/seminar/conference/volunteer opportunity must also be provided. Webinars or facility in-services are not appropriate.
Program Costs

As of Fall 2019, graduate tuition fees are $470 per credit for interns who are New York State residents and $855 per credit for out-of-state residents. All graduate interns must pay an activity fee of $66.60-99.60 and a technology fee of $62.50-125 per semester. These fees reflect the tuition increase in the fall of 2019. All fees are subject to change by the Board of Trustees of the City University of New York.

http://www.lehman.edu/administration/business-office/bursar-office/tuition-and-fees.php

In addition to tuition and administrative fees paid by all graduate interns, interns should be prepared to pay the following:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation to &amp; from Practice Sites</td>
<td>$300+ per semester</td>
</tr>
<tr>
<td>White laboratory coat(s) for Practice Sites</td>
<td>$45+</td>
</tr>
<tr>
<td>Calculator</td>
<td>$4+</td>
</tr>
<tr>
<td>Academy of Nutrition &amp; Dietetics Student Membership</td>
<td>$58</td>
</tr>
<tr>
<td>Books and subscriptions</td>
<td>$400+</td>
</tr>
<tr>
<td>Fingerprinting/Background check</td>
<td>~$130 (few sites will cover cost)</td>
</tr>
<tr>
<td>Estimated Total for NYS residents for the year</td>
<td>$14,500+</td>
</tr>
</tbody>
</table>

All interns are expected to own or have access to a home computer (for use when completing assignments, case studies and portfolios), an Internet Service Provider and a dedicated email account to which they have regular access. Blackboard, the CUNY web-based class management platform will be used to access all documents and forms, class information and assignments and the posting of weekly logs of rotation experiences. In order to access library service, class evaluations, etc. interns must have an active Lehman College email account, the password of which must be regularly updated.

Interns are responsible for their own transportation to and from their assigned sites. Neither the college nor the practice sites are liable for costs or safety regarding the interns’ transportation. Whenever possible, practice sites will be selected that are geographically desirable, easily accessible and in relatively safe neighborhoods.

Meals are the responsibility of the interns. However, while working in some rotations, meals may be included or available at a reduced price.
Policies and Procedures of the
Dietetic Internship Program

Policy 1:
The Dietetic Internship supports the policy of equal opportunity as set out by Lehman College, City University of New York. The Dietetic Internship Program will admit qualified individuals without regard to sex, age, color, national origin, handicap or religion.

Procedure:
Lehman College, City University of New York is an equal opportunity and affirmative employer. The college does not discriminate on the basis of age, sex, sexual orientation, alien status or citizenship, color, national or ethnic origin, race, handicap or religion, veteran or marital status in its admissions or access to programs.

No student will be denied entrance into the Dietetic Internship Program based on sex, age, race, national origin, handicap or religion.

In order to be considered for application to the Dietetic Internship Program, a student must initially attain the minimum requirements to be admitted as a graduate student in the Dietetics, Foods, and Nutrition Program, in the Department of Health Sciences.

Policy 2:
All dietetic interns are expected to abide by the policies and procedures of the Lehman College Dietetic Internship Program, its affiliates, rotation sites and the Academy of Nutrition & Dietetics.

Procedure:
Interns will become familiar with the Professional Code of Conduct for Interns (Appendix 1). It will be discussed in orientation. Interns are expected to read and follow the policies, procedures and performance requirements of Lehman College, the Dietetic Internship Program and its affiliates, the City University of New York and the Academy of Nutrition & Dietetics.

Policy 3:
It is the policy of the Department of Health Sciences and affiliated Internship sites to use and maintain all sensitive, privileged and restricted information in a strictly confidential manner. Confidential information includes, but is not limited to, that information concerning general departmental business or administration, student information, patient medical information and any other restricted information, data or material in any form.

Procedure:
All dietetic interns will comply with the provisions of this policy and are prohibited at any time during or after their participation in the Dietetic Internship Program from inappropriately accessing, using in any way, revealing or otherwise disclosing either directly or indirectly sensitive, privileged or restricted information, data or material of a confidential nature as defined above.

Dietetic interns may access, use, maintain, reveal or otherwise disclose confidential/privileged information only in the performance of their duties and responsibilities, for legitimate business related to the hospital, community or other setting and with prior appropriate management approval.

It is the responsibility of each dietetic intern to strictly adhere to this policy. Interns violating this policy are subject to corrective action, up to and including immediate dismissal. A dietetic intern who knows or becomes aware of a violation of this policy is obligated to make immediate full disclosure to their preceptor and the Internship Director of knowledge of any deliberate or inadvertent breach of confidentiality by him/herself or any employee of the facility.
It is also the responsibility of all preceptors to inform their dietetic interns in the use of confidential or privileged information. Interns will be particularly careful about patient confidentiality. No patient name or defining initials or information shall be used in class assignments or case studies. Discussions about patients will be limited to closed meetings without visitors.

Policy 4:
*Interns will adhere to the Academy of Nutrition & Dietetics Professional Code of Ethics.*

Procedure:
Interns will become familiar with the Academy of Nutrition & Dietetics Professional Code of Ethics (Appendix 2) or Journal of the American Dietetic Association, August 2009, Volume 109, No. 8, p 1461. Interns will discuss ethics issues in class in order to understand their application to each specific setting.

Policy 5:
*All dietetic interns have must have professional liability insurance and medical insurance prior to starting the Dietetic Internship Program.*

Procedure:
As of July 2014, all interns have professional liability insurance through CUNY. Interns are responsible for securing their own medical insurance for coverage during the course of the Dietetic Internship Program. CUNY general and professional liability insurance offers students clinical and field placement as part of the curriculum. The general liability coverage applies only with respect to liability arising out of incidents involving agreements between the University and affiliates that specifically provide this coverage and are in full force and effect. Coverage limits are $3 million per claim/occurrence and $3 million in aggregate.

All interns will provide evidence of medical insurance coverage prior to the start of the Program. Medical insurance can be obtained through Lehman College, Student Life. If a dietetic intern is injured or becomes ill while on duty, he/she will be treated in or at the nearest emergency care center of the current rotation facility at the intern’s expense.

Dietetic Interns are responsible for their safety in travel to and from assigned rotations during the course of the Dietetic Internship Program.

Policy 6:
*Before beginning the Dietetic Internship, interns are required to sign a contract where they confirm agreement with the terms and requirements of the Dietetic Internship at Lehman College (Appendix 3).*

Procedure:
Interns are required to sign a contract to confirm that they will adhere to the code of conduct (Appendix 1) of the DI Program, accept placement at an appropriate site, spend a minimum of 1200 hours at acceptable institutions, undertake to commit to no more than 15 hours weekly paid employment throughout the DI, perform all coursework required, take the RD Credentialing Examination within three months of graduation from the DI and establish an appropriate method of communication with the DI Director. Interns are also required to provide the DI Director with the following by the start of the DI and any other documents required:

1. DPD Verification Statement
2. Final original transcripts from DPD program
3. Transcript(s) verifying graduation or confer date for degree program
4. Copy of the Academy Student Membership card
5. Copy of Health Insurance card

Interns cannot start their supervised practice until all documentation is provided.
Policy 7:
Dietetic interns will meet all supervised practice requirements and comply with all policies, procedures and standards of professional behavior in order to graduate from the program.

Procedure:
Dietetic Interns will complete the required hours of supervised practice and hours of didactic instruction as established by the Dietetic Internship Program of Lehman College. Upon starting a rotation, the site primary preceptor will clarify the exact days and hours of attendance with the intern, who will inform the DI Director of the arrangement and adjust their schedule to meet these expectations. Supervised practice hours will take place during working hours, from Monday to Friday. Under New York State Labor law, a lunch break of not less than 30 minutes must be taken.

Learning experiences will be documented according to the Program Requirements. The dietetic intern will be evaluated at the completion of each rotation and, for the clinical rotation, after each area of specialization. Interns will be evaluated on professional competencies related to general dietetic practice. In addition, the intern is expected to provide an evaluation of the site.

In order to successfully complete the program, dietetic interns must receive an evaluation of adequate or above or an overall grade of B or above.

If the above grades are not obtained on any evaluation instrument for any rotation, the intern will have to repeat either the hours or the entire rotation. If the above grades are not obtained for any assignment, then the intern will be given additional assignments, projects or other work and will then be re-assessed on the relevant material. If the additional work is not passed with the appropriate score the second time, the intern will complete another week of the rotation, with the agreement of the site primary preceptor, or complete another case study, assignment or other work prior to being re-tested for the third time. Upon the second instance of failure to pass an assignment or project with the appropriate grade, the dietetic intern will be given a final warning that the next failing score will result in termination from the program.

Dietetic interns must consistently demonstrate compliance with policies, procedures and standards of professional behavior throughout the internship to complete the program, according to the Professional Code of Conduct for Dietetic Interns (Appendix 1). Any lapse in compliance will be addressed with the intern and corrective action will be taken. The first instance of non-compliance will result in a verbal warning, the second instance will result in a written warning and the third instance will result in a final warning. The fourth offense will result in termination.

It is the responsibility of the preceptor to evaluate the dietetic intern in terms of their performance in supervised practice, to document scores and any lapse in compliance with policies, procedures and standards, and to notify the DI Director of evaluation results and behavior issues. It is the responsibility of the DI Director to ensure adherence to this policy.

Upon completion of all Dietetic Internship Program requirements, the DI Director will issue a verification statement to each graduate, whereupon the intern shall complete and sign the RDE form, the Release of Information Form and any other form that is deemed appropriate and necessary.
Policy 8:
*Dietetic interns are expected to acquire competencies specific to the Medical Nutrition Therapy concentration of the DI.*

Procedure:
Each dietetic intern is expected to undergo appropriate experiences during the Medical Nutrition Therapy rotation that build on core competencies, so that they will be able to:

1. Perform nutrition assessment, formulate a nutrition diagnosis, and plan intervention strategies for patients with complex medical conditions, including but not limited to diabetes, multi-organ failure, trauma, and renal disease.
2. Select, monitor and evaluate complex enteral and parenteral nutrition regimens for patients with complex medical conditions.
3. Develop and implement transitional feeding from enteral and parenteral nutrition support to oral intake.
4. Undertake nutrition counseling and education with patients with complex medical conditions.
5. Observe nasogastric and percutaneous endoscopic gastrostomy placement and care.
6. Participate in the care of patients requiring adaptive feeding devices.

Policy 9:
*All dietetic interns are expected to dress according to the Dietetic Internship Dress Code.*

Procedure:
All dietetic interns are expected to dress appropriately for their site. In general this is considered to be professional/casual attire. During the food service rotation this includes hosiery or socks; closed, flat-heeled shoes and protective head covering are required. Long hair must be clipped back securely. Jewelry should be kept to a minimum and nail polish and long nails are discouraged. During the food service and clinical rotation, legs must be covered by pants, hosiery or a long skirt. A lab coat is required unless otherwise indicated by the site director/preceptors. Jeans, overly casual tops and pants/skirts and open-toed shoes are prohibited. Interns are also expected to provide themselves with a calculator and writing implements. When on duty in the rotation facilities, the intern will follow the regulations for that facility. Identification badges must be worn at all times when on duty. In a health care institution, this may be issued by the facility. The Lehman College Photo ID may be substituted if this is acceptable by the facility.

When attending a seminar or professional meeting representing the Dietetic Internship Program, professional attire is required by everyone.

Policy 10:
*Each intern will be required to prepare a clinical case study, according to the Case Study Guidelines (Appendix 7). A paper will be prepared, as well as a PowerPoint Presentation of not more than 30 minutes. This will be presented to the class at a time to be scheduled.*

Procedure:
During the clinical rotation, dietetic interns are required to choose a patient in whose management they were involved. The choice should be made based on the degree of involvement with the patient and the unusualness of the case, e.g. either clinically or socially, depending on the medical nutrition therapy. A case study will be prepared based on the Case Study Guidelines in Appendix 7. A PowerPoint presentation will be prepared, of not more than 30 minutes, to be presented to the class at the end of the semester in which the clinical rotation takes place. No more than four interns will present on any week in the fall and spring, and five in the summer. Interns will be assigned to a week. If an intern wishes to change the presentation day they are required to change with another intern, so that no more than the above number of interns present on the same day. All changes must be approved by the DI Director. If any intern fails to present their case study, or makes an inadequate presentation, they will be required to wait until a suitable time in the next semester, to (re)present their case study. In addition, a paper will be prepared outlining the details of the case study and its position in the clinical nutrition and medical field. This is due on the day of the presentation.
Policy 11:
Plagiarism is the appropriation of all or part of the work of someone else and representing it as one’s own. Cheating is the unauthorized collaboration on a take home assignment or examination.

Procedure:
All assignments, projects and examinations must be the product of each student. Collaboration is not allowed. Any part of an assignment or project that is the work of someone else must be appropriately attributed. If any intern is found to have committed academic dishonesty by plagiarism or cheating, the intern(s) will be failed for that assignment, project, examination or course. It will result in the intern(s) being asked to withdraw from the DI.

Policy 12:
Vacations and holidays will be planned and included in the Dietetic Internship Rotations.

Procedure:
During each supervised practice rotation, interns are expected to follow the holiday practices in place at the particular site. These comprise but may not include all the following:

- New Year’s Day: January 1st
- Martin Luther King Day: 3rd Monday in January
- President’s Day: 3rd Monday in February
- Memorial Day: Last Monday in May
- Independence Day: July 4th
- Labor Day: 1st Monday in September
- Columbus Day: Mid-October
- Thanksgiving Day: 4th Thursday in November
- Christmas Day: December 25th

Interns may take vacation during the Christmas break, and Easter week and/or Passover week (if they do not coincide), when the College is closed or when there are no classes, if they are not scheduled to be present at a practice site. Time off for religious holidays/observances can be arranged according to the policy and procedure of the facility and with the approval of the DI Director.

Attendance at professional meetings may not be included in the supervised practice hours and should be coordinated with the site primary preceptor. Interns are expected to arrange their vacation time in accordance with the above provisions. Vacation time is discouraged during attendance at a supervise practice site, and may only be undertaken in exceptional circumstances with written permission from the DI Director.

Policy 13:
All dietetic interns are responsible for arranging appropriate transportation to their rotation site and for maintaining acceptable attendance and punctuality. Interns who fail to maintain an acceptable standard of attendance or punctuality may compromise the quality of their education and ability to remain in the program.

Procedure:
Dietetic interns are expected to arrange safe and suitable transportation to their rotation site. They are expected to be at their assigned rotations by the designated start time (ready to work). They should also be at scheduled Dietetic Internship classes at designated start times. Interns failing to do so are considered tardy.

Attendance and tardiness records will be monitored on an on-going basis. Appropriate corrective action will be implemented.

A dietetic intern who is unable to report to their rotation site is required to notify the site primary preceptor for the current rotation at least one hour before start time at the designated site. A written excuse, including the number of days of non-attendance must be provided to the DI Director within one week, which will be filed in the
intern’s folder. This includes non-attendance due to inclement weather. In addition, the intern is required to inform the DI Director by email or voice mail prior to the start time.

An intern who is unable to report to class is required to notify the DI Director and provide a written excuse (email is acceptable) as above and appropriate documentation. Lack of attendance at the DI orientation will result in a discharge from the DI unless this is a result of an emergency.

Absence for more than two days in succession requires a physician’s note or, if absences are frequent, a physician’s note to be provided at the DI Director’s discretion. Any absence from class must be accompanied by suitable documentation.

A dietetic intern who fails to report to work or class as scheduled and fails to notify the DI Director and/or preceptor shall be considered absent without leave (AWOL) and may be subject to a letter of final warning. An intern who is AWOL for two or more scheduled consecutive work days or classes without proper notice is considered to have withdrawn from the program, unless there are extenuating circumstances which are accepted by the DI Director. An intern will be informed of the termination of dietetic intern status whenever practical.

Dietetic interns are required to complete time missed due to absences, tardiness and scheduled time off in both supervised practice and didactic instruction. Repeated absence from class will not only affect the final grade but verification of completion of the Internship Program.

Corrective action standards for occurrences are as follows:

<table>
<thead>
<tr>
<th>No. of occurrences</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>one</td>
<td>Oral Warning</td>
</tr>
<tr>
<td>two</td>
<td>Written Warning</td>
</tr>
<tr>
<td>three</td>
<td>Warning</td>
</tr>
<tr>
<td>four</td>
<td>Discharge</td>
</tr>
</tbody>
</table>

Tardiness: (i.e. when an intern has failed to report at the assigned rotation at the beginning of the shift or at the seminar class on time).

<table>
<thead>
<tr>
<th>No. of occurrences</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>three</td>
<td>Oral Warning</td>
</tr>
<tr>
<td>five</td>
<td>Written Warning</td>
</tr>
<tr>
<td>seven</td>
<td>Final Warning ten</td>
</tr>
<tr>
<td></td>
<td>Discharge</td>
</tr>
</tbody>
</table>

All site preceptors are responsible for monitoring attendance of their dietetic interns and communicating incidences to the DI Director, whose responsibility it is to ensure that this policy is implemented in a consistent manner.

**Policy 14:**

All interns are expected to achieve and maintain the standards of performance, practice, conduct and proficiency as outlined by the Dietetic Internship Program, Lehman College, City University of New York and the Academy of Nutrition & Dietetics. When standards and policies are not being met, disciplinary action may be imposed. Disciplinary action is defined as a "corrective measure or penalty action taken against an intern for cause involving ineptitude, inefficiency, misconduct or failure to adhere to the Policies and Procedures of the DI at Lehman College."

**Procedure:**

The DI Director will monitor interns’ conduct and performance via personal observation and feedback from preceptors. When a problem is identified with an intern’s conduct or performance, the DI Director will first verbally counsel the intern in an attempt to correct the problem. If the problem persists, disciplinary action will follow. For
first offenses that are severe infractions and result in probation, suspension or dismissal, disciplinary action will be administered by verbal counseling.

The DI Director will collect all facts leading to disciplinary infractions, including data and student/preceptor interviews. Disciplinary actions of admonishment and first probation do not require committee review. Second probation and dismissal penalties will be brought before the disciplinary committee. The DI Director will present the intern with a disciplinary memo. The original signed copy of the memo will remain in the intern’s folder. The copy with original signatures (DI Director and intern) will be handed to the intern. If the intern refuses to sign the notice, the DI Director will sign and date that line with notation “intern refusal to sign.” If the intern refuses to accept the notice, it will be mailed to the intern’s address on record “return receipt requested”.

**Definitions:**

Admonishment/Warning: Written notice of a single infraction with warning against repetition. Repetition may result in probation.

Probation: Written notice of probation for repeated offenses of a similar nature. Based on seriousness and number of offenses can lead to suspension.

Suspension: Written notice with enforced temporary absence from duty as a result of repeated offenses beyond probation. Time lost will have to be made up.

Dismissal: Discontinuation from program for infractions beyond suspension penalty.

The practice site may request the college to terminate the supervised practice rotation of an intern when the health status of that intern is detrimental to services provided at the site, or when the conduct or behavior of the intern is detrimental to the operation of the site and/or patient care. The specific issues will be discussed with the DI Director and the DFN Graduate Faculty. The intern may continue in the Program at the discretion of the DI Director and the DFN Graduate Faculty. In which case, the intern will be requested to find their own rotation site.

An intern may appeal admonishments and probation decisions to the DI Director in writing. Disciplinary actions beyond probation may be appealed in writing to the DI Director, DFN Graduate Faculty and finally to the Department Chair.

**Policy 15:**

*All dietetic interns have the opportunity to resolve Internship-related problems through a conflict resolution process. This process refers to the method by which the Dietetics, Foods, and Nutrition Program facilitates an acceptable relationship between dietetic interns and rotation site personnel.*

**Procedure:**

Dietetic interns are encouraged to voice their concerns to the rotation preceptor. If the issue cannot be resolved with the preceptor, or, if the conflict involves the preceptor, the intern should discuss the issue with the site primary preceptor. If the issue remains unresolved, the intern is encouraged to discuss it with the DI Director. If the issue is still unresolved, it will be brought to a meeting with the DI Director and DFN Graduate Faculty.

Students are advised that they may submit complaints to ACEND only after all other options with the Program and the College have been exhausted. Please consult the DI Director, the Chair of the Department of Health Sciences, and the Office of the Dean of Health Sciences, Human Services, and Nursing with any unresolved complaints about the accreditation standards.

Interns have the right to file a written complaint related to ACEND accreditation standards. Students are advised to submit a complaint to ACEND only after other options have been exhausted. A complaint can be sent to ACEND using the following link: [http://www.eatrightpro.org/resources/acend/public-notices-and-announcements/filing-a-complaint](http://www.eatrightpro.org/resources/acend/public-notices-and-announcements/filing-a-complaint). Unresolved complaints may be submitted to ACEND through a [Complaint Investigation Form](http://www.eatrightpro.org/resources/acend/public-notices-and-announcements/filing-a-complaint) found on the ACEND website.
Policy 16:
Dietetic interns are continually evaluated in their rotations by the site preceptors and the DI Director. Progress is measured using a range of approaches during and at the conclusion of the program, in order to verify competence. Interns are undertaking a learning experience and are not permitted to replace regular employees.

Procedure:
1. The following methods of evaluation will be used throughout the program to verify intern competence:
   2. Homework and assignments throughout each rotation
   3. Case studies as part of the clinical rotation
   4. Projects and presentations throughout each rotation
   5. Lesson plan development
   6. Checklists of objectives and competencies throughout each rotation with reference to the syllabus for each rotation (Appendix 5)
   7. Professional evaluation at the end of each rotation
   8. Portfolio at the end of each rotation

Interns must successfully complete each rotation, receiving a grade of B or above on their Professional Practice Evaluation (Appendix 6) and also complete a site evaluation upon completion of the rotation.

All evaluation sheets and portfolios must be delivered to the DI Director within one week of completion of the rotation. If necessary, the DI Director will arrange a meeting with the intern to review the rotation.

The supervised practice component of the DI is an educational and learning experience. Interns are not, under any circumstances, to be used by sites to replace regular employees unless undertaking staff relief. If an intern feels that they are being asked to replace a regular employee, they should inform the DI Director, who will contact the site preceptor.

Policy 17:
All dietetic interns are required to take a test at the end of each semester and a cumulative test at the conclusion of the program and attain a passing score of 80 and above for each test. No intern receiving a score of less than 80 on the final test will be allowed to graduate from the program.

Procedure:
At the end of the fall, spring and summer semesters, interns are required to take an online multiple-choice test. A score of 80 or more is expected on all three tests. In the fall, if a score of less than 80 is obtained on the first test, the intern will be required to take another test, in order to proceed into the next semester. The intern will receive an “Incomplete” for DFN 731 until a score of 80 or above is achieved. If a score of 80 or more is not achieved on the second test, the intern may take a third test. If a score of 80 or more is not achieved on the third test, the intern will be asked to withdraw from the program. Interns will only be permitted to take one retest at the end of the spring semester. If a score of a score of less than 80 is obtained on the second test, the intern will be asked to withdraw from the program.

If the intern fails to obtain a score of 80 or above on the summer DI exit exam, the intern will be required to take another test after a time period of not less than three weeks in order to graduate from the program. The intern will be given an opportunity to review the first exam, to ascertain the incorrect responses to the questions. If a score of 80 or more is not achieved on the second summer test, the intern must submit a written application (Appendix 8) to the Dietetic Internship Committee, to justify their performance, the remedial activities that they have undertaken and how these activities will enable them to pass the Registered Dietitian Test. If the appeal is accepted, the intern may take one further test. If a score of 80 or above is not achieved on the third test, the intern will not graduate from the DI program. If the appeal is not accepted, the intern will not be allowed to graduate from the program.
Policy 18:
The three multiple-choice tests, one at the end of each semester, will be taken on-line using the computer and the Blackboard on-line class management program.

Procedure:
Each test is available over a period of twenty-four hours during finals week.

The tests comprise 100 multiple-choice questions; each test must be completed in 75 minutes. This time period begins as soon as the test is begun and ends at completion of the test or at the end of the 75 minutes times period (Blackboard ends the test automatically at the end of the allotted time period). Tests are accessed in the Exams section on Blackboard.

- The questions appear in a different order every time the test is accessed, as do the multiple-choice answers.
- When the test is opened, the instructions and the first question are presented. Read everything carefully.
- Choose the answer; a box will appear asking for answer confirmation.
- When yes/save/continue is clicked, the next question will appear.
- Do not click anything else, let the screen saver start, leave the computer, or cut the internet connection in any way until the end, otherwise the quiz/exam will end and resumption is not permitted unless it is reset.

If there is a problem and the computer “freezes” while taking the test, the administrator of the test will reset the test as long as it is within the exam time frame and less than half the questions have been completed. The test may then be reattempted. The intern will check their email for the reply. If more than half the questions have been completed, the intern will only be credited with the questions that have been successfully answered. The test will only be reset once. At the end of the allotted time, Blackboard will submit all completed questions, even if the test is not completed.

Policy 19:
Upon completion of the program, all dietetic interns are required to sign a release form, affirming that they will release their name and test scores to the Department of Health Sciences, Lehman College when taking the Registered Dietitian Examination.

Procedure:
The Dietetic Internship Program at Lehman College is accredited by ACEND and part of the on-going accreditation is the analysis of the number of interns taking the examination and the pass rate. In addition, this information provides the Department with data to facilitate further modification and development of the program.

Therefore, all interns will be required to sign an agreement upon the completion of their internship program stating that when taking the Registered Dietitian Examination, they will check the appropriate box allowing the Examination administrators to release their name and test scores to the College.

Policy 20:
Interns who are practicing nutritionists may request credit towards their rotations from their prior experience. One hundred (100) hours may be received as credit for one rotation only.

Procedure:
Interns must have worked for a minimum of two years to obtain the relevant competencies. The intern will complete the Prior Experience Form (Appendix 4), listing the competencies that they have acquired during their work experience, compared to those listed on the appropriate syllabus. The Form must be signed and dated by the intern’s supervisor of these competencies.

The Form will be submitted to the DI Director and, upon acceptance, the intern will be required to sign a form and will be excused from the 100 hours.

If the intern has worked full time for two years or more in a community agency, in a food service operation as a
supervisor, dietitian or diet technician or in an acute care, sub-acute or long term care setting as a clinical nutritionist then the intern will either not be required to complete 100 hours in that particular area, or they may subtract 100 hours from the food service rotation or from an agreed component of the clinical rotation.

Policy 21:
A dietetic intern who enters the DI with a CDN Accreditation will be required to complete a minimum of 1200 hours of supervised practice to become a Registered Dietitian. However, under certain circumstances, the intern will also be required to take the Registered Dietitian examination.

Procedure:
Nutritionists are able to gain a Certified Dietitian/Nutritionist (CDN) Accreditation of the State of New York prior to admission into the DI. In order to acquire a CDN accreditation, nutritionists are currently required by the Board of Regents of the State of New York to pass a test, the Registered Dietitian examination administered by the Commission on Dietetic Registration being one of the test options. If the intern enters the DI having passed the Registered Dietitian examination, they must provide the DI Director with evidence of passing and they will not be required to repeat the test on completion of the DI (depending on possible CDR time constraints). However, when the CDN accreditation was introduced, registered dietitians and nutritionists were grandfathered in; therefore nutritionists could obtain the CDN accreditation without taking the Registered Dietitian examination. Nutritionists who acquired the CDN accreditation by grandfathering, will, therefore, be required take the Registered Dietitian examination after completing the supervised practice component of the DI.

Policy 22:
A dietetic intern who voluntarily withdraws from a site will be required to submit a written explanation of their action to the Site Primary Preceptor and the DI Director.

Procedure:
Any intern who, for any reason, voluntarily removes themselves from a site will be required to justify their action in writing, including specific reasons why they feel that they cannot continue their supervised practice at that site. Sites agree to accept interns after negotiation and discussion and it is imperative that any problems that an intern experiences at a site be brought to the attention of both the Site Primary Preceptor and the DI Director.

Upon consideration of the intern’s submission, a decision will be made by the DI Director on whether the intern may return to the site with the agreement of the Site Primary Preceptor. If it is decided that the intern may not return to the site, every effort will be made to find an alternative site, but this is not guaranteed. If it is decided that the intern may return to the site, and the intern does not wish to comply, the intern will be requested either to find an alternative site or asked to withdraw from the program.

Policy 23:
A dietetic intern who fails to be accepted by a site will be required to submit a written explanation of the reasons for the refusal to the DI Director.

Procedure:
Any intern who, for any reason, is not accepted by a site will be required to justify the action in writing, including specific reasons why they feel that they have been refused an experience of supervised practice at that site. Interns accepted into the DI are made aware of the policies and procedures of the DI and the terms under which sites will accept interns for supervised practice. Sites that agree to accept interns very rarely fail to accept an intern sent to them, therefore it is essential that the reason for the failure to be accepted at a site be brought to the attention of the DI Director.

Upon consideration of the intern’s submission, the DI Director will decide whether another placement can be found. Every effort will be made to find an alternative site, but this is not guaranteed.
Policy 24:
Interns may be required to undergo an appropriate orientation process at practice sites according to the policy and procedure of the individual sites, which may include drug testing, finger printing and criminal background checks. This time may not be counted towards the rotation hours.

Procedure:
Many practice sites are health care facilities. Interns are usually required to undergo some kind of orientation process prior to starting the rotation and are advised to ascertain from each site primary preceptor exactly what will be required as early as possible. Failure to do this may result in a delay in starting. The orientation may include medical checks, evidence of vaccination status (particularly PPD) and criminal background checks and drug testing. Interns may be expected to cover the expense incurred for background checks and drug testing. This should not be more than $50 – 70. The process will frequently include an orientation to the facility with other new employees/volunteers. This may take one or more working days. The time spent on the orientation process cannot be counted towards the rotation hours as it does not include the appropriate practical experience. In addition, meal breaks and study days cannot be included in rotation hours.

Lehman College DI cannot be held responsible if a site rejects an intern as the result of a failure to pass any part of the orientation process. Every endeavor will be made to find an alternate placement, but this cannot be guaranteed.

Policy 25:
Dietetic interns are expected to complete all supervised practice requirements for completion of the DI in three semesters (12 months), at a minimum of 30 hours weekly at their supervised practice rotation.

Procedure:
Each dietetic intern follows a prescribed program of didactic education and supervised professional practice with rotations organized in conjunction with site Primary Preceptors and fellow members of their intern class.

If an intern is unable to attend a practice site due to personal circumstances (e.g. medical or personal emergency) or any other reason, but is able to continue to attend the DI seminar, written approval must be requested and obtained from the DI Director to postpone the supervised practice for no longer than one month. Attendance at a practice site may be resumed, depending on the availability of an appropriate site.

If an intern is unable to attend both the seminar class and supervised practice site for more than one month (four weeks) due to personal circumstances, the intern shall be deemed to have withdrawn from the DI. In order to return, the intern would be required to submit a new application packet for the following year, including participation in the computer match. If the absence is less than one month, the intern may resume their didactic and supervised practice program, depending on the availability of an appropriate site for the latter.

If an intern fails to complete their supervised practice experience in 12 months, they will be required to reregister for either or both DFN 730 and 731 and attend the didactic seminar for each of the following semesters until they have completed all requirements, up to and including an additional three semesters. In such situation, a practice site cannot be guaranteed.

If an intern completes the supervised practice component of the DI in the above time frame, but has outstanding requirements yet to be fulfilled at the end of the program, the intern would be required to complete these within two years from entering the DI, or would be considered to have withdrawn from the program.

Policy 26:
Upon completion of all requirements of the Dietetic Internship Program, interns will receive a Verification Statement and their names will be submitted to the Commission on Dietetic Registration in order to receive eligibility to take the RD examination.
Procedure:
In order for interns to be considered as having completed the Dietetic Internship Program at Lehman College and to be eligible to take the R.D. examination, they must meet all the following criteria:

- Complete a minimum of 1,200 hours of supervised practice rotations in 12 months with passing grades from all preceptors (DFN 730).
- Submit MNT Case Study and PowerPoint presentation.
- Submit Research project.
- Submit Public School Lesson Plan.
- Complete a minimum of three semesters of DFN 731: Concepts and Methods of Dietetic Practice seminars with grades of B or more.
- Complete all co-requisite classes with averages of 80 or above.
- Complete and submit all portfolios.
- Complete and submit all evaluation forms. Minimum grades of B must be achieved.
- Complete conference, wellness newsletter, and volunteer requirement.
- Pass the Exit Examination (at the end of the summer semester or at such time that a score of 80 or above is achieved).
- Appear for an exit meeting with the DI Director at Lehman College.
- Provide all relevant information and complete all forms required by the CDR and the Lehman Dietetic Internship program.

A Verification Statement signed by the Dietetic Internship Director will be issued to the intern, a copy placed in the intern’s file and details of completion will be transmitted to the CDR.

Policy 27:
All interns have the right to inspect and review their education records according to the Lehman College Records Policy

Procedure:
Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. If the records are not maintained by the College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

All requests shall be granted or denied in writing within 15 days of receipt. If the request is granted, the student will be notified of the time and place where the records may be inspected. If the request is denied or not responded to within 15 days, the student may appeal. Additional information regarding the appeal procedures will be provided to the student if a request is denied.

Policy 28:
All interns have access to Lehman College student support services, e.g. health services, counseling and testing and financial aid. The Student Health Center, Counseling Center and Financial Aid Office are available to all interns if required.

Procedure:
The Student Health Center offers a wide range of services, including: primary and acute care and treatment, urgent care, women’s health services, required and elective immunizations, and annual, athletic, and job physicals. Basic laboratory services and pharmaceuticals are also available. Health awareness outreach is a key focus. The Student Health Center is supported by the student activity fee and, therefore, most services are free or are offered at a significantly reduced cost. Office hours during the academic year are Monday, Wednesday, Thursday, and Friday from 9 am until 5 pm., and Tuesday from 9 am until 6:30 pm. A mid-level practitioner is available at all times. Students with valid IDs may use the services of the center on an appointment basis. Sick walk-in patients are accommodated.

Student Health Center
Location: Building Old Gym, Room B008
The Lehman Counseling Center offers individual counseling services and group workshops. They are available to all undergraduate and graduate students. Trained professionals and peer counselors offer confidential assistance with personal obstacles to growth, including difficulties with academic performance, anxiety, time and stress management, depression, family and relationship problems, disordered eating, substance abuse and alcoholism, and other issues of everyday life. Day or evening appointments may be arranged.

Counseling Center
Old Gym Building, Room 114
Tel: 718-960-8761
Fax: 718-960-6739
E-mail: counseling.center@lehman.cuny.edu

The Office of Financial Aid assists students with all aspects of financing their education, including planning and meeting the expenses associated with attending the College. Information is available on financial assistance programs and on how to maintain eligibility for Federal, State, and City award programs. Financial Aid professionals will work closely with students and their families to put the cost of a Lehman education within reach. The Office also provides students with expanding services through a computer lab, located in Shuster Hall, Room 131. Students may use the lab to access and complete various online financial aid-related applications.

The Financial Aid Office suite
Shuster Hall, Room 136.
Tel: 718-960-8545
Fax: 718-960-8328.
E-mail: financial.aid@lehman.cuny.edu.

The Financial Aid Computer Lab
Shuster Hall, Room 131A.
The Lab’s telephone number is 718-960-8620.