Dietitians of Canada
Les diététistes du Canada

Dietetic Internship/Practicum Accreditation Manual

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A. Purpose of Accreditation

The purpose of accreditation is to evaluate how effectively an education program meets standards for educational quality and to encourage program improvements. Accreditation relies on a peer review process that in turn stimulates discussion and program improvement. It is a positive process.

Dietitians of Canada (DC) views accreditation as a means of providing assurance that the experience obtained through the dietetic internship/practicum meets with nationally accepted standards. This is determined by an evaluation called accreditation review, in which the accreditation process judges the effectiveness of the program against a set of defined standards.

There are also professional values and beliefs which remain fundamental and integral to the education of dietitians in Canada. These include the commitment of DC and its members (through support of the national accreditation process) to maintain national standards for dietetic education (see www.dietitians.ca/career/i5.htm on the members site) and entry to the profession. This is to ensure that dietitians can seek work anywhere in Canada (reciprocity and portability).

An Accreditation Standard is a statement of a desired level of quality, developed by peers, against which adherence of the organization is evaluated. Standards ensure that a program fulfills its responsibilities to dietetic interns, the public and the profession. The effectiveness of accreditation lies in its ability to encourage programs to evaluate their own educational processes and activities and to determine that a program meets or exceeds the standards. Using both the results of self-evaluation and the accreditation review, programs will be involved in ongoing improvement to better meet the needs of the dietetic interns and the profession.

Accreditation standards recognize diversity in the services, programs, financing and organizational structure of the organizations that sponsor and participate in the training of dietetic interns. They also recognize that dietetic internship/practicum planners are looking to provide a diversity of experiences beyond the traditional hospital and health care setting, for the benefit of the dietetic interns and to prepare them for jobs in emerging practice areas.

There are several types of dietetic internship/practicum training models in Canada to which accreditation standards apply. The types of programs are (See Definitions in Appendix 1):

- The Graduate Dietetic Internship/Practicum
- The Stage Program /Integrated/Coordinated Education Programs
- The Graduate Degree Practicum

The Graduate (Master, PhD) Competency Attestation route is not covered in this manual. This portfolio route is accomplished through provincial regulatory bodies.

Dietetic internship/practicum programs differ in their delivery of experiential learning. However, the primary focus of accreditation remains the same for all programs: to maintain the quality of the experiential portion of the program, including processes to incorporate ongoing improvements. The term `dietetic internship/practicum' pertains to both dietetic internship

programs and practicum portions of integrated and combined programs. A lead or sponsoring organization can be a hospital, health unit, university or other such establishment.

Changes within the health system affect the entry-level preparation needs of health care professionals. Strategies for Change and Improvement, the Task Force on Accreditation of Health Professions Education 1 identified the need for accreditation processes to be simplified; to focus on improvement; have closer linkages with clients and customers; and to use generic benchmarks or standards.

Sections within this manual are based upon the above recommendations and the Association of Accrediting Agencies of Canada (AAAC) Guidelines for Good Practice of Academic Accreditation of Professional Programs.2 These guidelines support an accreditation process that is transparent, consistent and fair and one that ensures a quality process that is effective and efficient.

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1 UCSF Centre for the Health Professions. Strategies for Change and Improvement. The Report of the Task Force on Accreditation of Health Professions Education, University of California, San Francisco. June 1999.
2. AAAC Guidelines for Good Practice of Academic Accreditation of Professional Programs. www.aaac.ca/english/practiceguidelines.html March 2001.

B. Accreditation Standards

Accreditation standards are the basis for program accreditation. Use of the standards ensures that programs are evaluated in a consistent and objective manner across Canada and that the programs meet their responsibility to the profession and to the dietetic interns. Accreditation standards are required, not optional.

A principle is a simple and fundamental statement of ideals upon which are established more specific standards. Principles and standards are used for developing a new dietetic internship/practicum, for self-evaluation and/or accreditation of existing programs.

Principle 1: Program Management

The program has adequate organizational support and resources, including sufficient qualified personnel for effective program design and delivery.

Standards:

1.1 The dietetic internship/practicum program and its placement partners have adequate financial resources, physical facilities and support services to achieve its stated objectives and assure continuing operation of the program.

1.2 The Internship Coordinator has responsibility for managing the program and the authority to ensure policies are implemented.

1.3 The program and its placement partners provide sufficient opportunities and learning resources to enable dietetic interns to achieve experiential learning objectives and competencies.

1.4 The program develops and, where appropriate, documents cooperative relationships among departments or units within the sponsoring organization(s), off site agencies and other community resources that contribute to professional preparation of dietetic interns, including the means to assess their learning outside the institution.

1.5 The Internship Coordinator is a registered dietitian with a graduate degree related to dietetics, education and/or management and member of DC who can provide leadership for the dietitians/ preceptors and dietetic interns, along with managing the program.

1.6 The qualifications of dietitians/preceptors supervising dietetic interns are sufficient to meet the program's mission and goals. Dietitians must be registered with the dietetic regulatory body in the province in which they practice and be members of DC.

1.7 The number of dietitians/preceptors are sufficient to meet the program's mission and goals and allow them time to participate in the program effectively, while completing work competently.

1.8 The sponsoring and participating organizations that provide practicum experiences provide appropriate support relevant to their roles in the program, including knowledge in their area of expertise and education support for completing competency and dietetic intern evaluation documentation.

1.9 Program information is current, clearly written and available to applicants through DC and its website, dietetic internship/practicum programs and accredited universities. Advertising, recruitment and admissions materials clearly and accurately represent the program and career opportunities. This information is available to applicants meeting academic standards and potential applicants, enrolled dietetic interns and the public.

1.10 Dietetic interns are selected in a fair and equitable manner, either through university admission or DC selection process.

1.11 Current and clearly defined written program policies and procedures, in a format appropriate to the program, are available to dietetic interns enrolled in the program, protect the rights of the interns and are consistent with current legislation and institutional practice. These policies and procedures are fair and transparent to dietetic interns and preceptors involved in the program.
Policies and procedures shall include at least the following:

- Recruitment and Selection
- Personnel
- Professional Standards
- Evaluation
- Retention of Records
- Termination
- Intern Appeal
- Facility Service Disruption
- Dietetic Intern Withdrawal from the Program

1.12 The sponsoring organization or key sites providing dietetic practicum are accredited, licensed or reviewed by the appropriate external agency (e.g., Canadian Council on Health Facilities Accreditation), where applicable, and show evidence of internal and external continuous improvement evaluation processes

Principle 2: Program Plan

The program plan provides dietetic interns with opportunities to develop the skills and knowledge relevant to practice and provides a regular mechanism for dietetic interns to assess their competencies, achievements and their learning needs. The program accurately represents itself to the publics, including prospective dietetic interns, and provides sufficient information to ensure accountability and consumer choice.

Standards:

2.1 Mission statement and/or philosophy of the program and sponsoring organization(s) meet the expectations of the professional association.

2.2 The program is based upon the DC Entry-Level Competencies (1996). These competencies reflect the knowledge, skills, abilities, attitudes and judgment necessary for the competent performance of entry-level dietitians in the following core areas:

- Professional Practice
- Assessment
- Planning
- Implementation
- Evaluation
- Communication

2.3 The program is planned to provide dietetic interns with opportunities for achievement of DC entry-level competencies in:

- Nutrition therapy for chronic disease/illness and suboptimal nutrition;
- Health promotion and disease prevention;
- Foodservice systems: food procurement, production, distribution, marketing, and food safety;
- Management skills in financial, human resources, physical and material resources and legislative requirements;
- Professional practice; and
- Research

Refer to *Program Planning Guidelines to Meet Competency Areas* (Dietetic Internship Procedures Manual) for guidelines on how to structure a program that clearly reflects all areas of dietetic practice.

2.4 Learning experiences are offered in logical progression from introductory to expected competence of program graduates.

2.5 There is a plan for evaluation of dietetic intern's achievement of DC Entry-Level Competencies that is clearly understood by dietetic interns and dietitians/preceptors. Feedback to dietetic interns about their strengths, limitations and opportunities for improvement are provided in a timely manner.

Effective methods and tools are used to assess dietetic intern's performance, development of interpersonal skills and professionalism throughout the program which are clearly communicated to the dietitians/preceptors and dietetic interns who use them.

2.6 The program plan provides mechanisms for dietetic interns to address learning concerns.

2.7 Dietitians/preceptors providing dietetic education have opportunities to evaluate the program plan, related to their area of responsibility.

Principle 3: Program Evaluation

The program has an effective process of continuous self-assessment, planning and improvement.

Standards:

3.1 There is regular and comprehensive program assessment/evaluation, the results of which are integrated into overall planning and improvement efforts.

Program assessment and planning are based on clearly defined and measurable goals and supported by regular, systematic collection of and assessment of data.

3.2 Program evaluation includes a feedback mechanism for evaluation of dietitian/preceptors and the Internship Coordinator.

3.3 The program works closely with the practice community by seeking their input/feedback to identify changing health care needs and to prepare a workforce that can respond to and meet community needs.

3.4 The program identifies, monitors and evaluates indicators of graduates' success and uses these data for program planning and development.

3.5 The program monitors its compliance with DC accreditation standards and criteria on an ongoing basis and takes required steps to ensure compliance and notifies DC of any major program changes.

C. Accreditation Status

Accreditation status is granted by DC on the basis of the stage of the program, i.e., new or existing, and the results of the accreditation review. While the surveyors can recommend an accredited status to DC on the accreditation report, this is not communicated to the program at the time of the site visit. The final status is communicated to the program by the DC Chief Executive Officer.

Tentative Accreditation
Tentative accreditation is granted to any new or re-activated internship/practicum when its application meets or exceeds the Standards of Accreditation. Dietetic interns in the program will graduate with the same privileges as those from any accredited program. Full accreditation will be granted by the DC Chief Executive Officer on the recommendation of the Director of Professional Standards following an on-site accreditation review prior to the graduation of the first class of dietetic intern(s).

Provisional Accreditation
Provisional accreditation is assigned to a dietetic internship/practicum that has been operating as a program with tentative or full accreditation but which is currently unable to meet all of the Standards for Accreditation. Provisional accreditation status becomes effective on the date of written notification from the DC Chief Executive Officer and is in force for a period of one year. Dietetic interns in the program will graduate with the same privileges as those from any accredited program. An accreditation review may be conducted before the year of provisional accreditation has lapsed, or the program will be required to submit documentation to the Director of Professional Standards to confirm that the recommended modifications have been implemented, and the program meets the Standards for Accreditation. Failure to meet these standards results in Withdrawal of Accreditation.

Full Accreditation
A dietetic internship/practicum that meets or exceeds the Standards of Accreditation following an accreditation site review is granted full accreditation by DC on the recommendation of the Director of Professional Standards to the DC Chief Executive Officer. Unless Interim Reports indicate problems or major changes have or will occur that affect the quality of the program and suggest the need for an earlier review, full accreditation applies until the next accreditation review in seven years.

Withdrawal of Accreditation
Accreditation is withdrawn from an internship/practicum when the program is unable to meet the Standards of Accreditation, based on an accreditation review of the program. Accreditation is automatically withdrawn if an organization does not give appointments to dietetic interns for more than two years. The organization is notified in writing of the withdrawal of accreditation by the DC Chief Executive Officer. Arrangements are made between the organization and the Director of Professional Standards to ensure that any current dietetic interns in the program have the opportunity to complete the program.

D. Responsibility for Accreditation

Dietitians of Canada is responsible for the ongoing review of experiential programs through the process of accreditation. In this role DC:

- ensures that programs are reviewed according to a regular schedule;
- appoints accreditation surveyors to review programs;
- recruits, trains and evaluates surveyors;
- updates documents necessary for accreditation review according to the current practice literature;
- schedules and assists with arrangements for site visits, in conjunction with the Internship Coordinator and surveyors;
- maintains a current listing of all accredited programs;
- confirms accreditation status on programs and sends an accreditation certificate to programs receiving full accreditation status;
- arranges for accreditation appeals, if necessary;
- publishes names of programs receiving accreditation via DC communication vehicles; and
- regularly initiates the review of program competencies and standards

Accrediting Body Structure

Within DC, functions related to accreditation are under the authority of:

- Director of Professional Standards
- Professional Standards Advisory Committee
- Accreditation Committee
- DC Chief Executive Officer

Specific responsibilities are described within this manual.

DC maintains a listing of accreditation surveyors. Survey teams are composed of:

Application Review	**Survey Team Site Review**
2 Surveyors	Lead Surveyor Surveyor +/- Surveyor-in-training

Qualification of Surveyors

The surveyors' pool is established and maintained from a variety of sources: list of potential candidates nominated from each province through DC membership or regulatory body; recommendations from colleagues; and self-nomination. Candidate selection is based upon the following criteria:

- active DC membership;
- registration with their provincial regulatory body and compliance with annual QA and continuing education requirements;
- at least five years experience as a registered dietitian;
- hold a graduate degree related to dietetics, education and/or management;

- evidence of involvement in, and commitment to, the education of dietetic interns and the professional development of dietitians (e.g., experience as an Internship Coordinator, provider of educational experiences to dietetic interns, participant on relevant committees or projects);
- available for travel nationally twice yearly (at least 6 days total for responsibilities such as preparation time, travel, site visit and reporting over two site visits);
- committed to participate in the accreditation program for a minimum of three years;
- evidence of professional leadership (e.g., management positions, participation on relevant professional committees or projects, has held office within professional associations and/or regulatory bodies); and
- complete Accreditation Training for Dietetic Internship/practicum Surveyors (training module plus on site review with evaluation from accompanying surveyors).

All surveyors must sign a Confidentiality Agreement (see Appendix 2) and forward to the Director of Professional Standards, ideally at the time of training to become a surveyor. As surveyors have access to dietetic program information for the accreditation review, that information must remain confidential.

Accreditation Training for Dietetic Internship/Practicum Surveyors

Accreditation training is provided to orient new surveyors to the DC accreditation process and related standards to enable them to fulfill their role as volunteer dietetic internship/practicum surveyors. A half-day education session for new surveyors is held at least every three years at the DC annual conference. The workshop is conducted by a member of the Accreditation Committee or an educator selected by the Director of Professional Standards from the surveyors' pool. The educator is reimbursed for costs associated with the session. Surveyors who attend are reimbursed for costs associated with the session and other reasonable costs of attending as determined by the Director of Professional Standards. Alternatively, surveyors will receive training by means of teleconference.

All surveyors will receive updated training when new standards are implemented. In addition to the half-day training, each new surveyor will accompany a Survey Team on a site visit for hands-on training at least once before conducting an accreditation as a surveyor. A surveyor can take the lead in an accreditation after having completed a site accreditation as a surveyor, with positive evaluation from the other surveyors, and feel able to accept the responsibilities of a lead surveyor.

After reviewing this manual and attending a training workshop or teleconference, participants will;

- Be familiar with DC accreditation standards and process;
- Understand how the DC comprehensive competencies and accreditation standards relate to the accreditation process; and
- Be familiar with their role as DC surveyors:
    - represent DC
    - prepare and conduct the site visit
    - assume responsibilities of surveyor and/or lead surveyor

- determine the degree to which standards are met
- prepare the written report following the established format

Surveyors are asked to complete an evaluation of training at two stages: upon completion of the workshop or teleconference and again after completing their first site review with other surveyors (See *Accreditation Training and Post-Site Visit Evaluations* in Appendix 3).

E. Accreditation Process

There are two aspects involved in the accreditation process:

1. Establishing a dietetic internship/practicum; and
2. Maintaining an existing internship/practicum.

The ***initial application*** phase (see F. Establishing a Dietetic Internship/Practicum) includes preparation and submission of a report by the lead or sponsoring organization to the Director of Professional Standards; a review of the written submission by surveyors before the program is implemented; and then an on-site accreditation review before the first dietetic intern(s) graduate.

The ***maintenance phase*** involves submission of an Interim Report to the Director of Professional Standards three years after an accreditation and scheduling of an accreditation site review every seven years. (see G. Accreditation Review of a Dietetic Internship/Practicum for New Programs and Routine Review of Established Programs).

It is acknowledged that internships/practicums differ in their delivery. For example a graduate dietetic internship is a complete and separate internship program from the academic setting as compared to a cooperative, integrated/stage and masters combined programs which are integrated within the academic program. The primary focus of accreditation is maintaining the quality of the experiential portion of the program, including processes to incorporate ongoing improvements. The delivery of these will vary according to the type of program. In this regard, review of materials pertaining to the practicum portion of the programs will be assessed through the accreditation process. The term `dietetic internship/practicum' pertains to both dietetic internship programs and practicum portions of integrated and combined programs. A lead or sponsoring organization can be a hospital, health unit, university or other such establishment.

Overview of Roles, Responsibilities, and Timeframes

New Internship/ Practicum	Person Responsible	Roles and Responsibilities
8 -12months before submitting application to DC	Program developer(s)	Begins development of the internship/practicum
At least 6 months before program is to start	Dietetic Internship/ Practicum Coordinator	Submits *Application for Accreditation of Dietetic Internship/Practicum* (Appendix 4) to Director of Professional Standards
Within 4 weeks of receiving the application	Director of Professional Standards	• Reviews application for completeness • Selects two surveyors from the surveyor pool to review the application and program information
Within one month of receiving the application and program materials	Surveyors	• Review written internship/practicum program materials against accreditation standards

from the Director of Professional Standards		• Forwards written report to Director of Professional Standards
Within 4 weeks after receiving the surveyors' reports	Director of Professional Standards	Summarizes surveyors' comments and completes a letter itemizing recommendations to the Internship Coordinator
Within 1 month after receiving letter from Director Professional Standards	Dietetic Internship/Practicum Coordinator	• Submits plan for completing recommendations with proposed timelines • Director of Professional Standards, in consulation with the surveyors as required, works with the program to complete required changes
Accreditation of Existing Internship/ Practicum	**Person Responsible**	**Roles and Responsibilities**
8 months prior to accreditation	Director of Professional Standards	• Contacts internship/practicum regarding pending accreditation review • In collaboration with the program, schedules date for accreditation. • Determines, with the Internship Coordinator, the key people in the accreditation process (managers and senior administration) that should receive accreditation arrangement information and the accreditation status information after the accreditation site visit. Preferably, these people will have a positive influence on the internship/practicum and will move recommendations forward
6 months prior to accreditation	Director of Professional Standards	Appoints two surveyors and informs the Internship Coordinator of materials and documentation required for review
3 months prior to accreditation	Director of Professional Standards	Through a written letter to the program, confirms accreditation date, names of surveyors and specifies materials to be sent to surveyors
2 months prior to site visit	Dietetic Internship/Practicum	Sends internship/practicum program manual, most recent program Interim Report, intern's

	Coordinator	schedule and other materials for review to each surveyor
1 month prior to site visit	Surveyors	• Review program material using standards/worksheets • Lead surveyor and Internship Coordinator confirm site review schedule
Accreditation Site Visit		**Roles and Responsibilities**
2 full days	Surveyors	Visit internship/practicum and conduct the site review
After Site Visit		**Roles and Responsibilities**
Within 1 week	Lead Surveyor	Sends a draft copy of the *Accreditation Report – Summary of Accreditation Review* (Appendix 5) to the other surveyor(s) to ensure that the final report adequately reflects all surveyors comments and perspectives
Within 2 weeks	Lead Surveyor	Submits final Accreditation Report to the Director of Professional Standards.
Within 1 month of receiving the report	Director of Professional Standards Accreditation Committee Lead Surveyor, Surveyor(s) Surveyors	• Reviews report • In the case of full accreditation status, the report is forwarded to DC Chief Executive Officer • In the case of provisional status, the Director of Professional Standards writes a letter of provisional accreditation to the program outlining the requirement(s) to be met and the timeframe allowed for correction of deficiencies • In case of appeal of an accreditation decision, members of the Professional Standards Advisory Committee will serve as an Appeal Committee • Lead surveyor completes correspondence/thank you letters with program visited • Surveyors submit expenses to DC
Within 2 months of receiving the report	DC Chief Executive Officer, Director of Professional Standards	DC Chief Executive Officer signs and the Director of Professional Standards forwards a letter to the internship/practicum indicating accreditation status, including a copy of the

		accreditation report. A certificate is included for programs receiving full accreditation status. *Evaluation of Dietetic Internship/Practicum Accreditation* (Appendix 6) is also sent.
1 month after receiving the accreditation report	Dietetic Internship/Practicum Coordinator	Returns completed *Evaluation of Dietetic Internship/Practicum Accreditation* to Director of Professional Standards

F. Procedures for Establishing a Dietetic Internship/Practicum

In the planning stages of developing a dietetic internship/practicum the sponsoring or lead organization obtains a DC Dietetic Internship Program Procedures Manual from the DC Central Information Office The manual provides all necessary information on dietetic internship/practicum programs and this manual contains information specific to accreditation of programs and the required forms.

Prepare Proposal

Application submission must be sent at least 6 months prior to the start of the program to allow for a thorough review by the surveyors. The following must be completed when a proposal is submitted to DC:

- *Application for Accreditation of Dietetic Internship/Practicum* (Appendix 4), which includes the program plan;
- *Report of Organization and Department Sponsoring Dietetic Internship/Practicum* (Appendix 7);
- *Outline steps taken to appoint an Internship Coordinator.*

Consultations to prepare material for submission are conducted with the sponsoring organization, Internship Coordinator, education consultants, possible affiliating organizations, Director of Professional Standards and government agencies as required. This process may take 8 - 12 months.

Submit Application

The sponsoring organization submits three copies of the application material listed above along with the application fee to the Director of Professional Standards. The Director of Professional Standards will acknowledge receipt of the application and review the proposal for completeness within one month of receipt. The Director of Professional Standards will notify the sponsoring organization if the application is not complete (i.e., missing key components such as placement sites and description of how the intern will meet the required competencies) and will specify timelines and remaining information required.

For the current non-refundable application fee amount, contact the Financial Officer at the DC Central Information Office (416) 642-9317.

Once the application package is considered complete by the Director of Professional Standards the two other copies, and any another other additional submitted information, are forwarded to the accreditation surveyors for review.

Application Review

The two surveyors review the application against the accreditation principles and standards found in *Standards for Accreditation of Dietetic Internship/Practicum - Worksheets* (Appendix 8) and make recommendations for revisions where required. Each surveyor completes a written

report within one month of receiving the application and submits to the Director of Professional Standards according to the following headings:

- Executive Summary – overall review of the program
- Major strengths of the program – identifying the most positive areas of the program
- Requirements needed to meet DC Accreditation Standards
- Recommendations to strengthen the program
- Summary – itemized list of areas that must be addressed in order for the program to meet Tentative Accreditation status

The Director of Professional Standards summarizes the two reports into one and forwards to the sponsoring organization within three months of the original submission. Tentative accreditation status is awarded by the Director of Professional Standards only when the program has provided written responses to assure all requirements have been, or will be, addressed. The program is then eligible to accept dietetic interns into the program. If the program is not successful, the Director of Professional Standards will assist the program in determining actions and timelines to meet requirements made by the surveyors.

Surveyors maintain completed worksheets and a copy of the report sent to the Director of Professional Standards for one year. The surveyor(s) may be chosen to conduct the on-site program review of the first set of interns. After one year, the surveyor shreds the materials and /or deletes electronic copies.

Procedures for Receiving Dietetic Intern Applications to the Dietetic Internship/Practicum after Tentative Accreditation Status Granted

Graduate Dietetic Internship Programs:
For programs participating in the DC dietetic internship/practicum match, in August of each year, the DC Central Information Office requests a program summary for distribution to university programs along with an electronic copy or website address of the program brochure to add on the DC website. This allows dietetic intern applicants ample time to review program information and application procedures. Programs approved at a time that does not coincide with the match should consult with the Director of Professional Standards regarding recruitment of first interns.

Integrated/Stage/Masters Practicum Programs:
Recruitment of applicants as per university policy.

G. Accreditation Review of New Programs and Routine Review of Established Programs

New Dietetic Internship/Practicum Programs:
After the application process and recruitment of dietetic intern(s) to the program is completed, a site review is scheduled before the first intern(s) graduate from the program. DC may choose an alternative method rather than an on-site visit, if the program already has DC accreditation status for another section of the internship/practicum program e.g., have added a Graduate practicum component to an already existing integrated or graduate program.

Established Dietetic Intern/Practicum Programs:
Existing dietetic internship/practicum programs who have received full accreditation status are scheduled for an accreditation site review every seven years, as long as there are no major changes or concerns about the program. Programs that receive full accreditation status are evaluated by submission of an Interim Report (Appendix 9) to the Director of Professional Standards, three years following an accreditation review.

Whether the site review is for a new or an established program, the purpose and process is the same. The purpose of the site review is to:

- determine if DC Accreditation Standards are met;
- verify that submitted materials are an accurate portrayal of the program;
- provide an opportunity for the Internship Coordinator and other participants, to discuss ideas, plans and concerns with the surveyors to assist with program improvements;
- determine stakeholder satisfaction with the program; and
- assess organization support for the program and future implications this will have on the program's sustainability.

Accreditation of Integrated/Stage or Coordinated programs are scheduled to coincide with the university accreditation site visit. Graduate Dietetic Internship Program and Graduate Degree Practicum programs are scheduled as independent site visits.

Responsibilities of the Director of Professional Standards

1. Maintains Accreditation Schedule

a) *Prepares an accreditation schedule so that:*

- accredited internship/practicum programs are reviewed every seven years; and
- programs with tentative and provisional accreditation are reviewed within the specified time frame.

b) *Notifies internship/practicum of up-coming site visit* at least 8 months prior to the review and negotiates dates for the review visit with the Internship Coordinator. Ideally site visits are scheduled at least halfway through an internship/practicum so that interns have had time to `experience' a program. A program can request that a site review be rescheduled if the:

- Internship Coordinator has held position for less than one year;

- organization is undergoing a major change or other temporary disruption, e.g., union strikes; and/or
- timing is inappropriate due to staff vacations, leaves of absence or availability of dietetic interns.

2. Prepares Accreditation Budget

Prepares an accreditation budget for each review. The budget includes the accommodation and travel expenses for the Survey Team and administrative costs such as postage, telephone and photocopying.

Accredited dietetic internship/practicum programs are required to pay an annual listing fee by April 1st of each year. Contact the Financial Officer at the DC Central Information Office to obtain the current listing fee. Dietitians of Canada issues an annual invoice to each program in March. The accreditation listing fee is established by DC to support the ongoing cost of the accreditation process.

3. Select Surveyors and Site Review Team

The Director of Professional Standards selects surveyors from a pool of volunteers. Two surveyors are selected for both the application and site review, although more may be assigned depending on the complexity of the program or if a surveyor needs to be trained. For new programs, at least one of the surveyors who conducted the application review of the program is asked to be a site surveyor.

When selecting surveyors for specific program reviews the Director of Professional Standards uses the following criteria:

- a qualified surveyor (see page 11);
- at least one surveyor must be or have been an Internship Coordinator within the last three years;
- by preference, one of the surveyors is from a program similar to the one being surveyed;
- appointment of surveyors from different geographic regions is sought; and
- conflict of interest guidelines are respected. For the participating surveyors, these include:
    - does not work or has not worked or been a student/dietetic intern within the past 5 years at the participating program;
    - is not currently involved in an aspect of the program being reviewed; and
    - surveyors are asked to declare to the Director of Professional Standards any personal or professional relationships with the Internship Coordinator or other key staff member(s) at the site that would add a bias to the review.

4. Coordinates the Site Review Visit

At least three months prior to the review visit the Director of Professional Standards sends a letter to the Internship Coordinator, copied to the members of the Survey Team, and to the person to whom the Internship Coordinator reports. This letter confirms:

- the dates of the site review;
- provides the names and addresses of the accreditation surveyors;

- requests that the person to whom the program reports and other professionals involved with the dietetic internship/practicum be available to the Survey Team during the visit; and
- the *Dietetic Internship/Practicum Accreditation Review Visit Schedule* (Appendix 10) be used as a guideline when setting the site review schedule.
- request for the following documentation* to be forwarded to each surveyor two months before the site visit:
    - *Report of Organization and Department Sponsoring Dietetic Internship/Practicum*;
    - *Accreditation Standards for Dietetic Internship/Practicum - Worksheets* completed by the Internship Coordinator (self-study);
    - A copy of :
        - Dietetic Internship/Practicum Program Manual, including the program plan
        - Policies and procedures specifically related to the administration of the dietetic internship/practicum and those specific to the dietetic interns (if not included in the program manual);
        - rotation schedule for the current dietetic intern class;
        - lists of lectures, seminars and other professional development opportunities available to dietetic interns;
        - most recent Interim Report of Dietetic Internship/Practicum; and
    - The following materials be available to the Survey Team at the site visit:
        - `letters of agreements' with the participating organizations, defining the responsibilities of both parties in the affiliation experience, if applicable;
        - sample assignments, reports, case studies, and projects completed by the dietetic interns; and
        - reference materials available to dietetic interns, e.g., readings, texts, journals

* For new programs, documentation sent to each surveyor would be information that is different or updated since the application review. The surveyors that reviewed the application would use the information that was previously sent. If it is a different surveyor who is conducting the site review, the surveyor who conducted the application review can forward the information.

For the site review, the Director of Professional Standards forwards the following to each surveyor:

- Dietetic internship/practicum's previous accreditation report;
- letter outlining the surveyor's role in the accreditation;
- a copy of the letter forwarded to the Internship Coordinator regarding the site review; and
- other relevant information that would assist with the review of the program.

The Director of Professional Standards also sends a letter to the senior administration of the sponsoring organization, copied to the person to whom the program reports and the

Internship Coordinator, at least three months prior to the review visit. The letter includes dates for the review visit and a request that the person to whom the program reports and other professionals involved with the program be available to the Survey Team during the visit.

Dietitians of Canada organise hotel accommodation when required. Separate rooms, if within a reasonable budget, are arranged, preferably with one of the rooms with a work area. Travel arrangements and meals are the responsibility of each surveyor and amounts are recorded on the DC expense form (Appendix 11), for reimbursement following the site visit.

5. Processes the Accreditation Report

Once the Survey Team completes and forwards to DC the *Standards for Accreditation of Dietetic Internship/Practicum - Worksheets* and the *Accreditation Report*, including the recommendation for accreditation status, the Director of Professional Standards reviews and makes editorial changes as appropriate. If major revisions to the report are required, the report is sent back to the surveyors for review and revision. The accreditation recommendation and the report from the Survey Team constitute the accreditation report. The Accreditation Committee reviews the report and presents the recommendation for accreditation standing to the Chief Executive Officer.

The Director of Professional Standards forwards the report to the DC Chief Executive Officer for final approval of the accreditation status.

- Full accreditation status - a letter, signed by the DC Chief Executive Officer, confirming accreditation status, is forwarded along with the accreditation report and accreditation certificate, to Senior Administration of the sponsoring organization. The person to whom the program reports and the Internship Coordinator both receive a copy of the letter and report.
- Provisional status - the Director of Professional Standards writes a letter of provisional accreditation to the Senior Administration of the sponsoring organization outlining the requirement(s) to be met and the timeframe allowed for correction of deficiencies. The person to whom the program reports and the Internship Coordinator both receive a copy of the letter.
- For an appeal of an accreditation decision - members of the Professional Standards Advisory Committee will serve as an Appeal Committee

Following the site visit the Director of Professional Standards sends a copy of the *Evaluation of Dietetic Internship/Practicum Accreditation* to the Internship Coordinator. If it is not returned within one month from the date of issue, the Director of Professional Standards will send a reminder notice for its completion. The Director of Professional Standards will complete an annual summary of the evaluations and will review with surveyors to determine an action plan for addressing any issues identified.

6. Provides Surveyor Information Updates

The Director of Professional Standards updates and further assists the surveyors by providing them with:

- DC's current Accreditation Manual through the DC web-board prior to each accreditation review/or alerting them to any changes that have occurred to the manual;
- a copy of the annual Dietetic Educators meeting minutes;
- graduate dietetic intern survey results when conducted by DC; and
- any mailings to Internship Coordinators and University Course Directors that are relevant to accreditation of internship/practicum programs.

Role of the Accreditation Surveyors

Surveyors act as representatives of DC during the accreditation process. Surveyors provide DC with objective information about the extent to which the program achieves its stated goals and objectives in accordance with established DC dietetic internship/practicum accreditation standards. Along with verifying the degree of compliance to accreditation standards, surveyors also provide suggestions for improvement to the program based upon the experience of the team and support the program by emphasizing its importance with senior administration. Surveyors work together as a team and complement each other in completing the accreditation process.

Supervising Surveyors-in-Training

When survey teams are accompanied by a surveyor-in-training, they must review with the trainee:

- the overall accreditation process;
- roles of surveyors; and
- establish times for educational review during the site visit to clarify any questions and set aside time to review the format of the survey to determine if changes are necessary, such as having the surveyor-in-training do an introduction or ask specific questions during an interview.

The lead surveyor must report back to the Director of Professional Standards on the performance of the surveyor-in-training and identify if the trainee is ready to be a surveyor or if more on-site training is required.

Pre-site Review Preparation

Along with reviewing the material forwarded to surveyors from the Director of Professional Standards, the surveyors also review all materials sent to them from the internship/practicum before the visit:

- Dietetic Internship/Practicum Program Manual, including the program plan;
- policies and procedures pertaining to administration of the internship/practicum program and those specific to dietetic interns (if not included in the program manual);
- accreditation site review schedule;
- schedule of dietetic intern rotations and education sessions (if applicable);
- internship/practicum program's most recent *Interim Report*; and
- copy of the *Report of Organization and Department Sponsoring the Internship/Practicum; and.*
- Completed self-study *of the Standards for Accreditation of Dietetic Internship/Practicum – Worksheets*

Preparing for the site review is a crucial part of the accreditation process. Surveyors must allow sufficient time for adequate preparation and a thorough program review. The Survey Team reviews the DC accreditation standards and all submitted program materials prior to the site visit and completes the *Standards for Accreditation for Dietetic Internship/Practicum – Worksheets* as much as possible. Suggestions for surveyors when reviewing materials:

- Review all sent materials. Begin with a general overview before determining if individual criteria are met. Not all program education manuals are arranged in a similar format, so allow sufficient time to become familiar with the important aspects of the internship/practicum program manual.
- Work through the worksheets, make notes and compare them with those completed by the Internship Coordinator. For maximum efficiency, prepare using a computer and finish on a laptop at the site visit. Complete as many sections as possible. Identify those criteria which cannot be answered in advance of the visit or which require further clarification. Identify any that are of concern.
- Write a list of questions to ask during the visit and organize for each specific appointment (e.g., those to ask dietitians/preceptors, those for dietetic interns, etc.) and/or use the list of common questions (see Sample Introduction and Interview Questions- Appendix 12). Questions may relate to criteria that require clarification or to any aspect of material being reviewed (e.g., unclear assignments).
- Identify any other material that is needed to complete the review. To minimize programs having to look for material during the site review, discuss needed information with the Internship Coordinator **before the site review**. Information needed to review is only that needed to complete the worksheets and determine if all standards are met.

While all surveyors contribute to the accreditation process, the lead surveyor must ensure that the process is thorough and complete. During the pre-survey preparation, the role of the Lead Surveyor is to:

- verify that other surveyors have received the necessary materials within the appropriate timeframe. If not, contacts either the Director of Professional Standards or the Internship Coordinator to clarify what is needed and ensure that it will be available at the visit or request it to be sent to the surveyors;
- identify any major concerns about the program and/or materials from the other surveyor(s);
- using the *Sample Dietetic Internship/Practicum Accreditation Review Site Visit Schedule* as a guide, review the site visit schedule to verify that all necessary appointments have been made and that sufficient time has been allowed for each interview. Ensure that the timing of the summary meeting is feasible based on travel plans. The lead surveyor contacts the Internship Coordinator at least one month prior to the review to discuss the preparation of the site visit schedule. This helps to ensure the schedule is set and the right people have been invited;
- conduct a telephone conversation between surveyors (up to one hour, depending upon the complexity of the issues) the week before the visit to communicate any concerns, discuss major impressions and finalize the role of each surveyor - who will take the lead with interviews or will they be divided between surveyors, make notes during the interviews, update the report on the lap top, etc. For joint

university/practicum site visits, surveyors from both the academic and practicum areas should participate in a conference call or meeting, if possible, prior to the site visit to discuss the program.
- if necessary, arrange to meet the night before, or the morning of, the visit to review any last minute details.

Recommendations for the site visit schedule:

- minimize or eliminate time spent on tours unless needed to determine whether a standard is met. Short tours can provide a visual representation of the interns in their roles and interactions with dietitians/preceptors and clients.
- arrange to speak to interns, participating dietitians/preceptors and the person to whom the Internship Coordinator reports without the Internship Coordinator present and ensure sufficient interview time is scheduled. Surveyors may need to speak to someone again, in person, by telephone or possibly email, to clarify or to seek additional information during the review. There is often enough flexibility in the schedule to do this, except with senior administration.
- meet with the clinical, administrative and community dietitians separately to provide more focused discussions, when feasible.
- when visiting a program with many main facilities (e.g., Stage/Integrated or Coordinated Education programs) be wary of too much travel time. Have people travel to the surveyors where possible or schedule a conference call. In general, the more the facilities that are represented, the more constrained the schedule.
- avoid making homeward-bound travel reservations too early on the second day of the visit.

Conducting the Site Visit

Worksheet Review Process:
Surveyors interview the appropriate personnel to gather sufficient information to complete the *Standards for Accreditation of Dietetic Internship/Practicum – Worksheets* and begin to write the Accreditation Report. Surveyors may need to alter the schedule to obtain outstanding information required to complete the worksheets and report.

The *Standards for Accreditation of Dietetic Internship/Practicum - Worksheets* are the primary tool used by surveyors before and during an accreditation review. Dietetic internship/practicum programs also use them to conduct a self-study of their program. Internship Coordinators complete the worksheets as part of their accreditation preparation and at an interim period between accreditation site visits to help them to know their program's strengths and limitations and areas that do not comply with standards.

The worksheets are an instrument that:

- outline the principles and standards for accreditation of the internship/practicum as established by DC;
- provide a format for assembling relevant and objective information for the accreditation review;

- provide a basis for formulating recommendations for the internship/practicum at the completion of the accreditation review; and
- promote consistency in the accreditation review process.

Information on the accreditation worksheets guide the surveyors to evaluate whether:

- DC accreditation standards are met; and
- the program plan is providing sufficient opportunities for all competencies to be met.

Worksheets are completed independently by each surveyor, for both the accreditation application and site review. For site reviews, the worksheets are used to record comments and questions that arise from the review of materials sent to the surveyors and during the site visit. Information recorded is used as the basis for drafting the accreditation report.

The Program Plan section is the largest segment of the worksheets. It focuses on whether the program has been planned to ensure that all of the competencies can be met. Addressing some of the following questions, through review of program materials before the visit, and during the site visit is an important part of assessing the program plan and its opportunities for competency attainment:

- Does the program plan provide sufficient opportunities, including actual `real-life' situations for interns to acquire the necessary skills and abilities?
- Do assignments and experiences appear to focus on the application of knowledge, implementation and evaluation of the process as opposed to recitation of information?
- Do assignments and other learning activities have a purpose that is evident to the interns?
- Are interns given appropriate and timely feedback about their performance, including feedback about their completed projects?
- Are evaluation forms based on the attainment of competencies?
- Are all competencies met? Determining when a intern has met all the competencies at the level where they are ready to practice is not easily defined. Below is a description of competence and non-competence that can aid in this decision-making.

Determining Competence 3 Attainment

Accreditation assesses program quality in producing graduates who are able to practice and will not harm the public. The goal of the combination of academic and internship/practicum preparation is to produce a dietetic professional who is above minimally competent. This individual is often called `entry-level' and refers to a level of proficiency most often associated with, but not necessarily describing, individuals entering practice. The entry-level dietitian is competent in the application of knowledge and skills considered essential to entry-level practice. These individuals are expected to:

- consider situations and issues within a broader context
- identify relevant aspects of an issue, situation or skill
- apply practical knowledge
- integrate skills, knowledge and behaviours

3 Assessment Strategies . College of Dietitians of Ontario, Examination Presentation. Toronto, ~1996.

- priorize within situations and issues
- view actions in terms of goals and plans
- plan based on conscious, abstract, analytical contemplation of the situation or issue

Competence involves the interaction and integration of knowledge, critical thinking, judgement, attitudes, skills, values and beliefs. It includes the ability to generate and demonstrate learning and move from one type of a situation to another. Competence is the ability to do good work. To do this, one must reflect on actual practice (reflective practice), learn new and better behaviours (continuous learning) and apply new learning (application and evaluation) to improve their practice.

The Competence Continuum

The Competence Continuum is a scale that can be used as the basis of defining competence. At the end of academic and practicum experience, the goal is minimal competence and above.

Non-competence Competence

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Minimal Competence

Non-Competence

Making errors without recognizing them or learning from them
Not applying past experience
Avoiding/not making decisions
Not being able to work collaboratively or ask for help when needed
Demonstrating inappropriate communication skills
Practising unethically
Not being receptive to advice/criticism
Lacking knowledge/skills and not pursuing further learning
Lacking the ability to recognize self-limitations/knowledge deficits

Minimal Competence

Learning from/seeking experience and demonstrating potential for growth
Asking for help and support in decision-making
Practising within the standards/scope of practice
Basing practice on caring
Understanding obvious points, but missing subtle points
Evaluating own performance with assistance/feedback
Applying basic dietetic knowledge, nutrition assessment, planning, implementation and evaluation skills and developing counselling skills
Managing/organizing time somewhat effectively
Accepting accountability
Documenting according to standards/legal requirements

Competence
Predicting outcomes and anticipating complications
Respecting confidentiality
Seeking knowledge and integrating into practice
Working collaboratively with the client and other members of the health care team
Teaching the client
Making decisions independently (selecting the most appropriate option)
Mastering communication skills
Initiating education of other health professionals
Setting/performing/maintaining high standards of care
Performing confidently within their limitations
Having awareness/complying with regulatory standards
Translating science into practice and implementing more creative solutions

Conducting the Interviews

During each interview surveyors:

- introduce themselves, indicating where they work and that they represent DC and not their place of employment;
- clarify purpose of the visit;
- state that the program will receive the final accreditation status in writing from DC in approximately two months time;
- assure that anonymity will be preserved;
- determine if interview participants have any concerns about the program or recommendations for improvement, and what they perceive to be program strengths and limitations; and
- clarify that current dietetic interns are not in jeopardy, regardless of the outcome of the review.

Questions, except the Senior Administration, are guided by:

- strengths of the program
- unclear or unanswered questions on the Accreditation Worksheets
- aspects of the program education manual which require clarification (e.g., projects)
- concerns about the program plan

Purpose of Interviews (Refer to Sample Introduction and Interview Questions)

Meeting with the sponsoring organization's Senior Administration
This is generally a brief meeting. The primary purpose is to determine if there is support for the program. Questions often focus on financial support and possible changes in the organization that may affect the program. Occasionally, senior administrators (such as CEO, VP, Dean) have questions about the dietetic profession.

Meeting with the Dietetic Internship Coordinator
This meeting provides an opportunity to clarify any questions or concerns and to request any additional materials needed for review (e.g., evaluations, job descriptions, completed projects). The meeting gives the Internship Coordinator an opportunity to talk about the program in a general way (e.g., program strengths and limitations, possible changes and areas of concerns that are being addressed, financial and organization support).

Surveyors determine if there are areas of the program in which the Internship Coordinator would value input. Surveyors also share key review observations with the Internship Coordinator and obtain their perspectives on any of the concerns to determine if they are valid.

If major or sensitive recommendations are necessary to put into the accreditation report, surveyors discuss them with the Internship Coordinator before the summary meeting to determine their impact and feasibility.

Meeting with Dietetic Interns
This provides an opportunity to hear about the program from the interns' perspective and to probe into the depth of their experiences. The timing of the visit during the program year may influence the interns' perspective. Key questions for interns are those that assess competency attainment and its evaluation, relationships with preceptors and program coordinator and feasibility of the program plan.

If complaints about the program arise, surveyors should determine if these have previously been voiced. If concerns have been raised, attempt to get specific examples to illustrate the problem and any resulting follow-up. Surveyors must determine if concerns represent the opinions of the group.

Meeting with Dietitians/Preceptors from all practice areas (clinical, foodservice, community)
Surveyors meet with as many of the dietitians/preceptors as possible who regularly participate in the program. Questions often relate to their perspectives on the evaluation process to determine if it is understood by them and the interns; if the process is perceived to be fair and if it meets both the dietitian/preceptor's and the intern's needs. Other key questions centre on their involvement in developing the program plan and evaluation criteria for their rotations or areas and if they feel that the interns get an adequate experience with them to meet the identified competencies.

Meeting with Program Managers/Professional Practice Leaders (if they have line authority with the internship/practicum)
Questions will vary considerably depending upon the manager and their role in the internship/practicum. Key information sought is their support for the program and determining if there are any anticipated changes that may affect the program.

Meeting with Affiliate Partners
The interview focuses on reviewing their role in determining rotation objectives, enabling activities and assignments along with responsibilities for supervision, evaluation and program planning.

Summary Meeting
A meeting is scheduled at the end of the review to provide the Internship Coordinator, the person to whom the program reports and the sponsoring organization's Senior Administrator with a summary of the site review and information that will be included in the Accreditation Report. The purpose of this meeting is to give a capsule summary of the findings and recommendations of the site review and disclose any standards that are not met. It also gives the hosts an opportunity to clarify points, raise questions and verify the accuracy of the information presented.

Surveyors present a complete and accurate picture of what will appear in the written accreditation report. Information is generally presented in the sequence that appears on the written report, except the final accreditation status which is mailed to the program from DC (refer to Accreditation Report- Appendix 5). Recommendations are presented clearly, directly and tactfully. There should be a clear understanding of any concerns or identified deficiencies in the program in meeting accreditation standards. It is not the responsibility of the surveyors to provide final accreditation status, only to provide a synopsis of the review by identifying the program's strengths, recommendations for improvements and areas not meeting standards, if applicable. Surveyors are specific when presenting their findings, without identifying any individuals. Although specific examples do not appear in the written report it is worthwhile documenting them for the summary meeting. The information is often provided by the lead surveyor, with participation with addressing questions posed from the other surveyor(s).

Completion of the Accreditation Report and Worksheets
The surveyors draft the written report during the site visit. It is advisable to begin to prepare the *Accreditation Report – Summary of Accreditation Review* following the first day of the visit. While it cannot be finalized until all the appointments have been completed, it is possible to begin to arrange comments under the appropriate headings and begin to articulate suggestions and recommendations in the evening after the first day of the visit. The report is completed in the afternoon on the second day before the summary meeting.

Areas of non-compliance with standards must be clearly stated with demonstrated evidence of how standards are not met. It is not the responsibility of the Survey Team to state how the areas of non-compliance will be addressed by the program. However, surveyors must show sensitivity in recognizing the implications of their recommendations.

When recommending the level of accreditation status for the program in the report to DC, surveyors must determine for areas `not met', what is the consequence to the public's safety. If an area is `partially met' and the program has established a plan for risk management or attainment of the standard, then this would not lead to a lower accreditation status rating (i.e., provisional or withdrawal of accreditation). However, if a standard is `not met' and a program has no plans in place to address the standard to ensure the dietetic intern is safe to practice, then the level of accreditation may be affected.

Following the visit, the lead surveyor arranges to have the Accreditation Report typed, if not already done on a laptop, and forwarded to the other surveyor(s). The report is discussed and edited by all surveyors, to ensure comments are representative of the opinions of the Survey

Team. The lead surveyor summarizes all comments and forwards the final report to the Director of Professional Standards within two weeks of the site visit.

Due to the confidential nature of the reports, surveyors do not retain copies. *Accreditation of Dietetic Internship/Practicum - Worksheets* are kept for 3 months by the surveyors. They are then discarded, preferably shredded and electronic copies deleted, unless the status may not be "full" accreditation. In this case, the lead surveyor is responsible for submitting a composite worksheet to the Director of Professional Standards. These do not need to be neatly formatted, as they are worksheets, but they do need to be legible. The Director of Professional Standards maintains one final copy of the report and worksheets. Each surveyor also submits their expense claims to the DC Director of Professional Standards at this time.

Correspondence

The lead surveyor completes correspondence with the program within a month of the site visit. This includes acknowledging the visit, appreciation to the sponsoring organization and/or program officials for their cooperation and indication that the accreditation report has been submitted to DC for review (Refer to Sample Thank You letters-Appendix 13 and DC letterhead Appendix 14). Correspondence might also include sharing of information discussed during the visit or providing contact information. Thank you letters are sent to the program's Internship Coordinator, the person to whom the program reports and the Senior Administrator(s) who were part of the review. Copies are forwarded via email or mail to the other surveyors and the Director of Professional Standards.

Process for Accreditation of Integrated/Stage and Coordinated Programs

The goal of this process is the same except interview time and personnel will reflect both the academic and practicum components of the review. A review team of DC surveyors for the undergraduate portion of the program will conduct a site review at the same time. The surveyors need to meet, either by telephone or in person, with the academic reviewers before the visit to determine if any major problems exist and interviews need to be scheduled to address any identified issues. The academic team and the surveyor team need to schedule time to meet and review the accreditation visit at least once, preferably twice, during the site visit. Some joint meetings (e.g., with senior students) may be feasible. This accreditation review may be take longer than two days. The final summary meeting will be conducted by both the academic and practicum lead surveyors and must be a coordinated interview.

Appeal Procedures

All DC accreditation status decisions are final unless DC receives a written request for reconsideration from the Internship Coordinator or administrators at the sponsoring organization within 30 days of the date of receipt of the notice of the accreditation decision. There will be no change in the accreditation status of the program until the appeal process has been completed.

A dietetic internship/practicum can appeal an accreditation decision. The procedure for appeal is as follows:

1. Submission of a written request from the internship program for an appeal which contains a concise statement of the reason(s) for contesting DC's accreditation decision to the Director of Professional Standards within 30 days of receiving the accreditation decision.
2. The Committee is composed of three members of the Professional Standards Advisory Committee, and these members will be determined by the Chair of the Professional Standards Advisory Committee and the Director of Professional Standards. The committee will appoint a chair.
3. The committee will review the accreditation report and the written submission from the dietetic internship/practicum. The Survey Team and Internship Coordinator may be contacted by the Committee Chair for additional information during the review process.
4. The Committee Chair will inform the DC Chief Executive Officer of the decision of the Appeal Committee, within one month of receipt of the appeal and written submission from the program.
5. The DC Chief Executive Officer will inform the dietetic internship/practicum of the outcome of the appeal process and that the decision of the Committee is final.

Procedure for Handling Complaints about a Program

Complaints regarding non-compliance with standards about an accredited program can be made by any individual (e.g., dietetic intern, dietitian/preceptor, Internship Coordinator, general public). All written complaints should be addressed to the Director of Professional Standards, who will only intervene when it is determined that the practices or conditions indicate that the program may not be in compliance with the Standards of Accreditation for Dietetic Internship/practicum or with stated accreditation procedures.

Specific Procedures:

- The Director of Professional Standards assesses the request and determines whether the complaint relates to the standards or accreditation procedures. If there is no evidence of a standards or procedure violation, the Director of Professional Standards notifies the complainant accordingly, stating that no action will be taken.
- If the complaint appears to provide sufficient evidence that the complaint relates to the standards or accreditation procedures, the Director of Professional Standards writes a letter to the complainant acknowledge receipt of the complaint, along with a description of the process for handling the complaint. In the letter, the complainant is asked to forward any additional evidence/documentation to the Director of Professional Standards. If the complainant provides sufficient documentation, written notification will be forwarded to the program. If insufficient documentation is provided, no further action will occur.
- A preliminary investigation is held within 30 days from the time of determination of the documented complaint. The internship coordinator and administration of the internship/practicum program may be requested to provide further information or relevant material.
- The Director of Professional Standards, in consultation with the Chair of the Professional Standards Advisory Committee, will appoint a review committee composed of three members of the Professional Standards Advisory Committee. The committee considers

the complaint, along with relevant information. Professionals on the committee will withdraw from participating on the review committee if they are in any way involved in the program that is the subject of the complaint. The Internship Coordinator may be asked to appear before the committee.

- If the complaint is determined to be unsubstantiated or unrelated to the standards or accreditation procedures, the complainant will be notified.
- If the complaint is substantiated, a paper submission, or an on-site visit of the program may be scheduled or other appropriate action taken. This review could result in a change in accreditation status for the program.
- The sponsoring organization's Internship Coordinator and administration will be notified of the committee's action in writing within one month of the decision.
- The program will have the right to appeal a final decision by the review committee within 30 days of receiving the decision (see Appeal Procedure).

Evaluation of the Accreditation Review and Process

Eight weeks following each accreditation site review a copy of the *Evaluation of the Dietetic Internship/Practicum Accreditation* is forwarded by the Director of Professional Standards to the Internship Coordinator of the organization. The purpose of the questionnaire is to obtain feedback from the sponsoring organization on the completeness and quality of the accreditation site review and to obtain suggestions for improving the accreditation process.

If this is not returned to DC within one month from date of issue, the Director of Professional Standards will send a reminder notice requesting completion. The Director of Professional Standards will complete an annual summary of the evaluations and will review with all surveyors to discuss any action needed.

H. Maintenance of Accreditation Status

This part of the accreditation process includes the program's ongoing assessment of their program and evaluations conducted by either DC or the program of their graduates' employment following the program and their satisfaction with the skills developed once employed. It also includes payment of an annual accreditation listing fee to DC and application, followed by preparation, for an accreditation site review every seven years.

Ongoing Program Assessment

On a yearly basis, the program should review and revise as necessary:

- dietetic intern practicum/placements and feedback from the preceptors and dietetic interns on their usefulness, relevance, length and timing within the program;
- continuing education opportunities provided to dietetic interns and preceptors, if applicable, and feedback received on their impact/usefulness;
- overall program plan and placement of rotations within the plan with preceptors;
- achievement of the program goals and competency attainment;
- establishment of new program goals and objectives, as appropriate; and
- any other evaluations completed, such as graduate and/or employer satisfaction with the program and employment rates and how it impacts the program.

An annual **Highlights Report** is sent electronically to the Director of Professional Standards in May of each year. This brief report (refer to Appendix 15) highlights the programs' successes, changes that have occurred and anticipated number of graduates.

Interim Report

The Internship Coordinator completes an Interim Report (Appendix 9) and submits to the Director of Professional Standards by Feb 1st on the third year following receipt of full accreditation status. The purpose of the report is to alert DC to any major changes in the program and to provide the program with an avenue for review/self assessment of the program plan and partnerships. The Director of Professional Standards reviews the Interim Report no later than 6 weeks after receipt. A site review visit may be initiated if a program encounters changes that are substantial enough to affect the delivery of experiential learning to the interns and is unresolved by dialogue between the program and the Director of Professional Standards.

I. Appendices

Appendix 1 - Definitions

Accreditation- a peer review process that grants recognition to an internship/practicum program which meets established standards. It is a process of self-assessment evaluation and program improvement stimulated by peer review.

Accreditation Standard - a statement about the desired level of quality, developed by peers, against which a program is evaluated.

Accreditation Principle- a simple and fundamental statement of ideals upon which are established more specific standards.

Affiliation, Partnership or Written Agreement: legally binding document between two parties/facilities that sets forth the activities and relationships for both parties/facilities.

Competency- is a grouping of related knowledge, skills and attitudes that correlate with performance behaviour. The performance then can be measured against standards (refer to DC Dietetic Internship Program Procedures Manual). The Entry Level Competencies (1996) represent the knowledge, skills, and behaviours for the minimum level of practice for Dietitians.

Dietetic Intern- is an individual who is enrolled in an accredited dietetic internship/practicum program, after having completed, or is currently enrolled in, the academic requirements as defined by DC.

Dietitians/Preceptors – individuals who provide education, knowledge and experiential experience, to the dietetic interns during the internship/practicum.

Graduate Dietetic Internship is designed for an individual who has successfully completed a Bachelor's degree with major credits in Nutrition and/or Foodservice Administration from a DC accredited university program. The graduate dietetic internship may be sponsored by one organization (Single Sponsorship Dietetic Internship/practicum) or by more than one organization or agency (Shared Partnership – see below) providing a multi-site program. A Single Sponsorship Program (such as a regional health authority) may involve many geographically dispersed facilities under one administrative board.

Internship Coordinator – is a person who is designated as responsible for planning, coordinating and evaluating a dietetic internship/practicum program.

Graduate (Master, PhD) Degree Practicum is designed for individuals who have successfully completed a Bachelor's degree with credits meeting academic (knowledge statement) requirements in Nutrition and/or Foodservice, from a DC accredited university or have been evaluated by a DC accredited university program as meeting the equivalency, and who are enrolled in a master degree nutrition program at a sponsoring university. The sponsoring university or affiliated agency provides the individual with an opportunity to complete additional required competencies via a practicum with one or more associated agencies.

Shared Partnership consists of two or more agencies or organizations that provide a practicum program. Documentation exists that confirms a joint partnership between agencies providing the program. The program is considered a single program with one Internship Coordinator. There may be site coordinators at each participating agency.

Stage/Integrated/Coordinated Education Programs are undergraduate programs that combine and organize practical experience at one or more affiliated organization(s) with the academic/theoretical experience under the responsibility or sponsorship of the University. Graduation from the program includes graduation from both the academic and practicum components.

Appendix 2 - Agreement of Confidentiality

Dietitians of Canada
Les diététistes du Canada

To: Dietetic Accreditation Surveyors

Subject: Agreement of Confidentiality

Dietitians of Canada will ensure the confidentiality of accreditation information. Accreditation Surveyors must have access to detailed program information to conduct the accreditation review. The confidentiality of this information must be protected.

The Accreditation Surveyor agrees to:

1. Respect the confidentiality of information related to dietetic internship/practicum programs obtained on and off-site for the accreditation review.
2. Return dietetic internship/practicum information provided on-site to the accreditation surveyor following the site review. Information can be kept by the surveyor at the discretion of the program.
3. One year following an application review, the surveyors shreds written information and/or delete electronic accreditation information. If another surveyor is conducting an on-site review of the program, the information is forwarded to the surveyor, who then shred and destroys information according to # 4 below.
4. Three months following a site review and approval of the final report by DC, surveyors shred written information and/or delete from electronic sources all the accreditation report and worksheet information. The Director of Professional Standards will maintain one copy of the report and a copy of the completed worksheets.

_____ _____

Signature, Accreditation Surveyor *Date*

Return to:

Director of Professional Standards
Dietitians of Canada
480 University Avenue, Suite 604
Toronto, Ontario M5G 1V2
Fax (416) 596-0603

Appendix 3 - Accreditation Training and Post Site Visit Evaluations

Dietitians of Canada
Les diététistes du Canada

Tell Us What You Think

We want to know what you thought of the accreditation training for dietetic internship/practicum surveyors.

Accreditation Training

What did you like best about the workshop [ ] teleconference [ ] module [ ]?

Was the Accreditation Manual helpful in assisting you in your role as a surveyor?
Yes [ ] No [ ]
Provide suggestions on how the Accreditation Manual can be improved:

Is there anything you would change about workshop/teleconference/module?

Do you feel prepared to shadow a team of surveyors? If you do not, what else do you need?

General Comments:

Post Site Visit as a Surveyor in Training Evaluation

Did the workshop/teleconference/module train you adequately for this experience as a surveyor-in-training? If not, what suggestions do you have to improve this process?

Did you receive sufficient orientation and feedback from the surveyors you were with during your training? Yes [ ] No [ ] Comments:

Now that you have completed the workshop/teleconference/module and on-site training parts of surveyor training, can you suggest any further changes to improve the program?

Within one month after completing the site review, please return to:

Director of Professional Standards
Dietitians of Canada
Central Information office
480 University Ave., Suite 604
Toronto, Ontario M5G 1V2
Tel: 416-596-0857
Fax: 416-596-0603

Appendix 4 - Application for Accreditation of Dietetic Internship/Practicum

Dietitians of Canada
Les diététistes du Canada

When establishing a dietetic internship/practicum, this application is to be completed and submitted along with a completed copy of *Report of Organization and Department Sponsoring Dietetic Internship/Practicum.*

Refer to the DC Dietetic Internship Program Procedures Manual for policies, procedures and standards relating to dietetic internship/practicum. Three copies of all materials must be submitted to DC in binder format.

Requirements:

The application must include written statements describing:

- Reasons for establishing the dietetic internship/practicum;
- Anticipated strengths of the program;
- Philosophy of the sponsoring organization toward education programs in general and to this proposal;
- Anticipated organization of the program (e.g. number of sponsoring affiliated agencies that will participate, whether it is shared partnership or regional, etc.). Include signed copies of Partnership and Affiliation agreements, if applicable;
- Course descriptions, if the program include any university credit courses;
- Program Plan to date stating the competencies and related experiential activities. Description should include the experiential activities and clearly defined criteria (e.g., performance objectives, enabling activities and education/program planning strategies) for dietetic interns to meet DC competencies. If helpful, use the *Program Planning Guidelines to meet Competency Areas* in Dietetic Internship Procedures Manual. Include number of weeks of rotations/placements, vacation time and any designated orientation and education sessions;
- Policies and procedures related to recruitment and selection of interns and those that support the dietetic interns in the program (if not included in program plan);
- Position description for the Internship Coordinator, including FTE (full time equivalency) for the position;
- Anticipated program budget; and
- Descriptive information regarding the present physical facilities, such as plans for expansion or development of the organization that would be relevant to the dietetic internship/practicum;

Complete the following:

Type of Program proposed: Graduate Dietetic Internship [ ]

Stage/Integrated/Coordinated [ ]
Graduate Degree Practicum [ ] Masters[ ] PhD [ ]
Single Sponsorship [ ]
Shared Partnership [ ]

Length of program in weeks: _____

Number of dietetic intern position(s) planned: _____

Registration Fee/Tuition Fee: _____

The undersigned are familiar with the policies, procedures and standards relating to Dietetic Internship/Practicum and submit this application to Dietitians of Canada for establishment of a Dietetic Internship/Practicum.

_____ _____
Date Signature and Title of Program Representative

_____ _____
Date Signature and Title of Sponsoring Organization's Senior Administrator

Submit to:
Director of Professional Standards
Dietitians of Canada
Central Information Office
480 University Ave., Suite 604
Toronto, Ontario, M5G 1V2
(416) 596-0857
Fax: (416) 596-0603

Appendix 5 - Accreditation Report – Summary of Accreditation Review

Dietitians of Canada
Les diététistes du Canada

Accreditation Report of the _____Dietetic Internship/Practicum

Date of Site Visit: _____

Survey Team
Lead Surveyor Name & Title
Surveyor Name & Title
Add if others present, such as a surveyor-in-training

Conferred with (add names):
- Dietetic Internship Coordinator
- Senior Administration
- Person to whom the Internship Coordinator/program reports
- Dietitians/Preceptors
- Dietetic Interns
- Others, if interviewed

Introduction:
The Survey Team recommends _____ accreditation status for the _____ Dietetic Internship/Practicum. The program was reviewed using the DC Dietetic Internship/Practicum Accreditation Manual.

Summary of Accreditation Review - Achievements, Requirements and Recommendations

1. Overall impression of site visit:

This section outlines:

- overall strengths observed in the program;
- how the program plan provides adequate educational opportunities for dietetic interns to develop the competencies required to graduate from the program;
- the assessment of the dietetic intern's progress and morale; and
- anticipated changes for the program (e.g., physical facilities, human resources, curriculum, budgets) which may have a significant impact on the quality of program delivery.

2. Achievements, requirements and recommendations

For each principle, major achievements (areas met with excellence), requirements (areas not met), and recommendations (areas partially met) are itemized below according to the DC standards. Action plans and related timelines are describe if applicable.

Principle 1: Program Management: General comment.

Achievements:
Requirements:
Recommendations:

Principle 2: Program Plan: General comment.

Achievements:
Requirements:
Recommendations:

Principle 3: Program Evaluation: General comment.

Achievements:
Requirements:
Recommendations:

3. Status of accreditation recommended for the dietetic internship/practicum. If full accreditation is not recommended, please specify the requirements (standards not met) or recommendations (standards partially met) that lead to this decision.

Appendix 6 - Evaluation of the Dietetic Internship/Practicum Accreditation

Dietitians of Canada
Les diététistes du Canada

The DC Director Professional Standards is seeking ways to improve the process and quality of accreditation surveys. It would be helpful if you would evaluate the recent Dietetic Internship/Practicum accreditation. Suggestions for improvement are welcome. Please return your evaluation by _____ to:

Director Professional Standards
Dietitians of Canada
480 University Avenue, Suite 604
Toronto, Ontario M5G 1V2
Fax (416) 596-0603

Name of Program_____
Name of Lead Surveyor _____
Name of Surveyor _____
Date of Site Visit _____

Questions	Comments
Pre-Site Review Preparation Were the surveyors sufficiently prepared for the accreditation visit?	
Conduct of the Survey Did you feel that the site visit provided an objective review of the program, basing it on the DC Accreditation Standards? Did you feel that the accreditation schedule provided sufficient time and exposure to gain a good perspective of the program?	

Did the surveyors adhere to the schedule?		
Summary Meeting From your perspective, did the surveyors provide useful and constructive feedback about your dietetic internship/practicum during the Summary Meeting at the end of the site review? Was the meeting valuable in terms of providing a forum for discussion and consultation with surveyors?		
Written Accreditation Report Was the report provided by Dietitians of Canada, following the site visit, clear and consistent with the Summary Meeting discussions? Did the report accurately reflect the strengths and limitations of the dietetic internship/practicum?		
General Comments Your comments on any aspect of the accreditation process are welcome.		
Please rate the individual performance of the surveyors:	**Yes – Comments**	**No – Comments**
Lead Surveyor Adequately prepared for the site visit? Treated all people interviewed with respect? Knowledgeable about the accreditation standards and applied standards objectively and fairly?		

Open to understanding the unique features of your dietetic internship/practicum program and how it contributes to meeting required DC competencies?		
Surveyor(s) Adequately prepared for the site visit? Treated all people interviewed with respect? Knowledgeable about the standards and applied standards fairly? Compliment the Lead Surveyor in accreditation related activities? Was open to understanding the unique features of this program and how it contributes to meeting the required DC competencies?		

Date:_____ Completed by _____

Appendix 7 - Report of Organization and Department Sponsoring Dietetic Internship/Practicum

Dietitians of Canada
Les diététistes du Canada

This report is to be completed by an organization submitting an:

- application to establish a dietetic internship/practicum; or
- accreditation review.

Lead or Sponsoring Organization Information:

Name & complete address of sponsoring organization:

_____

_____

Senior Administrator of sponsoring organization:

_____

Internship Coordinator (append position responsibility document and CV):

_____

Person to whom the Internship Coordinator reports:

_____

Describe the sponsoring organization, e.g., type (hospital [ ], community agency [ ], long-term care facility [ ], public health [ ], other _____) number of clients, key services offered and community served:

_____

_____

Has the sponsoring organization been accredited by an external accreditation body?
Yes [ ] No [ ] Not Applicable [ ]
If Yes, state accrediting body and due date of next accreditation:

_____

If no, or not applicable, state reasons: _____

Check facilities available to the dietetic interns:

[ ] meeting rooms [ ] desk areas [ ] computer access [ ] teaching aids
[ ] library/reference resources [ ] Others: ___ _____

Attach an organization chart showing the relationship of the organization or department and dietetic professionals along with a chart showing all line and staff positions, including supervisors and dietetic technicians.

List dietitians/preceptors who advise dietetic interns and state title and area of practice	Describe key internship/practicum experiences provided (i.e. rotation name and length of rotation)	Regulatory Body #	DC #

_____ _____

Date Signature and Title of Program Representative

Submit all completed forms to:
Director of Professional Standards
Dietitians of Canada
Central Information Office
480 University Ave., Suite 604
Toronto, Ontario, M5G 1V2
(416) 596-0857
Fax: (416) 596-0603

Participating Organization(s) Information:

Copy and complete this page for **each key organization** participating in the program. Key organizations are those that provide non-elective placements for a significant portion of competency attainment and generally provide this on an annual basis.

Name and address of participating organization:

_____

_____

Describe the participating organization, e.g., type (hospital [ ], community agency [ ], long-term care facility [ ], public health [ ], other _____ ____) number of clients, key services offered and community served.

_____

_____

Has the participating organization been accredited by an external accreditation body?
Yes [ ] No [ ] Not Applicable [ ]
If Yes, state accrediting body and due date of next accreditation:

_____

If no, or not applicable, state reasons: _____

Check facilities available to the dietetic interns:

[ ] meeting rooms [ ] desk areas [ ] computer access
[ ] relevant textbooks/resources [ ] others _____

Attach an organization chart showing the relationship of the organization or department and dietetic professionals, along with a chart showing all line and staff positions, including supervisors and dietetic technicians.

List dietitians/preceptors who advise dietetic interns and state title and area of practice	Describe key internship/practicum experiences provided (i.e. rotation name and length of rotation)	Regulatory Body #	DC #

Appendix 8 - Standards for Accreditation of Dietetic Internship/Practicum - Worksheets

Dietitians of Canada
Les diététistes du Canada

Worksheets are completed:

- By internship/practicum programs for random self-assessment, Interim Reports and for accreditation. Completed worksheets are submitted to surveyors along with other accreditation documentation prior to an accreditation on-site review;
- by each surveyor during an accreditation application and on-site accreditation review; and
- when an assessment of program quality is deemed necessary by DC.

For areas *met*, a checkmark is sufficient. For areas *partially and not met*, a brief explanation is required to identify the areas *partially or not met* and the plan, including timelines where applicable, in place for meeting the standard.

Principle 1: Program Management

The program has adequate organizational support and resources, including sufficient qualified personnel, for effective program design and delivery.

Standards	Evidence	Met	Partially Met	Not Met
1.1 The dietetic internship/practicum program and its placement partners have adequate financial resources, physical facilities and support services to achieve its stated objectives and assure continuing operation of the program.	Administration of the sponsoring organization supports the program by providing sufficient human, physical and fiscal resources to achieve program goals and by making a multi-year commitment to continue to operate the program.			

1.2 The Internship Coordinator has responsibility for managing the program and the authority to ensure policies are implemented.	The Internship Coordinator's position description and relevant organizational chart clearly identifies decision-making authority, lines of communication and areas of responsibility with respect to management of the program.			

1.3 The program and its placement partners provide sufficient opportunities and learning resources to enable dietetic interns to achieve experiential learning objectives and competencies.	The dietetic interns have access to at least the following learning and other support resources to complete practicum responsibilities:
	• skilled and knowledgeable dietitians/preceptors with sufficient time to commit to the interns;
	• workspace, academic resources and technology;
	• private space for meeting with preceptors;
	• teaching materials;
	• adequate orientation to the program and its expectations of the dietetic interns; and
	• current internship/practicum manual which includes:
	  • policies and procedures outlined in Program Plan, if not provided elsewhere
	  • program plan, including performance			

	objectives, enabling activities, projects, assignments and evaluation procedures and forms • schedule of rotation/placements and education events			
1.4 The program develops and, where appropriate, documents cooperative relationships among departments or units within the sponsoring organization(s), off site agencies and other community resources that contribute to professional preparation of dietetic interns, including the means to assess their learning outside the institution.	Written documentation and multi organization contracts or letters of agreements for partnerships/affiliations, if applicable, specify the: • purpose and objectives of the relationship/agreement; • roles and responsibilities of the area/site participating in the program; • evaluation and professional expectations and • insurance coverage, where applicable.			
1.5 The Internship Coordinator is a registered dietitian with a graduate degree related to dietetics, education and/or management and member of DC who can provide leadership for the dietitians/ preceptors and dietetic interns, along with managing	Curriculum vitae for Internship Coordinator, including documentation of professional credentials (regulatory body and DC #) and expertise in areas of responsibilities. Internship Coordinator's position/job description.			

the program.				
1.6 The qualifications of dietitians/preceptors supervising dietetic interns are sufficient to meet the program's mission and goals. Dietitians must be registered with the dietetic regulatory body in the province in which they practice and be members of DC.	Overview of the program during review of materials and site visit demonstrate that dietitians/preceptors have sufficient breath of expertise. Professional membership, education, and qualifications of dietitians/preceptors is assessed by: • Position titles; • Current and available job descriptions; • Organizational policy for annual reporting of dietitians/applicable preceptors' provincial regulatory registration; • Regulatory body # of all participating dietitians/applicable preceptors; • DC # or other professional body information; • Preceptors who are not dietitians, such as dietetic technicians, foodservice supervisors and managers have been determined by the Internship Coordinator as having appropriate experience to be a preceptor; and • The organization policy related			

	to DC membership.			
1.7 The number of dietitians/preceptors are sufficient to meet the program's mission and goals and allow them time to participate in the program effectively, while completing work competently.	Overview of the rotation experiences provided to the dietetic interns and feedback with dietitians/preceptors and interns suggest that the dietitians/preceptors have adequate time to participate in the program.			
1.8 The sponsoring and participating organizations that provide practicum experiences provide appropriate support relevant to their roles in the program, including knowledge in their area of expertise and education support for completing competency and dietetic intern evaluation documentation..	Polices exist to support continuing education and other procedures (e.g., orientation of new staff to dietetic internship policies and procedures and education components) that ensure dietitians/preceptors are knowledgeable in their area of expertise in relation to dietetic education and training.			
1.9 Program information is current, clearly written and available to applicants through DC and its website, dietetic internship/practicum programs and accredited universities. Advertising, recruitment and admissions materials clearly and	Program brochure (hard copies or electronic formats), DC website information, university calendar information, etc., is clearly written, current and available to dietetic interns, dietitians/preceptors and the publics.			

accurately represent the program and career opportunities. This information is available to applicants meeting academic standards and potential applicants, enrolled dietetic interns and the public.				
1.10 Dietetic interns are selected in a fair and equitable manner, either through university admission or DC selection process.	Recruitment policies and procedures have been reviewed and approved by Human Resources or other department of the sponsoring organization(s) to be consistent with its policy framework.			
1.11Current and clearly defined written program policies and procedures, in a format appropriate to the program, are available to dietetic interns enrolled in the program, protect the rights of the interns and are consistent with current legislation and institutional practice. These policies and procedures are fair and transparent to dietetic interns and preceptors involved in the program. Policies and procedures shall include at least the following: • Recruitment and Selection • Personnel • Professional Standards • Evaluation	Written policies and procedures of the sponsoring organization have been reviewed by the applicable department of the sponsoring organization(s) and are consistent with their policy framework. Policies and procedures are known and available to dietetic interns in an education manual or through means such as university calendars/websites.			

• Retention of Records • Termination • Intern Appeal • Facility Service Disruption • Dietetic Intern Withdrawal from the Program				
1.12 The sponsoring organization or key sites providing dietetic practicum are accredited, licensed or reviewed by the appropriate external agency (e.g., Canadian Council on Health Facilities Accreditation), where applicable, and show evidence of internal and external continuous improvement evaluation processes.	Current accreditation status or operating license. Evidence of faculty/department evaluation processes in place (e.g., through organization charts with evidence of risk management activities, discussions with administration).			

Principle 2: Program Plan

The program plan provides dietetic interns with opportunities to develop the skills and knowledge relevant to practice and provides a regular mechanism for dietetic interns to assess their competencies, achievements and their learning needs. The program accurately represents itself to the publics, including prospective dietetic interns, and provides sufficient information to ensure accountability and consumer choice.

Standards	Evidence	Met	Partially Met	Not Met
2.1 Mission statement and/or philosophy of the program and sponsoring organization(s) meet the expectations of the professional association.	The program's mission, philosophy and/or goals are clearly stated and reflect the achievement of DC standards and expectations, either as a combined academic and practicum program or a graduate internship program.			
2.2 The program is based upon the DC Entry-Level Competencies (1996). These competencies reflect the knowledge, skills, abilities, attitudes and judgment necessary for the competent performance of entry-level dietitians in the following core areas: • Professional Practice • Assessment • Planning • Implementation • Evaluation • Communication .	The program plan (often outlined in the dietetic Internship/practicum program manual or course outline) contains clearly defined criteria (e.g., performance objectives, enabling activities and education/program planning strategies) for dietetic interns to demonstrate each competency statement. Successful completion of program activities results in competency attainment. There is a clearly defined plan for each rotation/placement, based on the program plan, that:			

	• Identifies which competencies are expected to be achieved during the rotation/placement; • Defines how the program and its activities will meet each competency statement; • Identifies simulated activities/detailed case studies for use when 'real life' experiences are not feasible. **Examples:** determine tube feeding requirements and consider tube feeding complications when an actual tube feeding patient is not present; develop and monitor an operating budget, during times of the year when this is not the normal course of administrative activity; • Identifies relevant academic courses, extracurricular education sessions or previous experience that lead to competency attainment and credits it, if appropriate using a Prior Learning Assessment model; and • Provides clearly stated, specific, and consistently understood evaluation criteria for each competency.			

	The dietetic intern has sufficient opportunity to assess, plan, implement, evaluate and is able to provide follow-up recommendations based upon the outcome of the evaluation for a project/client group.			
2.3 The program is planned to provide dietetic interns with opportunities for achievement of DC entry-level competencies in: • Nutrition therapy for chronic disease/illness and suboptimal nutrition; • Health promotion and disease prevention; • Foodservice systems: food procurement, production, distribution, marketing, and food safety; • Management skills in financial, human resources, physical and material resources and legislative requirements; • Professional practice; and • Research Refer to *Program Planning Guidelines to Meet Competency Areas* (Dietetic Internship Procedures Manual) for guidelines on how to structure a program that	Program Plan provides a variety of learning opportunities in the appropriate depth and breath for the dietetic intern to achieve the DC competencies. Information from site review interviews with the dietetic intern(s) and dietitian/preceptors, review of the program plan and completed program activity confirms that there are enough activities for the dietetic intern to gain sufficient confidence in the assessment, planning, implementation, evaluation and communication processes that the intern is comfortable in using the skills acquired in other situations (i.e. have acquired transferable skills - portable skills that you apply to other experiences and situations).			

clearly reflects all areas of dietetic practice.				
2.4 Learning experiences are offered in logical progression from introductory to expected competence of program graduates.	Dietetic internship/practicum program manual, including placement schedules and assignments are organized to permit a progression of activities of increasing responsibility. The program length is based upon achievement of the competencies, program goals and objectives and dietetic intern learning outcomes. Comments from dietetic interns and dietitians/preceptors suggest that the interns are able to build upon previous experiences and apply learning to future rotations. There is effective administration and coordination of the practicum portion of competency attainment. The program has a process in place to evaluate and ensure that consistency of learning and therefore logical progression to competency attainment is achieved when dietetic interns are assigned to different placements for the same type of competencies. Dietetic interns have an opportunity to assume the role of dietitian (under			

	supervision) to gain self-confidence in the performance of professional responsibilities once the dietetic intern has reached minimal competence.			
2.5 There is a plan for evaluation of dietetic intern's achievement of DC Entry-Level Competencies that is clearly understood by dietetic interns and dietitians/preceptors. Feedback to dietetic interns about their strengths, limitations and opportunities for improvement are provided in a timely manner. Effective methods and tools are used to assess dietetic intern's performance, development of interpersonal skills and professionalism throughout the program which are clearly communicated to the dietitians/preceptors and dietetic interns who use them.	The plan contains clearly defined criteria for dietetic interns to evaluate attainment of learning objectives, activities and competencies. The Internship Coordinator and/or dietetic intern maintain documented evidence that demonstrates the dietetic intern's completion of activities that leads to competency attainment. Any competencies not yet achieved by each intern at any stage of the program are assessed and action taken in a timely manner. Anywhere compliance has been a problem action steps are documented to correct the situation. A final composite evaluation is completed to verify completion of all competencies. Polices and procedures on evaluation are current and contain the following key points: • Evaluations of intern			

	performance are completed and returned to the Internship Coordinator according to written policies and a copy kept in the intern's file. • Evaluation is timely. • Performance concerns and other issues are communicated to the Internship Coordinator by dietitians/preceptors and dietetic interns. These are subsequently acted upon by the Coordinator.			
2.6 The program plan provides mechanisms for dietetic interns to address learning concerns.	Policies and procedures for dietetic intern evaluation and appeal include opportunities for dietetic interns to: • evaluate their own performance; • review ongoing feedback from dietitians/preceptors; and • meet with the Internship Coordinator to review their performance and discuss any concerns as needed.			
2.7 Dietitians/preceptors providing dietetic education have opportunities to evaluate the program plan, related to their area of responsibility.	Evaluation policies and procedures or oral feedback during the accreditation site interviews demonstrate that dietitians/preceptors are involved in program planning and evaluation on a regular basis.			

	Information from site review interviews with the Internship Coordinator and dietitians/preceptors confirms liaison of the Internship Coordinator and dietitians/preceptors in the planning and evaluation process.			

Principle 3: Program Evaluation

The program has an effective process of continuous self-assessment, planning and improvement.

Standards	Evidence	Met	Partially Met	Not Met
3.1 There is regular and comprehensive program assessment/evaluation, the results of which are integrated into overall planning and improvement efforts. Program assessment and planning are based on clearly defined and measurable goals and supported by regular, systematic collection of and assessment of data.	Interim reports to DC documenting planning and incorporation of changes in the program plan based on accreditation and other evaluation results. Action plans, associated timelines and their implementation result. The program uses specific evaluation tools to assess various aspects of the program: • Evaluation policies and procedures on the rotation/placements and program as a whole; and • Dietetic intern and dietitians/ preceptors satisfaction of the program components, obtained through the accreditation site review interviews and other formats, such as placement evaluations.			
3.2 Program evaluation includes a feedback mechanism for evaluation of dietitian/preceptors and the Internship Coordinator.	Completed evaluations of the program, Internship Coordinator and dietitians/preceptors by dietetic interns, through various means (e.g., rotation evaluations and midway/final			

	program evaluations and performance appraisals).			
3.3 The program works closely with the practice community by seeking their input/feedback to identify changing health care needs and to prepare a workforce that can respond to and meet community needs.	There is an established process for seeking input and feedback from communities of interest (i.e., dietitians/preceptors, health care professionals, dietetic interns, staff, graduates and employers), which is used to improve the program.			
3.4 The program identifies, monitors and evaluates indicators of graduates' success and uses these data for program planning and development.	Program revisions that result from surveys conducted by the program or by DC on the satisfaction of the program by employers of recent graduates, or graduates themselves.			
3.5 The program monitors its compliance with DC accreditation standards and criteria on an ongoing basis and takes required steps to ensure compliance and notifies DC of any major program changes.	Most recent Accreditation Report. Interim Report since last accreditation and related actions results. Submission of annual Highlights Report to DC. Payment of annual accreditation fees.			

Appendix 9 - Interim Report of Dietetic Internship/Practicum

Dietitians of Canada
Les diététistes du Canada

Procedures:

- The Internship Coordinator completes and returns this form to the Director of Professional Standards by February 1st on the third year following receipt of full accreditation status. **Note:** supporting documentation is not required.
- For programs that receive provisional accreditation status, this report is required one year after the status was granted.
- The Director of Professional Standards reviews the report within 6 weeks of receiving, noting any issues that may have an adverse effect on a program and that may jeopardize continued accreditation status. If the report indicates problems, the Director of Professional Standards consults with the program's Internship Coordinator. An on-site review of the program may be required before the next regularly scheduled accreditation review.

General Information

Name and address of Sponsoring Organization:

_____

_____

Person to whom the Internship Coordinator reports:

_____

Internship Coordinator: _____

1. Describe any significant program or organizational change(s) that have occurred over the past year or three years (which ever applies) that have impacted upon the internship/ practicum and learning opportunities for dietetic interns.

2. For Requirements (standards not met) and Recommendations (standards partially met) stated on the last accreditation report, identify below the action plans and timelines for completion.

Requirements:

Recommendations:

3. To identify any critical indicators for program planning, complete a self-assessment of your program using the *Standards for Accreditation of Dietetic Internship/Practicum – Worksheets (*supporting documenting is not required). Attach a copy that includes plans of action for areas not meeting standard. State below any new program goals and/or objectives that have been established following your review that are not included in the worksheets.

_____ _____

Date Signature of the Internship Coordinator

Forward to:

Director of Professional Standards
Dietitians of Canada
Central Information office
480 University Ave., Suite 604
Toronto, Ontario M5G 1V2
Tel: 416-596-0857
Fax: 416-596-0603

Appendix 10 - Sample Dietetic Internship/Practicum Accreditation Review Site Visit Schedule

Approximate Time	Procedure	Content
Day 1		
0830 hours	Meet with Internship Coordinator*. Generally, meetings with other participants in the program are conducted by the surveyors, without the Internship Coordinator present.	Introductory meeting. Explain purpose and clarify any questions about the accreditation process. Confirm schedule. Discuss program plan, projects, intern evaluations and questions arising from review of program materials. Identify materials needed to review on site.
1000 hours	Interview with sponsoring organization's Senior Administration*.	Determine organization support for the internship/practicum and any pending changes that may occur which may impact the program.
1030	Interview with the person to whom the Internship Coordinator/program reports*.	Discuss support for the internship/practicum and any plans that may impact on it. Discuss their continuous improvement evaluation processes.
1100	Interview dietitians/preceptors and related professionals from Clinical Nutrition*.	Discuss program plan, projects, evaluations, future plans, facilities, etc.
12:00	Lunch with dietetic interns.	DC only covers the cost for surveyor's lunch.
1230	Interview dietetic interns*.	Discussion of the program, evaluations, workload, facilities, etc.
1330 hours	Surveyors to meet*.	Surveyors to review notes and plan for afternoon interviews.
1400 hours	Interview dietitians/preceptors from Community Nutrition.	Discuss program plan, projects, evaluations, future plans, facilities, etc.
1500 hours	Meet with the Manager of	Discuss program plan, projects,

	Foodservice, dietitians and related professionals from Foodservice.	evaluations, future plans, facilities, etc.
1600 hours	Review on-site materials that were not previously reviewed, such as: • Dietetic internship related policies and procedures • Intern's assignments, projects, etc • intern's completed rotation evaluations	Review on site materials
Evening	Review information obtained from the on-site visit.	Summarise material on the Accreditation Worksheets and start to draft Accreditation Report on the laptop, if available.

* **For joint university/practicum site visits, surveyors from both the academic and practicum areas often meet together at these times. The site visit may take longer than 2 days.**

Note: The site visit schedule is intended as a guideline. It may be revised by the Internship Coordinator, in consultation with the Survey Team over the two-day period according to the availability and time restrictions of the participants. The Survey Team, however, should have the opportunity to meet with a majority of the personnel listed on the schedule.

With the expansion of programs to include off-site partnership arrangements, which may include placements of considerable length being done in another geographic area, it may be necessary to conduct interviews with some dietitians/preceptors or groups of dietitians/preceptors by telephone, teleconferencing, video conferencing or electronically.

Only arrange a tour of the facilities if relevant. A tour can provide an observation of nutrition and foodservice areas, classroom, library, offices and patient care areas. It can also provide an opportunity to observe the interactions of health professionals with the dietetic interns and the Internship Coordinator. However it can be take up time that could be used to interview people.

Approximate Time *Day 2*	Procedure	Content
0830 hours	Meet with Internship Coordinator.	Discuss questions arising during visit and work done the previous evening.
1030 hours	Meet with affiliate partners.	Discuss their involvement in program development and evaluation.
1130 hours	Depending upon the type of internship/practicum program, consider meeting with some or all of the following: • Clinical Nutrition Manager or Professional Practice Leader • Program Manager to whom the dietitians report • Academic/research advisors* • Others as they pertain to the program • Graduates of the program	Discuss structure and support of the program and their involvement.
1230 hours	Lunch.	Surveyors on their own.
1330 hours	Surveyors draft Accreditation Report*.	Summarise material on Accreditation Worksheets and draft Accreditation Report.
1500	Summary Meeting with the Internship Coordinator and the person to whom they report and a member of Senior Administration*.	Provide a brief summary of the site visit. Accreditation Report and letter outlining accreditation status decision will be sent to the organization from DC in about two months.

***For joint university/practicum site visits, surveyors from both the academic and practicum areas often meet together at these times. The site visit may take longer than 2 days.**

Note: The site visit schedule is intended as a guideline. It may be revised by the Internship Coordinator, in consultation with the Survey Team over the two-day period according to the availability and time restrictions of the participants. The Survey Team, however, should have the opportunity to meet with all personnel listed on the schedule.

Appendix 11 – DC Expense Policy Allowances & Claims Instructions

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The Board of Directors has established this expense policy to protect the interests of the members of the Association and at the same time to ensure that individuals who participate in the Board's work are fairly and reasonably reimbursed for expenses incurred while carrying out responsibilities and approved activities. This policy provides general guidance for similar policies developed by the CEO for staff. Expenses for Board members are reimbursed according to Board approved budgets and Expense Allowances. The CEO updates expense amounts following practices of similar associations, from time to time.
Methods for making claims:

1. ***Receipts must accompany expense claims.***
2. Expense advances are not provided, but the Association has a designated travel service and teleconferencing service that invoice the Association for fares and expenses directly.
3. When feasible arrangements are made by staff to have hotels invoice the Association for hotel room and tax expenses; travellers are responsible for settling incidental expenses on hotel bills.
4. Expense claims are to be submitted within 60 days or by March 15th; whichever comes first.
5. Claims are to be submitted on DC Expense Claim Forms.
6. Claims from committee members are to be sent to the Committee Chair for authorization and forwarding to the Financial Officer. Board members forward individual expense claims directly to the Financial Officer.

Expense types and limits:
Technical support: A Computer and/or fax machine will be provided to the Chair and Chair-elect to facilitate communication with the DC staff and the Board of Directors, if required. All equipment remains the property of DC. The Board budget for capital items in relation to the technical needs of the Chair-elect requires Board approval annually.

DC Conference: Board members will be supported to attend the entire Conference. Registration fees are waived, not charged to the Board budget. Tickets to events will be complimentary, if the Directors are present in their official capacity as Board members.

Transportation: The mode of transportation used shall be that which incurs the least cost to the Association while not causing unreasonable inconvenience to the traveller's regular business and personal schedule.

Air: Each individual makes own arrangements through the designated travel service. The current service is provided through offices of American Express.
A Travel Agent requiring authorization to bill the Association is to call the DC Financial Officer (416-596-0857 ext 317) for this authorization. The Agent will be advised that lowest fare be selected. DC is invoiced for the airfare. For travel expenses that are not reimbursable by DC, the Agent is to be advised to bill the traveller directly for these additional expenses (side trips, stop-over, upgrades).

Airline tickets are to be purchased well in advance as budgeting is based on thirty-day advance booking rates. Pre-scheduled meetings are planned to take advantage of reduced fares with Saturday night stay-over. For meetings called on shorter notice, bookings are to be made as soon as meeting attendance has been confirmed. *Cancellation insurance will be reimbursed for reduced fare tickets.*

Tickets are forwarded from the travel agent directly to the traveller. Cancelled tickets are to be returned immediately to the DC Financial Officer.

Car: Under 100km: When travel by car is necessary and travel destination is greater than 50km per single round trip, DC reimburses at .38/km. Parking expenses (incl GST) are reimbursed. Shorter trips are not reimbursed.

Over 100km: When travel by car is necessary and travel destination is 100km or more, DC will reimburse the lessor of:

0.38/km plus cost of meals, accommodation and parking incurred en route (receipts required) **OR**
lowest airfare or train/bus plus costs of transportation which would have been incurred to and from the carrier's terminal and at the destination.

It is the traveller's responsibility to provide a comparison of costs.

Taxi: Travellers are encouraged to use airport bus service to and from airports and hotels where feasible. Use of airport limousines is restricted to groups that reduce costs to the equivalent of bus service rates per person. Reasonable use of taxis is permitted.

Hotel: Accommodation is arranged by DC staff. Travellers are responsible for notifying the hotel of cancellation if travel is interrupted, as rooms are guaranteed to the Board budget.

Meals: Travellers may claim up to $55 per day plus GST/HST for meals (PST and gratuity included in limit). The amount reimbursed will be only up to the amount of receipts provided. When catered meals are provided the following amounts will be deducted from the daily meal allowance: Breakfast: $11.00; Lunch $14.00; Dinner $30.00.

Incidental expenses: Travellers may claim up to $10.00 per day for incidentals (porters, telephone calls or other personal expenses on hotel bills); receipts not required.

Host gifts: When alternate accommodation with friends/relatives is arranged in lieu of hotel accommodation, the Association will provide $17.00 per night as compensation of host out-of-pocket expenses or for a gift of appreciation.

Telephone: Calls made necessary by absence from home will be reimbursed up to a maximum of $10.00 per trip.

A long distance calling card is issued to the Chair. Other Board members may request a Calling Card in the name of DC and charges incurred will be posted to the Board budget. . Calling Cards are to be returned to the DC Financial Officer immediately at the end of each term of office. Collect calls are not accepted at the Association office. Teleconference calls set up through DC Central Information are billed to the Association and charged to the appropriate cost centre.

Reasonable long-distance telephone expenses incurred on Association business will be reimbursed up to budget amounts. To claim expenses submit a copy of long distance telephone bills and indicate cost centre(s) to be charged.

***GST*: GST expenses may be claimed only if the GST registration number is recorded on the receipt submitted (taxis and parking excepted). The GST amount paid is to be shown in a separate column on the DC Expense Claim Form.**

VERSION DATE: Expense limits updated for 04-02-16 - II J Board Personal Expense Claims.doc

DIETITIANS OF CANADA
480 University Ave., Suite 604
Toronto, ON M5G 1V2

EXPENSE REIMBURSEMENT

Cheque Payable to:

Name: _____

Address: _____

City _____

Prov _____ Postal Code _____

Purpose of Travel: (if applicable)

_____

_____

Cost Centre: 4420
Internship Accreditation

TRAVEL (attach receipts)	**Description**	**Amount (includes PST)**	**GST/HST**	**Grand Total**
8380 Plane/Train/Bus				
8380 Local Travel Expenses				
8391 Accommodation (attach receipts) Single ( ) Double ( )				
8390 Meals (attach receipts) For group functions provide details. Breakfast Max $11/day + GST Lunch Max $14/day + GST Dinner Max $30/day + GST Meal Allowance Max $55/day + GST				
Incidentals (Max. $10/day while travelling)				
OTHER EXPENSES: (attach receipts)				
8300 Supplies/Stationery				
8310 Printing/Photocopying				
8340 Courier				
8350 Postage				
8360 Telephone/Fax/Teleconference				
Other Expenses (describe)				
DC's GST number R105200992	**TOTALS**	$	$	$

1. Expense claims are to be submitted within 60 days or by March 15th, whichever comes first.
2. Obtain authorization and forward to DC office.
3. If space is inadequate, provide details of expenses on separate sheet.
4. **FAILURE TO COMPLETE CORRECTLY WILL RESULT IN PAYMENT DELAYS.**

Submitted by/date

_____

Authorized by/date

_____

Appendix 12 - Sample Introduction and Interview Questions

Introduction – At each interview, provide the name and title of each surveyor and where they work. Review the accreditation process, covering the following:

- surveyors represent DC;
- purpose of the visit;
- outline possible outcomes of accreditation; and
- remind that current dietetic interns are not affected by the results of the accreditation decision.

Example opening:

I will be the lead surveyor for this visit and my name is _____. I work as a _____ at _____ in _____ and with me is _____ who works as a _____ at _____ in _____.

We are here representing Dietitians of Canada who set the standards for dietetic internship/practicum programs across Canada.

Dietetic internship/practicum programs are formalized learning modules that provide opportunities for dietetic interns to develop their competence and skills in the field of nutrition. Upon completion of the program, the intern is ready to apply to their provincial regulatory body and can begin to practise as a Registered Dietitian upon successful completion of the qualifying examination, where required.

We are here for the next two days to determine and ensure that the present dietetic internship/practicum is meeting the standards set by Dietitians of Canada.

We have had the opportunity to read the internship/practicum materials and review the program polices and procedures. This site visit will allow us to clarify any outstanding issues and to meet all the people and the dietetic interns themselves involved in the program.

Dietitians of Canada decide the actual accreditation results. They will notify you, in writing, in approximately two months time.

Accreditation status is granted by Dietitians of Canada on the basis of the stage of the program, i.e., new or existing and the results of the accreditation review. The accreditation statuses that can be awarded are:
Full - meets or exceeds all standards (7 year term)
Provisional - is currently not meeting all standards (standards must be instituted within one year)
Tentative - is granted to any new or re-activated program
Withdrawal - when the program is unable to meet minimum standards

Ask if anyone has questions or concerns about the program, or recommendations for improvement – what they perceive to be the strengths and limitations.

Specific Questions/Discussion Points:

Senior Administration i.e., CEO, VP, Dean
General education philosophy of the organization and how the internship/practicum assists in reaching the facility's goal.

Organization's philosophy about research, or any formal links with academic institutions to facilitate practice-based research.

Any changes in the organization that may affect the internship/practicum – positively or negatively.

Any specific financial concerns that may affect the internship/practicum.

Concerns or questions they have about the program.

Do they foresee that the organization can and will continue to offer the internship/practicum for the foreseeable future?

Managers – questions will vary according to manager's role. The person to whom the Internship Coordinator reports will likely fall into this category.

Describe department philosophy and their role in internship/practicum.
.
Type of continuing education support available for dietitians/preceptors.

Performance management of dietitians/preceptors - how does the organization know that its dietitians are competent?

Are there any changes or financial concerns that may affect the internship/practicum?

Evidence that the organization is supportive of the program.

Any concerns or questions they have about the internship/practicum.

Internship Coordinator
Identify if there are any questions/concerns that the Internship Coordinator has about the accreditation process/visit.

Ask to have set aside for surveyors to review (if not in materials sent):

Job description of the Internship Coordinator
Relevant internship/practicum related policies and procedures
Interns projects/assignments – variety from each dietetic intern

Program brochure/information
Affiliation/Partnership Agreement Forms, if applicable

Ask for a brief history of the program and its evolution if surveyors feel they need it.

Identify goals/strengths of the program.

Limitations of the program and what is planned for the future - how can this accreditation process assist with this?

Is prior learning assessed? If so, how? Ask to review any evidence of this.

How does the Internship Coordinator know that the program provides enough opportunities for dietetic interns to meet the competencies? How is this assessed?

Does the Internship Coordinator have adequate:

- time to devote to the program;
- authority to administer all aspects of the internship/practicum;
- support in instances where an intern is having performance problems or problems coping with the workload; and
- support to assist them with research projects, if necessary.

Any concerns about the continuation of program.

Does the Internship Coordinator feel the evaluations are understood by dietitian/preceptors and interns and used appropriately? Is there a process of orientating dietitians to the evaluation forms, rating scales, etc? Does this appear to be sufficient?

What was the outcome of the evaluation process of last year's program?

If you could change one thing about the program, what would it be?

Dietitian/Preceptors and Related Professionals (i.e., dietetic supervisors and technicians) Questions will take on a different slant depending upon dietetic speciality (clinical, foodservice and community).

Provide a brief description of their area and their role in developing, revising and updating:

- rotations
- evaluations
- enabling activities/assignments

Are they able to manage time with interns and their normal workload?

Is the Internship Coordinator available and attentive to their suggestions?

Do the interns spend enough time in your rotation to develop competencies?

Do they understand the evaluations? Are they appropriate in terms of content and time consumption? Are they fair? What orientation did they receive to the evaluation forms, rating scales, etc? Was this sufficient?

Are there sufficient resources (i.e. books, journals and knowledgeable people) available to the dietetic interns to assist them in their learning and project development?

Is there flexibility in the program for poor performance, sickness? Describe.

Are intern's assignments valuable and contribute to both learning and the organization/practice?

Are the interns prepared when they begin their rotation? If not, has this been discussed with the Internship Coordinator? Describe any action taken and results.

Are there any problems with staff relief coverage? If yes, has this been discussed with the Internship Coordinator? Describe any action taken and results.

Describe the overall strengths and weaknesses of the program. Have these been discussed with the Internship Coordinator? Describe any action taken and results.

Affiliate Partners

Provide a brief description of their area and their role in developing, revising and updating:

- rotations
- evaluations
- enabling activities/readings/assignments

Are they given the opportunity to provide input into the program plan?

Are they able to manage time with interns and their normal workload?

Is the Internship Coordinator available and attentive to their suggestions?

Do the interns spend enough time in your rotation to develop skills/competencies?

Do the interns understand the evaluations? Are they fair? Timely? Useful?

Describe the major strengths and limitations of the program?

Dietetic Interns

Introductions – ask interns for university and background/stage in program.

Was their orientation adequate to `orient' them to the program/personnel?

Are pre-activity/readings made clear to them? Available?Are the assignments/projects practical/useful?

Are the number and length of rotations sufficient for competency development?

Is the workload reasonable? Do they have enough time to work on projects/assignments?

Are evaluations fair? Done in a timely manner? Helpful to your learning?

How are their interactions with the dietitian/preceptors?

Are their comments/evaluations of the program acted upon/taken into consideration?

Is the Internship Coordinator available when needed?

Is there enough flexibility in the program for them to meet their learning needs?

Do they feel there is support from other allied health professionals?

Does the program provide sufficient opportunities (real life) for them to develop their skills?

Are there sufficient resources (i.e. books, journals and knowledgeable people) available to the dietetic interns to assist them in their learning and project development?

Are they encouraged to attend professional association meetings/conferences? Are they encouraged to become DC student members?

What are the overall strengths and limitations of the programs?

Would they choose this program again? Why/Why not?

Appendix 13 - Sample Thank-you Letters

Date
Address

Dear Internship/Practicum Coordinator,

On behalf of Dietitians of Canada, Name of Surveyor(s) and myself, I would like to thank you for your hospitality and assistance during our visit to review your dietetic internship/practicum. Please convey our thanks to the dietitians/preceptors and the dietetic interns for their willingness to answer our questions.

As indicated in our final meeting, you will receive the accreditation report from Dietitians of Canada in approximately two months.

It was a pleasure to learn more about your program and to meet all the dedicated people involved.

Best Regards,

Lead Surveyor
Dietitians of Canada

Cc Director of Professionals Standards
Dietitians of Canada

Date
Address

Dear Senior Administration,

On behalf of Dietitians of Canada, Name of Surveyor(s) and myself, I would like to thank you for meeting with us during our review of the dietetic internship/practicum. It was reassuring to hear your interest and support for the program.

As indicated in our final meeting, you will receive the accreditation report from Dietitians of Canada in approximately two months.

We both enjoyed our visit and the opportunity to meet the dedicated professionals involved in the program.

Best Regards,

Lead Surveyor
Dietitians of Canada

Cc Director of Professional Standards
Dietitians of Canada

Date
Address

Dear Person to whom the program reports,

On behalf of Dietitians of Canada, Name of Surveyor(s) and myself, I would like to thank you for meeting with us during our recent site review of the dietetic internship/practicum. It was reassuring to hear your interest and support for this program.

As indicated in our final meeting, you will receive the accreditation report from Dietitians of Canada in approximately two months.

We enjoyed our visit and the opportunity to meet so many dedicated people involved in the program.

Best Regards,

Lead Surveyor
Dietitians of Canada

Cc Director of Professional Standards
Dietitians of Canada

Appendix 14 – DC letterhead

Dietitians of Canada
Les diététistes du Canada

Appendix 15 - Annual Highlights Report

Dietitians of Canada
Les diététistes du Canada

Date: _____

Program: _____

Name of Internship/Practicum Coordinator: _____

Email address:

Number of Graduating Interns in Current Year: _____

Submit this annual **Highlights Report** electronically to the Director of Professional Standards in May of each year. Provide brief responses to the following:

1. Describe any significant program changes implemented for present class of interns:
   _____
   _____
   _____

2. Possible program changes for the coming year (i.e., facilities, staff, # dietetic interns, etc.).
   _____
   _____
   _____
   _____

3. Any program challenges and solutions or great ideas.

* The Highlights Report should be no more than 1-2 pages.