

Community Support Services

Dietetic Intern Program

CSS DIP

Handbook

2022-2023

(Revised October 2021)



Community Support Services, Inc.

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Community Support Services
Dietetic Intern Program
(CSS DIP)

[Note: The information in this document will also be available on the CSS-MD.ORG website under a dedicated tab for the CSS DIP. From the website, this handbook is also available as a downloadable pdf document.]

Background Information

CSS DIP Status with ACEND:

The Community Support Services Dietetic Intern Program (CSS DIP) has been granted candidate status by the Accreditation Council for Education in Nutrition and Dietetics of the Academy of Nutrition and Dietetics:

120 South Riverside Plaza
Suite 2190
Chicago, IL 60606-6995,
800/877-1600, ext. 5400
ACEND@eatright.org
<http://www.eatright.org/ACEND>

How to become a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN)

The process to become a RD/RDN involves a range of steps including education, completion of a supervised practice internship, and satisfactory passage on the CDR credentialing exam. Many RD/RDNs also choose to pursue state certification/licensure. Upon obtaining the RD/RDN, ongoing education and renewal is also required.

Becoming an RD/RDN

Step 1: Complete a bachelor's degree incorporating a defined body of coursework to obtain a verification statement from an ACEND-accredited program. Effective January 1, 2024, the minimum degree requirement for eligibility to take the registration examination for dietitians will change from a bachelor's degree to a graduate degree.

Step 2: Complete a supervised practice internship from an ACEND-accredited program (the **CSS DIP** qualifies for this requirement)

Step 3: Pass the Commission on Dietetic Registration's dietetic registration exam.

Step 4: Obtain licensure in the state(s) where you practice

Individuals interested in obtaining more information about the process of becoming an RD should review this Academy of Nutrition and Dietetics link:

<https://www.eatrightpro.org/about-us/become-an-rdn-or-dtr/high-school-students/5-steps-to-become-a-registered-dietitian-nutritionist>

Overview of CSS DIP:

The **CSS DIP** offers a specialized area of practice that combines supervised practice in the fields of Developmental Disabilities and Community Nutrition. Both the full and part-time tracks provide the mandated 1,216 intern hours of supervised practice addressing all ACEND-required knowledge and practice competencies. All interns (both full- and part-time) are required to complete 340 clinical hours (along with 155 hours for Alternate Practice Experiences), 180 Food Service Hours and 576 Community Nutrition hours. An 80-hour elective rotation is required and those interns wishing to pursue additional professional experiences may do so outside of the CSS DIP. Along with supervised practice hours, successful completion of the program includes a range of activities and assignments aligned with ACEND identified competencies. This coursework supports the development of entry level nutrition professionals and helps prepare individuals for the CDR Registration Exam.

At launch, the CSS DIP has appropriate resources for six full-time interns in an 8-month program starting immediately after Labor Day and running through May. Two part-time internship placements are also available, running for one year and starting immediately after Labor Day. Both full- and part-time CSS DIP interns will participate in the orientation session at the beginning of the intern cycle.

Concentration:

Developmental Disabilities and Community Nutrition Concentration

For the last 25 years, Community Support Services, Inc. (CSS) has provided services to adults and adolescents with autism and other developmental disabilities. Towards this end, CSS has established therapeutic, clinical, vocational, educational, residential and recreational programming in support of this population. As CSS has evolved and grown in the last quarter century, the nutritional needs of these individuals have grown significantly, thus establishing a platform for additional services and support. The CSS DIP is intended to fill this void as well as educate emerging nutrition professionals on the chronic health conditions for this underserved and at-risk population.

Over the last five years, CSS has been on the forefront of community nutrition by teaching cooking skills to individuals with autism and other developmental disabilities. Food preparation is situated as both an important tool in enhancing nutritional status as well as a vital life skill that offers the potential for an improved quality of life. Janice Goldschmidt, Program Director of the CSS DIP, has led this movement with the development of her cooking curriculum entitled “Active Engagement”.

“Active Engagement” stresses choice, individualization and independence as a framework for development of authentic skill development for individuals with cognitive and motor impairment. The manualized form of “Active Engagement” was published in 2018 by the American Association on Intellectual and Developmental Disabilities (AAIDD) and serves as the basis for all the community-based food programs at CSS. All CSS DIP interns will be thoroughly trained in the program and be involved in supporting CSS participants in the acquisition of cooking skills using program fundamentals.

CSS DIP interns will also work through a variety of micro-rotations learning the essentials of working in community-based settings. At the same time, all rotations in the CSS DIP are based

on supervised practice with individuals with developmental disabilities. Consequently, the program concentration emphasizes both areas of practice.

CSS Program Completion Requirements

To successfully complete the CSS DIP, all students (both full- and part-time) must complete the following supervised practice hours:

| Rotation | Total Number of Hours |
|--|-----------------------|
| Clinical | 340 |
| Simulation (Alternative Practice Experiences | 40 |
| Food Services | 180 |
| Community | 576 |
| Elective Rotation | 80 |
| Orientation | 0 |
| TOTAL | 1,216 |

Full-time interns are required to complete these hours within 12 months of their start day. Part-time interns have 18 months to complete all of the required supervised practice hours.

CSS DIP Mission Statement

The Community Support Services, Inc. Dietetic Intern Program (CSS DIP) strives towards two outcomes. First, the program attempts to provide adequate training and facilities for the preparation of entry level registered dietitian nutritionists. Second, the program aims to provide interns effective exposure towards individuals with autism and other intellectual and developmental disabilities (DD). In so doing, interns are taught to appreciate the trends noted across this population as well as address the unique dietetic needs of individuals. The CSS DIP aims to coordinate the emerging skills sets of interns with the unique challenges and needs of our program participants.

CSS DIP Goals and Objectives

*Goal 1: Graduates of the **CSS DIP** will be competent entry level registered dietitian nutritionists who obtain employment as nutrition professionals.*

Objectives:

ACEND:

- *Full-Time: At least 80% of program students complete program/degree requirements within 12 months (150% of program length).*
- *Part-Time: At least 80% of program students complete program/degree requirements within 18 months (150% of program length).*
- *Of graduates who seek employment, 70% percent are employed in nutrition and dietetics or related fields within 12 months of graduation.*
- *75% of graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.*

- *The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%.*
- *When surveyed, 80% of employers of CSS DIP alumni will rate the graduate as "prepared" or better (given the choice of not prepared, somewhat prepared, prepared, well prepared, unable to rate) in understanding and professionally practicing the current standards for Nutrition and Dietetics.*

Program Specific:

- *When surveyed, a minimum of 75% of CSS DIP graduates will indicate they are "confident" (given the choice of not confident, somewhat confident, confident, very confident, or no opinion) to serve in the community as an entry level registered dietitian nutritionist.*

Goal 2: *Graduates of the CSS DIP will be entry level registered dietitian nutritionists with a solid understanding of on the general nutrition-based patterns and needs of individuals with developmental disabilities and the ability to apply this information to practice.*

Objectives:

- *When surveyed, a minimum of 80% of CSS DIP alumni will indicate that they are "confident" (given the choice of not confident, somewhat confident, confident, very confident, or no opinion) in their ability to professionally interact with individuals with developmental disabilities.*
- *When surveyed, a minimum of 80% of CSS DIP alumni will indicate that they are "confident" (given the choice of not confident, somewhat confident, confident, very confident, or no opinion) in their knowledge and ability to develop treatment plans for individuals with disabilities.*

Program specific competencies include:

Developmental Disabilities and Community Nutrition

1. At the completion of the program, the intern will be able to evaluate and apply to dietetic practice the nutrition-related risk factors for individuals with developmental disabilities, including overweight and obesity and associated comorbidities.

Activities for this competency include (but are not limited to):

- Interns will work in the obesity clinic where all CSS program participants are assessed weekly for body weight, waist circumference and body fat.

Core Competencies addressed include CRDN 1.2, 2.4, 3.1, 3.2.

2. At the completion of the program, the intern will be able to evaluate and apply to dietetic practice the patterns of disordered eating and treatment for individuals with developmental disabilities.

Activities for this competency include (but are not limited to):

- Interns will work in a range of lunch, dinner and snacking programs attempting to work with individuals in alleviating disordered eating patterns.

Core competencies addressed include 1.4, 1.6, 2.7, 2.11, 3.9.

3. At the completion of the program, the intern will be able to evaluate and apply to dietetic practice the components of “Active Engagement” utilized to teach food preparation to individuals with developmental disabilities.

Activities for this competency include (but are not limited to):

- Interns will learn and apply the fundamentals of “Active Engagement”, the cooking program utilized at CSS and implemented in various supported learning activities.

Core competencies addressed include 3.5, 3.10, 4.5, 4.6.

Outcome Information

Outcome data for these goals and objectives will be available for each annual intern cycle. If interested, contact:

Janice Goldschmidt, MPH, MS, RD, LDN
 CSS DIP Program Director
 Community Support Services, Inc.
 9075 Comprint Court
 Gaithersburg, MD 20877
jgoldschmidt@css-md.org

CSS DIP Admission Requirements and Application Procedures

To be eligible to apply to the CSS DIP, applicants must have:

- successfully completed a Didactic Program in Nutrition and Dietetics accredited by ACEND within four years prior to the start of the internship;
- starting in 2024 the CSS DIP will only admit individuals who have a verification statement from a Nutrition and Dietetics Didactic Program in Dietetics (DPD) or Foreign Dietitian Education program (FDE) have earned at least a bachelor's master's degree granted by a U.S. regionally accredited college/university or foreign equivalent;
- have a minimum of a bachelor's degree from a US regionally-accredited college or university or a foreign equivalent.

Selection into the CSS DIP is based upon numerous factors. Though admission is not focused exclusively on a specific grade point average for dietetics courses, the program strives to choose interns who have demonstrated professional behavior. This can include:

- Participation in an in-person or online interview with the CSS DIP Program Director
- Prior experience in dietetics/nutrition (as either an employee or volunteer)
- Prior experience with developmental disabilities (as either a relative, employee, or volunteer)
- Solid academic or professional recommendations (ideally from dietetics professors, employers, or from past-experience with disability populations)

- Strong communication and writing skills as demonstrated in the required personal essay

The CSS DIP welcomes individuals from all types of backgrounds as well as those beginning a second career. The CSS DIP complies with all applicable federal, state and local laws and regulations regarding equal opportunity and non-discrimination. Admission to the program will not be influenced or affected in an illegally discriminatory manner by an individual's race, color, religion, marital status, gender, sexual orientation, age, disability, veteran status, national origin, or any other characteristic protected by law.

Application Process

The CSS DIP utilizes the centralized online application system – Dietetic Internship Centralized Applicate Services (DICAS) for all applicants.

All individuals who will be applying are required by DICAS to provide:

- ACEND Verification Statement
- A 1,000-word essay on professional goals and philosophy
- 3 reference letters
- Academic Transcripts

Online applications were due by February 15, 2022 with the Dietetic Intern Match undertaken in early April of the same year. For information about creating a DICAS account, see:

https://help.liaisonedu.com/DICAS_Applicant_Help_Center/Starting_Your_DICAS_Application/Creating_and_Managing_Your_DICAS_Account

The Dietetic Internship Match is a computer-based process by which Interns and Dietetic Program can matched for preferences by both parties. The Academy of Nutrition and Dietetics contracts the Match to D&D Digital. To obtain more information about the process, or if you have technical problems, contact D&D Digital Customer Service at 515/292-0490 or dnd@sigler.com

CSS DIP Program and Associated Costs

For the 2022-2023 cycle, the cost of the CSS DIP is \$6,900 as well as the additional cost (listed above) each intern must supply for maintaining themselves throughout the program (e.g., housing, board, transportation, etc.)

Cost for participants in the CSS DIP outside of the program fee include:

All costs are estimated and based upon residence in Montgomery County, MD.

| | |
|------------------|---|
| Application Fee: | \$25 |
| Transportation: | Varies between \$50/month (public transportation) and \$100/month (car) |
| Food: | Varies between \$300/month and \$600/month (Weekly annual lunch included in fee and some rotations will provide occasional meals) |
| Housing: | Varies between \$600/month and \$1800/month |
| Cell Phone: | Between \$40-\$60/month (Some urgent communication will be done via cell phone, but the preponderance will be via email). |
| Computer: | Varies between \$0 (for those interns who possess a laptop) and \$1600 (All interns will be required to have computing capacity with word processing function as well as printing access. |
| Printing Costs: | Approximately \$50 |

| | |
|-----------|---|
| Insurance | All participants are expected to obtain health insurance on their own; costs range from \$300-\$450/month |
|-----------|---|

Interns accepted into the program that choose not to participate may receive a 100% refund for program costs up to the first day of orientation. For the next 30 days, a 50% refund will be given to all interns who choose to depart the program. At the 30-day point (October 6 in 2022), interns who choose to depart the program are no longer eligible for a refund.

Elective Rotation

An 80-hour elective rotation is included in the CSS DIP and is intended to expand the experiential learning opportunities for interns. However, if the intern prefers, students may do their elective rotation at CSS, choosing from a variety of contexts for learning including research, workplace wellness, quality, or some other topic that is coordinated with the CSS DIP Program Director. Hours accrued during an elective rotation do not count towards program totals.

Elective rotations available within CSS include:

- Quality
- Workplace Wellness
- Physical Activity
- Research

In choosing a preceptor and organization for off-site learning, the intern must adhere to standards to ensure adequacy and appropriateness and to safeguard that the facility is able to provide supervised practice learning experiences based upon the competencies that interns are expected to achieve. Written affiliation agreements are maintained with all outside institutions, organizations, and/or agencies providing supervised practice experiences to meet intern competencies and must be renewed annually.

Any supervised practice undertaken as part of an elective rotation in the CSS DIP must adhere to the following criteria:

- Ability to adequately and appropriately provide experiences needed to achieve intern competencies;
- Presence of a preceptor qualified as per current ACEND accreditation standards (including being a Registered Dietitian Nutritionist)
- Reasonable distance from the CSS facility; or convenient for the Intern based on their personal situation;
- Ability to execute an Affiliation Agreement with CSS that details the responsibilities of all parties involved.

All interns who have identified off-site supervised practice locations for their elective rotations, must ensure that organization completes a signed affiliation agreement and returns it to the CSS DIP Program Director before the elective rotation has begun.

- a. Must be a full-time employee of the organization hosting the intern;
- b. Must submit a resume and copy of RD credential card;
- c. Must have the appropriate experience to supervise the intern in the rotation;
- d. Must demonstrate ongoing professional growth as evidenced by the CDR Log.

Further, the identified Preceptor for the Elective Rotation must complete the “CSS DIP) Preceptor Qualification Form” and forward a copy of their current CV, resume or CDR Log.

Both the off-site facility and the intern experience are evaluated by interns at the completion of their rotation. At the conclusion of each intern rotation, it is the responsibility of the CSS DIP Program Director to analyze the intern comments and determine if the facility has maintained the standards as appropriate. As part of the ongoing program evaluation process, the Program Director may report to the CSS DIP Advisory Panel that the supervised practice facility and/or preceptor have not met reasonable standards for adequate training or supervision. If the Advisory Panel concurs, then the affiliation agreement may be voided. The Program Director and Advisory Panel can also propose ideas to the pertinent facility/preceptor for improving the supervised practice experience

Program Schedule

The CSS DIP has both a full- and part-time track; both programs are designed to begin shortly after Labor Day. Completion of the full-time program is based how quickly the intern completes the required 1,216 supervised practice hours, but is designed for a wrap-up in May. The part-time program is designed for the intern to complete the required supervised practice hours in one year.

Interns receive a break for Thanksgiving and over the period from Christmas to New Year’s Day. In addition, each intern has the option to take 3 additional days of leave, as needed. Days off require advance notification via email to the CSS DIP Program Director.

Because CSS is a human services provider, our programs run 365 days a year; therefore, any additional days off will require the intern to write a formal request to the CSS DIP Program Director. Individuals who are in need of additional time-off for religious observations, or a leave of absence for health or family-related emergencies, should discuss this with the CSS DIP Program Director.

2022 CSS DIP Full-Time Calendar

September 6-16, 2022: CSS DIP Orientation (Full and Part-Time)

November 21 - 25, 2022: Thanksgiving Break

December 22 – January 1, 2023: Winter Break

May 5, 2023: Exit Interviews Begin/Final Intern Luncheon

September 5, 2023: Final day to complete Full-Time CSS DIP program

2022 CSS DIP Part-Time Calendar

September 6-16, 2022: CSS DIP Orientation (Full and Part-Time)

November 21 - 25, 2022: Thanksgiving Break

December 22 – January 1, 2023: Winter Break

May 5, 2023: Final Intern Luncheon

August 31, 2023: Exit Interviews Begin

March 4, 2024: Final day to complete Part-Time CSS DIP program

How to Register a Complaint

Interns who wish to complain about any issue they experience during their time with the CSS DIP are encouraged to contact the Program Director (via email, cell or personal interaction). Formal complaints are also welcome via written communication. It is the responsibility of the Program Director to address all complaints and, if possible, find a satisfactory resolution. If necessary, the Program Director will communicate with other professionals in the CSS Community regarding the problem at hand and work to ensure that all parties are satisfied with the outcome.

If an intern feels that the Program Director has not handled a complaint appropriately, they may communicate with CSS Chief Services Officer (CSO) regarding the issue. The CSO will review the complaint and bring it to the entire CSS DIP Advisory Panel for review and resolution if deemed appropriate. If an intern feels that the Program Director or CSO has not dealt with the issue acceptably, the complaint can be submitted to the Accreditation Council for Education in Nutrition and Dietetics (ACEND), 120 South Riverside Plaza Suite 2190, Chicago, IL 60606-6995, 312-899-0040 ext 5400 <http://www.eatright.org/ACEND>. Please be aware that ACEND will only address complaints related to program non-compliance with ACEND standards.

Interns reporting problems within CSS or filing formal complaints with ACEND will not face retaliation in any manner.

Written copies of all complaints (and resolutions) will be kept on file by the CSS DIP for 7 years from the date of complaint. The contact information for the CSS DIP Director is:

Janice Goldschmidt, MPH, MS, RD, LDN
CSS DIP Program Director
Community Support Services, Inc.
9075 Comprint Court
Gaithersburg, MD 20877
jgoldschmidt@css-md.org

ACEND Verification Statements

As soon as possible after students have successfully completed all of the requirements of the CSS DIP, the Program Director will forward to each intern six signed paper copies of the ACEND Verification Statement (or a copy via email with an authenticated digital signature). Successful completion of the CSS DIP is considered to be finishing all 1,216 supervised practice hours as well as adequate performance of activities/assignments related to knowledge, competencies and skills (or completed remediation when assigned).

The CSS DIP will retain one (1) original paper copy or an electronic copy (original scanned in color or digitally signed) indefinitely for each intern.

Varied Topics:

Appropriate Dress During Internship

The CSS DIP has no specific dress code. However, it is expected that all employees and interns will exercise appropriate judgment with regard to personal appearance, dress and grooming to be most effective in the performance of their workplace duties.

Insurance Requirements:

CSS DIP interns are not required to have professional liability insurance during their participation in the program, nor for any rotations that are organized for their participation. However, liability insurance required for an elective rotation that an intern arranges is their responsibility. Interns are also responsible for their own health insurance.

Travel to Assignments

It is the responsibility of each intern to arrange for transportation to assigned rotations; interns bear all responsibility for any accidents that occur during their transportation to and from facilities offering supervised practice.

Protection of Privacy

The CSS DIP values the privacy of every intern. All personal, health, or disciplinary information collected in an intern's file will be considered protected information and will only be made available to appropriate administrators including the Program Director and those on the CSS DIP Advisory Panel. All information collected as part of the intern process is stored in files maintained by the CSS DIP Program Director and kept locked during non-business hours. The files will be maintained throughout the intern cycle and for seven years following completion of the program; ACEND Verification Statements will be maintained into perpetuity.

Injury or Illness During Supervised Practice

Interns who are injured while participating in Supervised Practice activities, or in activities related to their participation in the CSS DIP will be covered under the CSS Workers' Compensation Policy. Interns who are injured will be provided coverage for their medical expenses but not compensated for lost time. An injured intern will be required to complete all the planned supervised practice hours upon resolution of the injury.

Interns will not be compensated for illness that occurs during participation in the CSS DIP. If illness requires time off or a leave of absence from the program, it is the responsibility of the intern to make arrangements with the Program Director. An intern who is out for illness will be required to complete all the planned supervised practice hours upon resolution of the illness.

Replacement of Employees

It is the policy of the CSS DIP that interns are never to be utilized in place of employees.

Compensation

CSS DIP interns are not compensated for their participation in activities or supervised practice time.

Prior Assessed Learning

The CSS DIP does not give credit for prior learning experiences.

Intern Access to Personal File

All CSS DIP interns have the right to access their paper file; requests should be made to the Program Director. Interns will have immediate access to electronic records, included accrued hours, and grades.

Drug Testing

Drug testing is not required for participants in the CSS DIP nor for any rotations that the Program organizes for interns. Drug testing may be required for an elective rotation that an intern organizes; it is the responsibility of the intern to arrange and pay for this drug testing.

Criminal Background Checks

Prior to orientation, all CSS DIP interns are required to complete a “Consent for Release of Information” form that will be submitted to the Maryland Child Protective Services Program to determine if the intern has any history of child abuse. If there is evidence of child abuse, the individual will not be allowed to participate in the CSS DIP. This form will be forward to CSS DIP participants prior to orientation.

Emergency Form

All CSS DIP interns are required to complete an Emergency Contact Form of individuals to contact in the event of an emergency. This form will be forwarded to CSS DIP participants prior to orientation.

CSS DIP Intern Monitoring

Intern Performance Monitoring

CSS DIP Intern performance will be assessed regularly by the Program Director through direct observation and interaction, performance reviews, as well as documented outcomes from activities defined in the Student Learning Outcomes and the Summary of Learning Activities. Regularly weekly intern luncheons will be an opportunity for interns to raise concerns and questions about their rotations and assignments. Students will also have ample opportunity to interact with their peers at the luncheon and during varied rotations, and the development of study groups will be encouraged. Likewise, peer mentoring will be utilized in contexts where one intern is completing a rotation and another beginning.

During the orientation session at the beginning of an intern cycle, interns will be introduced to the “CSS DIP Code of Intern Conduct” which outlines their responsibilities as well as their options for dealing with problem issues. All interns must sign a form at orientation acknowledging receipt of the Code and that they have read and understand that they will be held to the highest standards of ethical behavior and academic integrity.

If an intern indicates (directly or indirectly) that they are struggling with some aspect of the program, the CSS DIP Program Director will use all the resources and materials available through CSS to assist the individual.

Formal intern evaluations will be undertaken at end of all rotations. All evaluations will be done by the preceptor responsible for that rotation. In turn, the process of evaluating intern performance will be analyzed as part of program evaluation at the end of each intern cycle (approximately June of each year). If warranted, changes and/or modifications to policies and procedures may be required. The CSS DIP Program Director will strive to ensure that interns receive regular reports (both verbal and written) regarding both their performance and progress.

Intern Retention

It is the job of the Program Director to monitor all interns to ensure that their performance is adequate and intervene when there are problems. Likewise, it is responsibility of the Program Director to track attendance and punctuality to ensure that any problems in this regard are resolved quickly, and do not threaten the ability of the intern to complete the program in a satisfactory manner. Where necessary, the Program Director will provide guidance as to deficits in professional behavior, foundational knowledge, self-motivation and development of skill sets.

It is the philosophy of the CSS DIP that all interns should have the opportunity to develop the qualities necessary to become an entry level nutrition professional. To do so, each intern must have set performance expectations for each rotation, a system to bring errors in performance and behavior to the attention of the Program Director, and the opportunity for interns to correct their mistakes.

Supervised Practice Documentation

Both full- and part-time tracks will utilize the Trajecsyst Report System (<https://www.trajecsyst.com/>) to track all data regarding supervised practice hours and evaluations. Students log their own supervised practice hours from their phone or computer and can even clock in and out rather than simply reporting a start and finish time. The Program Director can enter scores for assignments and evaluations can be completed by preceptors

directly onto the platform. Further, Trajecsyst gives the Program Director the ability to track competencies, assess grades for the class as a whole, analyze evaluations, and to review accrued hours in different categories. It is the responsibility of the Program Director to actively monitor the Trajecsyst Report System to ensure that interns are progressing both individually and collectively. Any noted deficiencies must be brought to the attention of the intern as soon as possible and every effort must be made to assist the individual in resolving the problem.

The Program Director is responsible for the maintenance of all records and must ensure that all technical and logistical problems with the Trajecsyst platform are resolved quickly.

Discipline and/or Termination of Interns

If the CSS DIP Program Director individually or the CSS DIP Advisory Panel collectively determine that an intern is not meeting program standards (as based on the CSS DIP Intern Code of Conduct), the matter will be discussed with the intern and a memo for the record of the discussion will be placed into the intern's personal file. Additional infractions may result in a formal written warning and/or action plan. Failure to adhere to the action plan as outlined, or additional infractions may lead to dismissal from the program. Examples of infractions which could lead to dismissal are: plagiarism, cheating, exposing clients to abuse or neglect, lying or other forms of academic dishonesty, insolence, absenteeism, habitual tardiness, refusal to cooperate, academic or supervised practice deficiencies, or non-compliance with the Academy of Nutrition and Dietetics/CDR Code of Ethics for the Profession of Dietetics found in this handbook. An intern who is persistently late or absent from the program may be dismissed from the program.

Remediation of Supervised Practice Deficiencies

If a student fails to pass a Supervised Practice rotation, the intern will be placed on probation and required to meet with the CSS DIP Program Director to develop a written SMART (Specific Measurable Attainable Relevant and Time-bound) remediation plan to address the problem. In designing, implementing and assessing effectiveness of the SMART plan, the intern will be provided with assistance and guidance. The student must acknowledge the plan with written verification and all documentation will be placed in their file.

If problems are significant, an intern may be required to repeat a rotation in order to assure satisfactory achievement of required competencies. If the remediation Dietetic Internship Student plan as implemented fails to result in a pass for the Supervised Practice rotation the student may be dismissed from the program based on the evaluation of the CSS DIP Program Director. Costs associated with extensive remediation will be the responsibility of the intern.

Access to Support Services

It is the philosophy of the CSS DIP that every effort must be made to help support a student and provide the needed resources for their success while they are in the program. When resources are not available at CSS (e.g., counseling, health services, financial assistance), every effort will be made to locate appropriate support within the community.

Sample Intern Timesheet

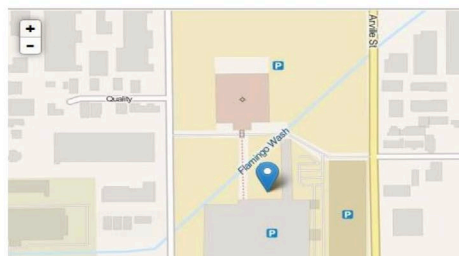
Community Support Services Dietetic Intern Program (CSS DIP) Supervised Practice Tracking Through The Trajecsys Report System

The CSS DIP exclusively uses the Trajecsys Report System to monitor supervised practice hours. Students log their own supervised practice hours from their phone or computer and can even clock in and out rather than simply reporting their hours. Mapping even allows the opportunity to show where the intern was when they signed into the platform. Further, the program gives the Program Director the ability to track competencies, assess grades on activities, analyze evaluations and to review accrued hours in different categories.



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Time and Location Tracking



MONITOR STUDENT LOCATION AND ARRIVAL TIME

The Trajecsys Report System can track student reporting of lab or clinic arrival and departure. Students have the option of reporting from a computer at the location, or by clocking in or out using a mobile device. If a site computer is used, ip address is recorded; and if using a mobile device with GPS, student location can be displayed.

Times can be verified and approved by site employees or faculty.

Faculty can log in at any time, from anywhere, to see which student is at which location, and when they got there. For some programs, it's important to document faculty visits and times at sites also; programs can extend this functionality to allow tracking of faculty site visits also.



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Forms and Journals

| Statement of Understanding | | |
|---|--|--|
| I have read the Student Handbook and the course policies. I clearly understand the policies contained in each and hereby agree to abide by these policies as long as I am a student in this program. I understand the consequences if I do not abide by these policies. | | |
| Program philosophy | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Program Curriculum Concepts | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Program Educational Outcomes | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Program Course Requirements | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Program Estimated Expenses | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Program Enrollment Requirements | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Academic Dismissal Procedure | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Attendance | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Blackboard | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Calculators | <input type="radio"/> Disagree <input type="radio"/> Agree | |
| Cell Phones | <input type="radio"/> Disagree <input type="radio"/> Agree | |

MORE ADVANTAGES TO GOING PAPERLESS

Forms may not be the main reason why your program is thinking of going paperless, but you'll soon think of new ways to use the Trajecsys Report System!

Many programs create a faculty site visit form to document when someone visits a site or student. Students can keep journals of their activities or comment on their specific activities or experiences on a regular basis. Incident report forms, absence request forms, policy acknowledgement forms - whatever you need to document or review - why not make the process easier by going paperless?

TIME/LOCATION MONITORING

ACTIVITY LOGS

CHECKOFFS/COMPETENCIES

EVALUATIONS

Sample Rotation Evaluation:
Community Support Services Dietetic Intern Program (CSS DIP)
Supervised Practice Evaluation Template

[Evaluations will be done on the Trajecsys Report System; this visual is intended to instruct students on ACEND core knowledge and competencies and provide a visual to discuss the Supervised Practice Evaluation process.]

Intern: _____

Preceptor/Site: _____

Dates Covered: _____

Please evaluate intern progress on the following competencies utilizing this rating scale:

- 1: Minimal Achievement
- 2: Satisfactory; but some improvement needed
- 3: Acceptable
- 4: Exceptional
- 0: Not applicable; did not observe this activity

During this rotation, did the Intern adhere to the CSS DIP Code of Conduct? ____ YES ____ NO

| Domain 1: Scientific and Evidence Base of Practice: Integration of scientific information and research into practice | Description of Activity | Rating |
|---|--------------------------------|---------------|
| CRDN 1.1: Select indicators of program quality and/or customer service and measure achievement of objectives. | | |
| CRDN 1.2: Apply evidence-based guidelines, systematic reviews and scientific literature. | | |
| CRDN 1.3: Justify programs, products, services and care using appropriate evidence or data. | | |
| CRDN 1.4: Evaluate emerging research for application in nutrition and dietetics practice. | | |
| CRDN 1.5: Conduct projects using appropriate research methods, ethical procedures and data analysis. | | |
| CRDN 1.6: Incorporate critical-thinking | | |

| | | |
|-----------------------------|--|--|
| skills in overall practice. | | |
|-----------------------------|--|--|

| Domain 2. Professional Practice Expectations: Beliefs, values, attitudes and behaviors for the professional dietitian nutritionist level of practice. | Description of Activity | Rating |
|---|--------------------------------|---------------|
| CRDN 2.1: Practice in compliance with current federal regulations and state statutes and rules, as applicable, and in accordance with accreditation standards and the Scope of Nutrition and Dietetics Practice and Code of Ethics for the Profession of Nutrition and Dietetics. | | |
| CRDN 2.2: Demonstrate professional writing skills in preparing professional communications. | | |
| CRDN 2.3: Demonstrate active participation, teamwork and contributions in group settings. | | |
| CRDN 2.4: Function as a member of interprofessional teams. | | |
| CRDN 2.5: Assign duties to NDTRs and/or support personnel as appropriate. | | |
| CRDN 2.6: Refer clients and patients to other professionals and services when needs are beyond individual scope of practice. | | |
| CRDN 2.7: Apply leadership skills to achieve desired outcome | | |
| CRDN 2.8: Demonstrate negotiation skills. | | |
| CRDN 2.9: Participate in professional and community organizations. | | |
| CRDN 2.10: Demonstrate professional attributes in all areas of practice. | | |
| CRDN 2.11: Show cultural competence/sensitivity in interactions with clients, colleagues and staff. | | |
| CRDN 2.12: Perform self-assessment and develop goals for self-improvement | | |

| | | |
|---|--|--|
| throughout the program. | | |
| CRDN 2.13: Prepare a plan for professional development according to Commission on Dietetic Registration guidelines. | | |
| CRDN 2.14: Demonstrate advocacy on local, state or national legislative and regulatory issues or policies impacting the nutrition and dietetics profession. | | |
| CRDN 2.15: Practice and/or role play mentoring and precepting others. | | |

| Domain 3. Clinical and Customer Services: Development and delivery of information, products and services to individuals, groups and populations. | Description of Activity | Rating |
|---|--------------------------------|---------------|
| CRDN 3.1: Perform the Nutrition Care Process and use standardized nutrition language for individuals, groups and populations of differing ages and health status, in a variety of settings. | | |
| CRDN 3.2: Conduct nutrition focused physical exams. | | |
| CRDN 3.3: Demonstrate effective communications skills for clinical and customer services in a variety of formats and settings. | | |
| CRDN 3.4: Design, implement and evaluate presentations to a target audience. | | |
| CRDN 3.5: Develop nutrition education materials that are culturally and age appropriate and designed for the literacy level of the audience. | | |
| CRDN 3.6: Use effective education and counseling skills to facilitate behavior | | |

| | | |
|--|--|--|
| change. | | |
| CRDN 3.7: Develop and deliver products, programs or services that promote consumer health, wellness and lifestyle management. | | |
| CRDN 3.8: Deliver respectful, science-based answers to client questions concerning emerging trends. | | |
| CRDN 3.9: Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources. | | |
| CRDN 3.10: Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups and individuals. | | |

| Domain 4. Practice Management and Use of Resources: Strategic application of principles of management and systems in the provision of services to individuals and organizations. | Description of Activity | Rating |
|---|--------------------------------|---------------|
| CRDN 4.1: Participate in management of human resources. | | |
| CRDN 4.2: Perform management functions related to safety, security and sanitation that affect employees, customers, patients, facilities and food. | | |
| CRDN 4.3: Conduct clinical and customer service quality management activities. | | |
| CRDN 4.4: Apply current nutrition informatics to develop, store, retrieve and disseminate information and data. | | |

| | | |
|---|--|--|
| CRDN 4.5: Analyze quality, financial and productivity data for use in planning. | | |
| CRDN 4.6: Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment | | |
| CRDN 4.7: Conduct feasibility studies for products, programs or services with consideration of costs and benefits. | | |
| CRDN 4.8: Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies. | | |
| CRDN 4.9: Explain the process for coding and billing for nutrition and dietetics services to obtain reimbursement from public or private payers, fee-for-service and value-based payment systems. | | |
| CRDN 4.10: Analyze risk in nutrition and dietetics practice. | | |

| Intern Strengths | Examples |
|-------------------------|-----------------|
| | |
| | |
| | |

| Intern Weaknesses | Examples |
|--------------------------|-----------------|
| | |
| | |
| | |

Explanations of any scores of “1” and recommendations for remediation:

| Score of “1” | Recommendations |
|---------------------|------------------------|
| | |
| | |
| | |

Intern Signature and date: _____

Preceptor Signature and date: _____



Community Support Services, Inc.

General CSS Policies and Procedures

- *Commitment to Safety*
- *Fraud Policy*
- *Compliance on Reportable Incidents*
- *Parking Policy*
- *Prohibition against Abuse and Neglect*
- *Cell Phone Policy*
- *Policy on Damage or Loss of Personal Property*
- *National Emergency Policies*
- *Visitation Policy*
- *Computer and Internet Use Policy*
- *Conflict of Interest Policy*
- *Equal Employment Opportunity Policy*
- *Security ID Badge Policy*
- *HIPAA Confidentiality Policy*

Community Support Services, Inc.
Commitment to Safety

CSS is committed to providing a safe living environment for all individuals supported by CSS, and a safe working environment for all CSS employees, consultants, volunteers and anyone connected with the organization (herein defined as “CSS representatives”). For this commitment to be met, our safety program must have the active support and participation of every member of the organization. The safety of the individuals supported by CSS, CSS representatives, and the community, is the overriding concern of all policies and procedures which govern CSS programs.

CSS is committed to preventing all work-related accidents, illnesses, and injuries. CSS representatives’ safety considerations are inseparable from all other aspects of our business. An intensive and ongoing CSS representative training program will be maintained to ensure that all CSS representatives have the skills needed to perform job duties safely and effectively.

Individuals supported by CSS will receive services and accommodations as needed to maximize safety in their homes and community. Consistent plan implementation and prompt reporting of incidents are the keys to minimizing unsafe behaviors. Investigations of incidents will occur promptly, and unsafe acts will be addressed promptly.

CSS is committed to maintaining facilities in good condition and utilizing community facilities that are properly accommodated for our clients and CSS representatives. Facility inspections, ongoing preventative maintenance, and prompt repairs are the keys to safe living and work environments. Unsafe conditions are to be reported and addressed promptly. All CSS representatives need to participate in maintaining facilities in an organized manner that focuses on safety.

Technology including surveillance may be utilized on CSS property in order to enhance safety. Cameras may be operated in common areas of residences, offices and vehicles as deemed useful. GPS tracking devices may be used in vehicles, computers and cell phones as deemed useful. Data collected from these devices will be reviewed by authorized CSS representatives or consultants in compliance with all applicable policies and regulations. Photos of injuries or facility damage may be taken by CSS representatives involved and attached to incident reports or shared with authorized CSS representatives. The purpose of the use of technology is to more accurately understand incidents which could impact safety, to prevent incidents and to make informed decisions in response to incidents.

It must be recognized that every-day activities present some risks for everyone. The keys to minimizing risks are the ongoing identification and awareness of potential risks, skills in avoiding risks or making accommodations that reduce the risk, and prompt reporting of incidents in order to provide treatment and avoid the same incident for others. Safety considerations must be a primary focus in the planning of programs and activities, and an integral part of the ongoing implementation of these programs.

Community Support Services, Inc.
Commitment to Safety Policy

Acknowledgement of Receipt and Understanding

I have read and agree to follow the CSS Commitment to Safety Policy.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
HIPAA Confidentiality Agreement

For the purpose of this agreement, an “Individual” is defined as an individual supported by Community Support Services, Inc. (CSS), an employee, consultant volunteer or anyone connected with CSS (herein defined as “CSS representative”). I understand that an Individual’s information includes, but is not limited to; health and medical records, individual plan and behavioral records, personnel records, and financial records. “Operational Information” includes, but is not limited to; human resources, payroll, financial, technical, management and administrative information, and other confidential CSS information.

I understand CSS and CSS representatives have a legal responsibility to protect an Individual’s privacy. To do that, it must keep an Individual’s information confidential and safeguard the privacy of an Individual’s information. In addition, I understand that during the course of my employment or other work with CSS, I may see or hear other confidential information including Operational Information pertaining to the organization that must be maintained as confidential.

By signing this agreement, I understand and agree that:

I will keep Individual and Operational Information confidential, and that I will disclose such information only as it is necessary for the performance of my job or relationship with CSS.

I will keep paper records locked on CSS property in designated areas when not in use. I agree not to disclose or discuss any Individual or Operational Information with others, including friends, or family, who do not have a need-to-know.

I will not take photos or video of Individuals without their permission and I will not use photos or other material to produce videos, post on social media sites, or publish in anyway without the written permission of the Individual and CSS.

I agree not to discuss either Individual or Operational Information in public areas (even if specifics such as an Individual’s name is not used), unless that public area is an essential place for the performance of my job.

I agree not to access any Individual or Operational Information or utilize equipment, other than that which is required to do my job, even for personal reasons. If I have any questions about whether access to certain information is required for me to do my job, I will immediately ask my supervisor for assistance.

I will not disclose, copy, transmit, inquire, modify, or destroy Individual or Operational Information or other confidential CSS information without permission from my supervisor. This especially includes transmissions from CSS to my home or personal devices.

I agree to keep all security codes and passwords used to access the facility, equipment or computer systems, confidential at all times. I will not knowingly use another person’s computer password instead of my own for any reason unless authorized by CSS.

I agree to take reasonable care to properly secure Individual or Operational Information on my computer and will take steps to ensure that others cannot view or access such information. When

I am away from my workstation or when my tasks are completed, I will log off my computer or use a password-protected screensaver in order to prevent access by unauthorized users.

Once my job or relationship with CSS is terminated, I will immediately return all property (e.g., keys, documents, ID badges, etc.) to CSS.

Even after my job is terminated, I agree to meet my obligations under this agreement. I understand that violation of this agreement may result in disciplinary action, up to and including termination of my employment or relationship with CSS, and this may include civil and criminal legal penalties.

Regardless of the capacity in which I work, I understand that I must sign and comply with this agreement in order to be hired or continue to work for CSS.

I have read the HIPAA Confidentiality Agreement and agree to comply with it so that I may obtain employment with CSS or continue to work with CSS.

Community Support Services, Inc.
HIPAA Confidentiality Agreement

Acknowledgement of Receipt and Understanding

I have read and agree to follow the CSS HIPAA Confidentiality Agreement.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Equal Employment Opportunity Policy

Community Support Services is committed to providing a non-discriminatory employment environment for its employees, consultants, and volunteers. The policy of CSS is to fully comply with applicable federal, state and local laws, rules and regulations in the area of non-discrimination in employment.

Discrimination against employees, applicants, consultants, and volunteers due to national origin, ancestry, race, color, creed, political or religious opinion or affiliation, gender, age (40 years and older), sexual orientation, gender identity, genetic information, pregnancy, marital status, military or veteran status, or physical and mental disability is prohibited. Violations of this policy will be subject to discipline, up to and including termination.

Equal employment opportunity and non-discriminatory commitments include, but are not limited to, the areas of recruitment, hiring, promotion, demotion or transfer, recruitment, discipline, layoff or termination, rate of compensation and company sponsored training. All employees, consultants, and volunteers are expected to comply with this Equal Employment Opportunity Policy. Managers and supervisors who are responsible for meeting business objectives are expected to cooperate fully in meeting CSS's equal employment opportunity objectives.

Any employee, consultant, or volunteer who believes he or she has been discriminated against must immediately report any incident to the Executive Director or the Director of Human Resources. The company will not tolerate retaliation against any employee, consultant, or volunteer who reports acts of discrimination or provides information in connection with any such complaint. If you have any questions regarding this policy, please contact the Director of Human Resources at ext. 280.

I have read and agree to follow the CSS Equal Employment Opportunity Policy.

Community Support Services, Inc.
Equal Employment Opportunity Policy

Acknowledgement of Receipt and Understanding

I have read and agree to follow the CSS Equal Employment Opportunity Policy.

Signature of Intern

Print Name

Date



Community Support Services, Inc.
9075 Comprint Court
Gaithersburg, MD 20877
Telephone: (301) 926-2300
Fax: (301) 926-6780
www.css-md.org

CSS Security ID Badge

Community Support Services has a security system installed in the buildings. This system allows badge access for all CSS employees for entry into the building, between the hours of 7am – 10pm, Monday Friday. After 10pm, the doors will not unlock. Forced entry will activate an alarm.

There are three badge access points: one is located at the front entry to the main 9075 building. The second is the back doors leading from the rear parking lot. The third access point is the stairwell entrance closest to the gym.

How to use your badge:

- Simply walk up to the access panel and wave your badge in front of it. You will immediately hear a click; this means that the door unlocked itself, giving you entry into the building.

Security Badge Guidelines:

- All staff are held responsible for any badge that is issued to them. Therefore, every staff member is required to use **only the badge** that was assigned to him/her individually.
- A security camera will record all entries into the building. As long as your badge code (on the back of the badge) matches the visual image, you are authorized to enter the building.
- Lost/Stolen badges must be reported to Kerrie Love in HR immediately to prevent unauthorized access to the building. **The first replacement badge will be free of charge. Each subsequent replacement badge will be \$7.50.**
- Access to the building is limited. Staff have authorized access to the building after hours in accordance with the activity schedule of their clients and also to obtain medication in the after hours medication box.
- Staff are not authorized for after hours entry for personal use or office services, without prior approval. Office services include using the copier, fax machine, computers, internet, or obtaining forms, all of must be done during the regular office hours of 8am – 6pm, Monday thru Friday.
- If you are experiencing any problems with your badge, please contact Kerrie Love in HR immediately.

Community Support Services, Inc.
CSS Security ID Badge Policy

I have read and agree to follow the CSS Security ID Badge Policy.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Conflict of Interest Policy

PURPOSE

The purpose of this policy is to protect CSS' interests when it is contemplating entering into a transaction or arrangement that might benefit excessively, as determined by the governing body, the private interest of an employee, consultant, or volunteer. This policy does not replace any applicable state or federal law concerning conflict of interest with respect to nonprofit or charitable organizations.

DEFINITIONS

Interested Person – Any employee, consultant, or volunteer who has a direct or indirect financial interest, as defined below, is an interested person.

Financial Interest – A person has a financial interest if the person has, or could potentially have, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which CSS has a transaction or arrangement
- b. A compensation arrangement with CSS or with any entity or individual with which CSS has a transaction or arrangement.

Compensation includes direct or indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. A conflict of interest exists only if the Board of Directors decides that a conflict of interest exists.

PROCEDURES

In connection with a proposed transaction or arrangement, a CSS employee, consultant, or volunteer who then/may then become an interested person must disclose the existence of a (potential) financial interest and be given the opportunity to disclose all material facts to the governing Board.

If a conflict of interest exists, the CSS Board President shall appoint a disinterested person or committee to explore alternatives to the financial interest at issue. Upon completion of the investigation, the CSS Board shall determine whether CSS can obtain with reasonable efforts a more advantageous transaction from a person or entity that would obviate a (potential) conflict of interest. If a more advantageous transaction is not reasonably possible, the disinterested members of the governing body shall determine whether the entrance into the transaction is in the agency's best interest, and pursuant to such determination, decide whether to enter into the transaction.

All employees, consultants, and volunteers must disclose actual or possible conflicts of interest. If it is determined, after due process, that an employee, consultant, or volunteer has failed to disclose a (possible) conflict of interest, appropriate disciplinary and/or corrective action will be taken.

Each CSS employee, consultant, or volunteer shall sign this conflict of interest statement, which affirms he/she has read, understands, and agrees to abide by the policy to ensure CSS operates in a manner consistent with charitable purposes and that it does not engage in activities that could jeopardize its tax-exempt status.

Community Support Services, Inc.
Conflict of Interest Policy

I have read and agree to follow the CSS Conflict of Interest Policy.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Computer and Internet Use Policy

PURPOSE

- A. To better serve our consumers and provide our employees/consultants/volunteers and anyone connected with the organization (herein defined as “CSS representatives”) with the best tools to do their jobs, Community Support Services, Inc. (CSS) makes available to our workforce access to one or more forms of electronic media and services, including computers, tablets, e-mail, telephones, voicemail, fax machines, wire services, online services, intranet, Internet and the World Wide Web.
- B. CSS encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about consumers, vendors, technology, and new products and services. However, all CSS representatives should remember that electronic media and services provided by the company are company property and their purpose is to facilitate and support company business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.
- C. To ensure that all CSS representatives are responsible, the following guidelines have been established for using e-mail and the Internet. No policy can lay down rules to cover every possible situation. Instead, it is designed to express CSS’s philosophy and set forth general principles when using electronic media and services.

PROHIBITED COMMUNICATIONS

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

- 1. Discriminatory or harassing;
- 2. Derogatory to any individual or group;
- 3. Obscene, sexually explicit or pornographic;
- 4. Defamatory or threatening;
- 5. In violation of any license governing the use of software; or
- 6. Engaged in for any purpose that is illegal or contrary to CSS policy or business interests.

PERSONAL USE

The computers, electronic media and services provided by CSS are primarily for business use to assist CSS representatives in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, nonbusiness purposes is understandable and acceptable, and all such use should be done in a manner that does not negatively affect the systems' use for their business purposes. However, CSS representatives are expected to demonstrate a sense of responsibility and not abuse this privilege. Accessing social media sites (ex. Facebook, Twitter, Instagram, etc.) for non-business purposes is prohibited.

ACCESS TO CSS REPRESENTATIVES’ COMMUNICATIONS

- A. CSS reserves the right, at its discretion, to review any CSS representative’s electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other company policies.
- B. CSS representatives should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.
- C. CSS actively monitors all computer and technology use. Any violations of the policy contained herein may result in disciplinary action, up to and including termination.

SOFTWARE

To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Including, but not limited to instant message and remote control programs. Only software registered and/or approved through CSS may be downloaded. CSS representatives should contact the system administrator if they have any questions.

SECURITY/APPROPRIATE USE

- A.** CSS representatives must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization has been granted by company management, CSS representatives are prohibited from engaging in, or attempting to engage in:
 - 1. Monitoring or intercepting the files or electronic communications of other CSS representatives or third parties;
 - 2. Hacking or obtaining access to systems or accounts they are not authorized to use;
 - 3. Using other people's log-ins or passwords; and
 - 4. Breaching, testing, or monitoring computer or network security measures.
- B.** No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.
- C.** Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- D.** Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.
- E.** CSS representatives may not allow visitors (non-CSS representatives) to use CSS computer equipment or the Internet unsupervised for unrelated work activities of any kind.

PARTICIPATION IN ONLINE FORUMS

- A.** CSS representatives should remember that any messages or information sent on company-provided facilities to one or more individuals via an electronic network—for example, Internet mailing lists, bulletin boards, and online services—are statements identifiable and attributable to CSS.
- B.** CSS recognizes that participation in some forums might be important to the performance of a CSS representative's job. For instance, a CSS representative might find the answer to a technical problem by consulting members of a news group devoted to the technical area.

VIOLATIONS

Any CSS representative who abuses the privilege of their access to e-mail or the Internet in violation of this policy will be subject to corrective action, including possible termination of employment, legal action, and criminal liability.

CSS REPRESENTATIVE AGREEMENT ON USE OF E-MAIL AND THE INTERNET

I have read, understand, and agree to comply with the foregoing policies, rules, and conditions governing the use of the Company's computer and telecommunications equipment and services. I understand that I have no expectation of privacy when I use any of the telecommunication

equipment or services. I am aware that violations of this guideline on appropriate use of the e-mail and Internet systems may subject me to disciplinary action, including termination from employment, legal action and criminal liability. I further understand that my use of the e-mail and Internet may reflect on the image of CSS and that I have responsibility to maintain a positive representation of the company. Furthermore, I understand that this policy can be amended at any time.

Community Support Services, Inc.
Computer and Internet Use Policy

I have read and agree to follow the CSS Computer and Internet Use Policy.

Signature of Intern

Print Name

Date

Visitation Policy

Definitions

Authorized visitor - Family members, friends, co-workers, neighbors volunteers approved by CSS or CSS staff members or consultants involved in the social life of the individual, care of the individual, provision of services to the individual or a person authorized by a CSS supervisor.

Unauthorized visitor - Any person who is not an authorized visitor as defined above and who has not been approved in advance as a visitor.

Authorized visitors may visit CSS locations at any reasonable time without prior notice. Visitors may want to call in advance in order to ensure that the individual is there and to avoid sudden changes in schedules or the interruption of scheduled activities. Authorized visitors may be required to show identification if not known to the employee, consultant, volunteer, or individual connected with the organization (herein defined as "CSS representative") on duty. Visitors may not stay overnight unless approved in advance by the Executive or Associate Director. Visitors are encouraged to participate in ongoing activities if desired by the individual within reasonable time limits. Activity schedules of the individuals should not be altered due to visitation, but rather the visitor be incorporated into the schedule in a friendly and nonintrusive manner. Visitors are expected to follow CSS policies and procedures if any apply while in a residence or other facility. Visitation may be restricted by the interdisciplinary team if such a modification is in the best interest or is the preference of the individual. The CSS Executive Director may modify visitation of a specific person if violation of CSS policies by the visitor is a concern.

Each individual will maintain an updated list of authorized visitors which will be reviewed at least annually by the interdisciplinary team. The list for each individual living in a residence operated by CSS will be readily available at all times. CSS representative will check the list and ask for identification from any person visiting the home. Any person requesting to visit the home must be on the list or have authorization in advance from a CSS supervisor before being admitted to the house or allowing an individual to accompany the visitor out of the house. Any CSS representative visiting the home who is not a member of the individual's team must have authorization from a CSS supervisor in order to be admitted to the house. The CSS representative responsible at the location is responsible for determining if a visitor is authorized and for not admitting unauthorized visitors at any time. Any CSS representative member observing the presence of an unauthorized visitor is responsible to report the situation immediately to the supervisor on call. Unauthorized visitors may not attend events such as birthday or holiday parties held at CSS homes unless authorized in advance by a CSS supervisor.

Individuals supported by CSS may visit the homes or go on outings with authorized persons in accordance with the schedule developed by the interdisciplinary team. A list of homes and other locations the person may visit is to be developed by the team and be readily available at all times. CSS representatives may not take the individual to their own homes or to locations to which they have been invited without prior approval by the team and a CSS supervisor. CSS representative assigned to the Community Resource Center may not receive personal visitors for extended periods of time at this location. Visitors may come to tour the facility or meet the CSS representative briefly. Visitors to the building must be accompanied by the CSS representative while touring the building. Children of CSS representative's may visit for brief periods or with prior approval from supervisor but must remain with a supervising adult at all times. All visitors must check in at the main desk, and the receptionist will locate the CSS representative to meet the visitor. Family members may visit the building at any time but may want to call ahead if

they want to meet a specific person. CSS representatives may not be available without appointments at a given time. CSS representatives with an identification card may enter the CSS building for work related activities during regular hours of operation. CSS representatives may not enter the building or allow visitors to enter the building for non-work related activities without prior authorization.

Community Support Services, Inc.
Visitation Policy

I have read and agree to follow the CSS Visitation Policy.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Policy on National Emergencies

CSS residences will maintain an emergency supply box containing the following, at all times: flashlights, radio, batteries, water, can opener and canned food. The box will be stored in the linen closet. Employees, consultants, volunteers and anyone connected with the organization (herein defined as “CSS representative”) responsible for CSS vehicles, are to maintain at least a half a tank of fuel in the tank at all times. Residences are to grocery shop frequently enough to maintain three or four days of fresh food as well as canned and packaged foods in the home at all times.

In the event of an emergency, CSS representatives are to maintain communication by telephone if possible with supervisors, on call service and office voice mail. Messages will be left with updates and instructions on a regular basis as long as possible. In the event of a loss of power, CSS representatives will use radios to obtain instructions for the public. CSS representatives are to follow evacuation instructions, safety instructions or any other official instructions issued in response to the emergency. Throughout any emergency situation, CSS representatives are to maintain communication if possible with family members of individuals. CSS representatives are to comply with wishes of family members regarding their individual as long as it is consistent with official instructions. For example, if government officials are requiring all residents to stay indoors, it would not be possible to take an individual to his/her family home. If a family member wishes to pick up an individual in order to proceed with an evacuation plan, CSS representatives will cooperate in every way possible. CSS representatives are to use their best judgment based on the most up to date information available of the safest actions to take for everyone.

During an emergency CSS representatives may need to adjust their work schedules in order to respond appropriately to the emergency. For example, in the event that official instructions require everyone to stay in their homes, CSS representatives supporting an individual may be required to continue on duty past their usual work schedule. Salaried staff schedules will be adjusted as soon as it is possible to provide needed time off, staff will be compensated as substitutes for staff who did come on duty or hourly employees will be paid for time worked in accordance with their contracts. CSS representative on duty during an emergency may be required to perform additional or different duties depending on the nature of the emergency and the official instructions to handle the emergency. CSS representatives will cooperate with instructions given by a supervisor or official agencies in order to maximize their safety and the safety of others and to minimize loss or damage to property. For example, during a snow storm, CSS representatives may need to assist individuals in shoveling snow from the walkway or heat pump.

I have read and understand the CSS Policy on National Emergencies. I agree to follow the policy in the event of an emergency.

Community Support Services, Inc.
Policy on National Emergencies

I have read and agree to follow the CSS Policy on National Emergencies.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Policy on Damage or Loss of Personal Property

CSS is not responsible for loss or damage of personal property of employees, consultants, volunteers or anyone connected with the organization (herein defined as “CSS representatives”) while on or off duty. CSS representatives are to provide their own clothing and personal items necessary for the work place. CSS representatives assigned to supported employment work sites should abide by the dress code of the business in which the individual is employed. CSS representatives assigned to CSS residences are to wear casual, comfortable clothing appropriate for the activities on the individuals’ schedules such as comfortable shoes for hiking or sports activities, swimming suits for swimming classes, nice casual clothes for an evening dance or party, professional clothing for meetings, etc. CSS representatives working in CSS Offices are to wear professional clothing. CSS will provide standard supplies, equipment and materials needed to perform each job. CSS representatives who wish to have specific supplies or equipment by preference may provide these items themselves with prior approval. CSS will provide reasonable accommodations including specialized equipment or supplies if needed by CSS representatives to perform his/her job.

CSS representatives may not modify, decorate or remove any CSS property without prior approval from a supervisor. CSS representatives may not adjust or change the setting on equipment such as thermostats, hot water heaters, security systems, etc., without prior approval. CSS representatives may not attach bumper stickers, paint, attach pictures or posters to walls, put up signs in yards, install cable or phone lines, or in any other way decorate or alter CSS property without prior permission from a supervisor. CSS representatives may not move furniture in order to block exits, may not lock exits from the inside, may not install locks on doors, may not block access physically with equipment to fire alarms or extinguishers or in any other way alter emergency escape routes from residences or the CSS Community Resource Center. CSS representatives may not install personal software or modify computer equipment in any way without prior approval from the Executive or Assistant Director. CSS representatives are to report any loss, damage, or alteration to property as soon as it occurs; to the Facility Maintenance Coordinator. It is an important function of every CSS representatives’ job to maintain CSS property in a safe, efficient manner.

CSS representatives assigned to work with individuals with a history of property destruction or other severely challenging behavior should wear inexpensive clothing to work, shoes which allow the CSS representatives to move quickly and comfortably, remove jewelry before coming to work, and leave personal items in a secure location such as the trunk of their car or locked cabinet. CSS representatives are to follow the strategies outlined in the individual behavioral plan in the event that an incident of property destruction occurs related to a behavioral incident. CSS representatives providing direct support to an individual are responsible to inform others involved in a behavioral incident of what they need to do to remain safe. For example, if an individual is grabbing at others, the CSS representatives needs to position himself between the individual and others in the area, and instruct the others to move to a safe distance. If someone is carrying a cup of hot coffee enters a space where an individual is located who has a history of grabbing drinks, the CSS representatives is to position themselves between the people and instruct the newcomer to remove the drink or leave the area.

CSS representatives working in the office or other environments in which individuals also participate are to be responsible for securing their own personal possessions such as purses, and ensuring that food and drinks are not left in accessible places where they can be grabbed or

spilled. Office CSS representatives are responsible for securing the building when they leave and communicating to other CSS representatives still working in the building. CSS representatives may not enter or remain in the CSS Community Resource Center after 10:30 p.m., or before 7:00 a.m. without prior authorization. Any CSS representatives entering the building by key or ID card must ensure that the building is secure when they leave the building. CSS representatives may only use the card issued to them to enter the building. The ID card may not be loaned to any other person at any time. Loss of an ID card must be reported immediately to Human Resources.

CSS representatives assigned to a CSS residence are responsible for securing the residence at all times unless otherwise directed by a supervisor. CSS representatives are not to loan the house key to another person without authorization. CSS representatives using CSS vehicles are to lock the vehicle at all times. The CSS vehicle may not be loaned to other CSS representatives or any other person unless authorized by a supervisor.

If damage or loss of property occurs, CSS representatives are to complete an incident report and any other data required by the behavior plan. The incident report will be reviewed by the supervisor and the Quality Assurance Committee. The QA Committee may determine if personnel actions recommended by the supervisor are appropriate, if actions should be taken to prevent additional occurrences in the future, or if any reimbursement or replacement of the property will be recommended to the Director.

Community Support Services, Inc.
Conflict of Interest Policy

I have read and agree to follow the CSS Conflict of Interest Policy.

Signature of Intern

Print Name

Date

Cell Phone and Mobile Device Policy and Waiver

Definitions

CSS Representative: An employee, consultant, volunteer or anyone connected with the organization

Cell Phone: Mobile phones used for voice and text communication, including smart phones and traditional mobile phones without operating systems (OS).

Mobile Device: Phones, tablets and other portable computing devices with the ability to access CSS information, including protected health information (PHI) and CSS's network including email.

Appropriate Use

Community Support Services, Inc. (CSS) allows CSS representatives to access network resources, including email using personal and company issued cell phones and mobile devices. CSS may provide a stipend to a CSS representative for the use of their cell phones for work-related communications. Except in the case of an emergency, the use of cell phones and any other mobile devices (i.e. ipods, ipads, laptops, etc.) for personal business should not occur when supporting an individual during work hours, including while providing support during a structured activity, at a job site or at an appointment. During these times, cell phones are not to be answered nor calls or texts made unless an individual is in danger or additional coordination is needed in order to complete an activity properly. The use of a cell phone or mobile device of any kind while operating a vehicle in motion is prohibited.

Cell phone conversations, texting and the use of other mobile devices distract CSS representatives from attending fully to the needs of the individual they are supporting. The use of ear phones at any time while working with individuals or performing CSS work duties is prohibited. Texting and talking on a cell phone or using a mobile device gives employers, facility managers, and community members the impression that the CSS representative is not fully engaged in supporting the individual in his/her activity.

Texting and talking on cell phones may be used intermittently throughout the day for a duration of less than five minutes for the following business-related purposes: to confirm a supervisor's instructions; to confirm a client's appointment; to clarify directions pertaining to a location to which the CSS representative is taking a client; to coordinate a client-related activity with a fellow CSS representative; or to communicate an emergency situation. Cell phones may also be used during breaks between structured activities or during transition times for the above-listed purposes. CSS representatives should not give personal cell phone numbers to parents or other people that do not need direct communication. Parents should be encouraged to call the voice mail, put notes in the communication book or contact a supervisor. If a parent wants to have communication with their son or daughter, they should use the individual's cell phone if they have one. The CSS representative can assist the individual to use his/her cell phone.

If a CSS representative receives a phone call or text during work hours that does not relate to the above-listed approved uses, he/she is to terminate the call and make other arrangements to call the person back at a more appropriate time. [A supervisor or parent calling should be told, for example, "I apologize, but I am working with (client's name) at his/her job site and cannot talk

now. May I call you back at our lunch break?"] Complaints about cell phone use, texting or the use of other mobile devices from anyone, including a job site employer/supervisor, a member of the community, a visitor, a parent, or another co-worker, will be taken seriously and disciplinary action will be taken. It is the responsibility of the CSS representative to keep cell phones and mobile devices secure, **CSS will not be responsible for loss or damage.**

Security

Appropriate measures must be taken when using mobile devices to ensure the confidentiality, integrity and availability of sensitive information, including protected health information (PHI) and that access to sensitive information is restricted to authorized users.

System users with access using mobile devices shall consider the sensitivity of the information including PHI that may be accessed and minimize the possibility of unauthorized access.

CSS prohibits the synching of CSS-owned smartphones, tablets and other technology devices to personal computers and technology devices.

CSS prohibits the synching of personal smartphones, tablets and other technology devices to CSS-owned computers and technology devices.

Mobile devices (excluding cell phones) will be password protected by the staff member using the native device locking setting.

Mobile devices (excluding cell phones) will have a screen lock policy, locking the device after 5 minutes of inactivity, using the native device settings.

CSS implements Google App sync technologies to control access to the agency's email system.

Remote Wipe (only applicable devices)

CSS representatives that use a mobile device that connects to the agency's network and/or is able to backup, store or access any agency data is subject to a remote wipe.

A remote wipe will ONLY be initiated if deemed necessary in situations such as, but not limited to, the following:

- Theft of device
- Loss of device
- Termination of employment in which the user has not cleared the agency's data by another method.
- Security breach of device

In the event of theft or a missing device a Security Incident Report should be filed immediately, notifying CSS's Security Officer (Director of Administration) and Executive Director.

CSS Representative Declaration

I have read, understand and will abide by the above Cell Phone and Mobile Device Policy and Waiver, and I consent to have my mobile device wiped if the deemed necessary and subject to the conditions stated above.

Community Support Services, Inc.
Cell Phone and Mobile Device Policy and Waiver

I have read and agree to follow the CSS Phone and Mobile Device Policy and Waiver.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Policies Prohibiting Abuse and Neglect

Employees, consultants, volunteers and anyone connected with the organization (herein defined as “CSS representatives”) are expressly forbidden to engage in any activities/interactions that may be considered abuse or neglect as defined below. In accordance with the Annotated Code of Maryland, abuse is defined as:

- 1.) The physical or mental injury of any individual (child or adult) under circumstances that indicate that the individual's health or welfare was harmed or was at substantial risk of being harmed; and/or
- 2.) Sexual abuse of any individual (child or adult), whether physical injuries were sustained or not.

In accordance with the Annotated Code of Maryland, neglect is defined as: failure to give proper attention to any individual (child or adult) by any individual responsible for the care and supervision of the child/adult, which may jeopardize that individual's mental or physical health.

The following acts constitute abuse or neglect:

- 1.) Humiliating or degrading verbal punishment, including ridicule, sarcasm, shaming, and scolding;
- 2.) Corporal punishment, including slapping, punching, hitting, shaking, standing rigidly in one spot or any and all other kinds of physical discomfort;
- 3.) Punishment procedures involving deprivation of, but not limited to, the following: food, clothing, and contact with family;
- 4.) The use of medication or behavior modifying drugs as a substitute for a behavior change program or for the convenience of the CSS representative;
- 5.) Failure to follow physician's, psychologist's or other specific treatment or procedure;
- 6.) Failure to follow the minimum supervision ratio and guidelines stipulated in the individual's plan; and
- 7.) Any and all acts that fit the above listed definitions of abuse and neglect.

Any CSS representative accused of abuse or neglect may be reassigned or suspended from work without pay until a full investigation is complete. Results of the investigation shall be recorded in the CSS representative's personnel file. If there is reasonable evidence that the accused CSS representative engaged in abuse or neglect, the CSS representative shall be terminated and may be prosecuted.

I have read, fully understand, and agree to adhere to CSS's policy regarding abuse and neglect. I understand that failure to follow any of the above-prescribed rules will result in immediate disciplinary action.

**Community Support Services, Inc.
Policies Prohibiting Abuse and Neglect**

I have read and agree to follow the CSS Policies Prohibiting Abuse and Neglect.

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Signature of Intern

Print Name

Date

Community Support Services, Inc.
Parking Policy

Parking is often difficult throughout Montgomery County. Whenever driving as an employee, consultant, volunteer or anyone connected with the organization (herein defined as “CSS representative”), you are expected to follow parking rules as part of your job duties.

Weekday Parking, 8:00am – 7:00pm

During the hours of 8am to 7pm, Monday through Friday, the parking lot in front of the main building is reserved for visitors, parents, vehicles being unloaded or picking up supplies, vehicles used for children and vehicles used for adults unable to walk. Everyone else is expected to park in one of the following places:

1. The lot behind the CSS main building. This can be accessed from Industrial Drive or behind CSS North (9055 Comprint Court). This lot extends from the CSS back door to the sloped driveway leading down to the lower parking area of 9055. This upper lot is for CSS use only. No parking is allowed in the lower lot of 9055.
2. The lot around the Industrial building. The spaces are marked, but not designated for each bay. CSS rents five bays and can park around the building when a space is free. Parking near the CSS back door and Bay 15, the end unit, is convenient as is parking at the front near Bay 1 and Industrial Drive. Do not double park in this lot, park in unmarked spaces, or in spaces marked no parking.
3. In any parking space along Industrial Drive.
4. Along the side of Comprint Court between the Burger King and the CSS main building or in the circle of Comprint Court.

All parking signs and notices must be obeyed. Parking is not allowed in our neighbor’s lots, in the driveway of our neighbor, or in the front CSS parking lot (including double parking and parking along the curb).

Evening and Weekend Parking

During evening and weekend hours, all the parking areas above may be utilized. Additionally, the CSS front parking lot may be used to park in marked parking spaces on a first come basis by anyone accessing the building. Do not double park or park in unmarked spaces blocking in others. Weekend parking is also allowed in our neighbor’s lots as they do not operate on weekends.

CSS North Parking – (9055 Comprint Court)

During the hours of 8am to 5pm, Monday through Friday, NO CSS representatives are permitted to park in the lower parking lots at 9055. The lower lots include both front parking lots and the lower level rear parking lot. CSS representative are permitted to park in the large upper parking lot that begins behind the CSS main building and extends behind CSS North. You can access this parking by entering the 9055 lot off Comprint Court and continuing up the sloped ramp or you can enter from Industrial Drive.

Industrial Drive

Parking is allowed in any marked space. Parking is not allowed in the driveway or in front of our bays in unmarked areas. Double parking is not allowed. If the lot is full, street parking is also available on Industrial Drive.

Residences

Each residence has two assigned parking places. CSS representatives are to note which parking spaces or area is assigned to our house. The CSS van and private CSS representative vehicles are to be parked in the assigned spaces. Additional vehicles belonging to CSS representative are to be parked in visitor spaces only or in legal parking places on the nearest street. Double parking is not allowed. Parking in neighbor's spaces is not allowed. CSS representative need to ask if persons coming to the house are parked correctly and give them instructions on where parking is allowed. CSS representatives are expected to respond to neighbor complaints in a friendly manner, apologize for any parking mistakes and make necessary corrections.

In a few neighborhoods, exceptions to the above policy may exist. Please make yourself familiar with the specific rules and exceptions of the neighborhood and house. Changes can be made for a specific house by discussing with team members and the program supervisor to determine an appropriate solution. All parking issues should be discussed with the supervisor until a solution is determined. Please notify Laura Lear, Administrative Director, if parking problems arise and cannot be solved by the team. The parking policy is to avoid tickets, towing and angry neighbors and to provide safe, user friendly parking. Compromise may be necessary to accomplish this goal.

Community Locations

Park in legally marked spaces in shopping centers malls or work site locations. If your assigned work vehicle has handicapped tags, you may park in handicapped marked spaces. If the van does not, you may not park in handicapped spaces. Check that the space is large enough before pulling in. If the space has a meter, check the meter and feed it as needed. Parking tickets are the responsibility of the CSS representative driving at the time. Public lots usually require quarters. There are handicapped spaces at metro stations where parking is free.

Safety

Parking lots are dangerous places. Keep the child proof door locks on and develop a routine for getting in and out of the vehicle safely with the individuals needs carefully considered. It will usually be best for the driver to get out first and come around and open the passengers' doors. This will prevent elopement and possible damage from the door banging into another car beside you.

Look carefully to ensure the parking place does not have a shopping cart, pole, trash can or small child in it before you pull in or back out. Look carefully and continuously as you leave a parking place to be sure no one else is backing out at the same time.

Walk in close proximity to individuals in your group when crossing parking lot. Watch for cars backing out who may not see you.

I have read the parking policy above and will adhere to the policy during hours working for CSS. I understand that I am responsible for any consequences such as fines or towing expenses in the event I do not comply with parking rules.

Community Support Services, Inc.
Parking Policy

I have read and agree to follow the CSS Parking Policy.

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Signature of Intern

Print Name

Date

Community Support Services, Inc.
Internal Protocol for Compliance with Policy on Reportable Incidents

Any employee, consultant, volunteer or individual connected with the organization (herein defined as “CSS representative”) who notes an occurrence which threatens the welfare, safety or health of an individual, including communicable diseases, fires, abuse, neglect, death, theft, loss of an individual or violation of individual rights shall be reported immediately to the Executive Director, who shall ensure that all county and state agencies are informed in accordance with the law and with the reporting procedures determined by DDA and corresponds with the type of incident reported. Immediate measures will be taken by the Executive Director, to ensure the health and safety of the individual. Anyone reporting such an occurrence should know that he/she can make such a report without fear of retaliation. The Executive Director will investigate in such a way as to protect the identity of the informant as much as possible and will disclose that information only to individuals required to know as part of the reporting/investigating procedure as outlined in DDA policy.

The Executive Director will ensure that an internal investigation of the allegation or unusual incident occur in accordance with the Policy on Reportable Incidents (PORI) guidelines and in a timely manner. The internal investigation is to be conducted in collaboration with other agencies conducting external investigations as needed.

The internal investigation may include a review of physical evidence, interview of persons involved and a review of initial impressions of other agencies (police, fire dept., protective service workers, doctors, etc.) to determine any actions needed to continue to protect the victim or prevent a similar situation from recurring.

The Director of Adult Services will ensure that the initial report and subsequent internal investigation, including findings and recommendations will be provided to DDA, Office of Health Care Quality, and other agencies and individuals as specified in the reporting and investigation procedures determined by the DDA, utilizing the Appendix 7 form to report both internally and externally investigated incidents as outlined in the Policy on Reportable Incidents (PORI).

The Director of Quality Assurance will ensure that all internally and externally investigated incidents are reviewed and documented by the Standing Committee. A summary of the review and follow up will be provided through the use of the Appendix 7 Addendum and the Director of Quality Assurance will ensure that this documentation is available for review. Additionally, the Director of Quality Assurance ensures that the Quarterly Incident Report is completed and submitted to DDA/OHCQ in accordance with PORI guidelines.

The Standing Committee will be provided with a copy of DDA’s PORI by the Director of Quality Assurance. The Director of Quality Assurance will provide in-service training to the members regarding the committee responsibilities as needed when membership or policy changes, or when requested by Standing Committee members. Standing Committee members may request additional training in behavior management, medication management (including side effects), and other relevant CSS policies and procedures to assist them in completing their responsibilities for the Standing Committee. These requests will be addressed and coordinated by the Director of Quality Assurance.

The Director of Quality Assurance is responsible for gathering information from the Standing Committee and other agency sources concerning trends in incidents and investigations to determine if adjustments in agency policies are warranted. The Director of Quality Assurance shares this information with other agency Directors to determine a plan of action to address the concern.

The CSS protocol for compliance with the Policy on Reportable Incidents, relevant agency emergency contact information, including contact information for the DDA regional office and OHCQ will be provided to CSS representatives, and members of the Standing Committee as part of their orientation to the agency as designated by the HR Department. The Director of Adult Services will ensure that individuals receiving services, their parents or guardians, and advocates will receive the CSS protocol for compliance with the Policy on Reportable Incidents as part of their admission process.

I have read and understand the CSS protocol for compliance with the Policy on Reportable Incident. I understand my responsibilities under the PORI and am able to fulfill these duties.

Community Support Services, Inc.
Internal Protocol for Compliance with Policy on Reportable Incidents

I have read and agree to follow the CSS Internal Protocol for Compliance with Policy on Reportable Incidents.

Signature of Intern

Print Name

Date

Community Support Services, Inc.
Fraud Policy

Background

Community Support Services, Inc.'s operating funds are provided by the State of Maryland and Montgomery County. These funds are designated exclusively for the delivery of services to the individuals with developmental disabilities supported by CSS. The agency also receives public contributions; these gifts, as well, are intended solely for the express use of client care/support.

Definition

Fraud is defined as the theft, misuse, or dishonest/improper handling or reporting of a financial document, asset, or item that bears upon CSS for personal gain. *Fraud* includes, but is not limited to, the following: document forgery, alteration, or falsification; property theft; and credit card misuse.

Statement of Agreement

As a CSS employee, volunteer or as another individual connected with the organization (herein defined as "CSS representative"), I agree to use properly and honestly, the following documents, assets, or items for their intended purposes:

1. CSS petty cash or any check received or drafted by CSS, including, but not limited to, government funds, financial contributions, client checks, client budgets, house budgets, and special budgets;
2. Any check or funds paid by an outside business to its CSS representatives, a CSS client;
3. Any of CSS' business-related cards, including, but not limited to, its credit cards, vehicle gas cards, Costco cards, Office Depot card, and the agency's tax-exemption card; and
4. Any document, asset, or item that bears upon CSS or in which CSS is an interested party

Further, as a CSS representative, I agree to complete all documents, including time sheets, check requests, and claims for worker's compensation or disability benefits, in a truthful, thorough and accurate manner.

Finally, as a CSS representative, I agree to use the following items in the way in which they were intended to benefit the clients of CSS:

1. The CSS Community Resource Center facility and all property therein, including furniture, equipment, appliances, and supplies, and internet, phone and utility use;
2. Any CSS residence and all property therein, including furniture, equipment, appliances, household tools/supplies, food, client property, and internet, phone, and utility use;
3. Any and all other property of CSS, including vehicles and cell phones; and
4. Any CSS bank account

I have read, fully understand, and agree to abide by CSS' fraud policy. I understand that failure to adhere to any of the above-prescribed rules will result in immediate disciplinary action, up to,

and including, termination. Further, I agree to report suspected cases of fraud to the Executive Director.

Community Support Services, Inc.
Fraud Policy

I have read and agree to follow the CSS Fraud Policy.

Signature of Intern

Print Name

Date

APPENDIX A: CODE OF ETHICS FOR THE PROFESSION OF DIETETICS

Preamble:

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

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

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

The Academy/CDR Code of Ethics for the Nutrition and Dietetics Profession establishes the principles and ethical standards that underlie the nutrition and dietetics practitioner's roles and conduct. All individuals to whom the Code applies are referred to as "nutrition and dietetics practitioners". By accepting membership in the Academy and/or accepting and maintaining CDR credentials, all nutrition and dietetics practitioners agree to abide by the Code.

Principles and Standards:

1. Competence and professional development in practice (Non-maleficence)

Nutrition and dietetics practitioners shall:

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

2. Integrity in personal and organizational behaviors and practices (Autonomy)

Nutrition and dietetics practitioners shall:

- a. Disclose any conflicts of interest, including any financial interests in products or services that are recommended. Refrain from accepting gifts or services which potentially influence or which may give the appearance of influencing professional judgment.
- b. Comply with all applicable laws and regulations, including obtaining/maintaining a state license or certification if engaged in practice governed by nutrition and dietetics statutes.

- c. Maintain and appropriately use credentials.
- d. Respect intellectual property rights, including citation and recognition of the ideas and work of others, regardless of the medium (e.g. written, oral, electronic).
- e. Provide accurate and truthful information in all communications.
- f. Report inappropriate behavior or treatment of a patient/client by another nutrition and dietetics practitioner or other professionals.
- g. Document, code and bill to most accurately reflect the character and extent of delivered services.
- h. Respect patient/client's autonomy. Safeguard patient/client confidentiality according to current regulations and laws.
- i. Implement appropriate measures to protect personal health information using appropriate techniques (e.g., encryption).

3. Professionalism (Beneficence)

Nutrition and dietetics practitioners shall:

- a. Participate in and contribute to decisions that affect the well-being of patients/clients.
- b. Respect the values, rights, knowledge, and skills of colleagues and other professionals.
- c. Demonstrate respect, constructive dialogue, civility and professionalism in all communications, including social media.
- d. Refrain from communicating false, fraudulent, deceptive, misleading, disparaging or unfair statements or claims.
- e. Uphold professional boundaries and refrain from romantic relationships with any patients/clients, surrogates, supervisees, or students.
- f. Refrain from verbal/physical/emotional/sexual harassment.
- g. Provide objective evaluations of performance for employees, coworkers, and students and candidates for employment, professional association memberships, awards, or scholarships, making all reasonable efforts to avoid bias in the professional evaluation of others.
- h. Communicate at an appropriate level to promote health literacy.
- i. Contribute to the advancement and competence of others, including colleagues, students, and the public.

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

Nutrition and dietetics practitioners shall:

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

References:

1. Fornari A. Approaches to ethical decision-making. *J Acad Nutr Diet.* 2015;115(1):119-121.
2. Academy of Nutrition and Dietetics Definition of Terms List. June, 2017 (Approved by Definition of Terms Workgroup Quality Management Committee May 16, 2017). Accessed

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[http://www.eatrightpro.org/~media/eatrightpro%20files/practice/scope%20standards%20of%20practice/academydefinitionof termslist.ashx](http://www.eatrightpro.org/~media/eatrightpro%20files/practice/scope%20standards%20of%20practice/academydefinitionof%20termslist.ashx)

3. Academy of Nutrition and Dietetics: Revised 2017 Standards of Practice in Nutrition Care and Standards of Professional Performance for Registered Dietitian Nutritionists. *J Acad Nutr Diet*. 2018; 118: 132-140.

4. Academy of Nutrition and Dietetics “Diversity Philosophy Statement” (adopted by the House of Delegates and Board of Directors in 1995).

APPENDIX B: CODE OF CONDUCT FOR THE CSS DIP DIETETIC INTERN

The CSS DIP dietetic intern shall:

- (1) Conduct themselves with honesty, integrity and fairness.
- (2) Practice dietetics based on scientific principles and current information.
- (3) Present substantiated information and interpret controversial information without personal bias, recognizing that legitimate differences of opinion exist.
- (4) Provide information which will enable patients to make their own informed decisions regarding nutrition and dietetic therapy.
- (5) Safeguard the patient's dignity, the right to privacy and the confidentiality of patient information and make full disclosure about any limitations on the dietetic intern's abilities to guarantee full confidentiality.
- (6) Provide professional services with objectivity and with respect for the unique needs and values of individuals.
- (7) Be alert to situations that might cause a conflict of interest or have the appearance of a conflict. The dietetic intern shall provide full disclosure when a real or potential conflict of interest arises.
- (8) Permit the use of their names for the purpose of certifying that dietetic services have been rendered only if they provided or supervised the provision of those services.
- (9) Accurately present professional qualifications and credentials.
 - (i) Dietitian-nutritionists may use the title "Licensed Dietitian-Nutritionist" or abbreviation LDN only when they hold a current license issued by the Board.
 - (ii) Dietetic interns are subject to disciplinary action for aiding another person in violating any Board requirement or aiding another person in representing himself as an RDN/LDN when that person is not currently licensed.
- (10) Document and maintain accurate records in accordance with the acceptable and prevailing standard of recordkeeping. Discussion of a patient's sexual practices, preferences and performance shall be fully documented in the patient's chart, when applicable.

The CSS DIP dietetic intern may not:

- (1) Knowingly aid, abet or assist another person to violate or circumvent a law or Board regulation.
- (2) Discriminate, while providing dietitian-nutritionist services, on the basis of age, marital status, gender, sexual preferences, race, ethnicity, religion, diagnosis, socioeconomic status or disability.
- (3) Knowingly permit another individual to use his license for any purpose.
- (4) Misappropriate equipment, materials, property, drugs or money from an employer or patient.
- (5) Solicit, borrow or misappropriate money, materials or property from a patient.
- (6) Leave a rotation prior to the proper reporting and notification to the appropriate preceptor.
- (7) Falsify or knowingly make incorrect entries into the patient's record or other related documents.
- (8) Engage in conduct defined as a sexual violation or sexual impropriety in the course of a professional relationship.
- (9) Treat or expose any client to abuse or neglect, or deny them dignity in any way;
- (10) Advertise in a false or misleading manner. Statements which qualify as false or misleading include the following:
 - (i) Statements containing a misrepresentation of facts.

(ii) Statements likely to mislead or deceive because in context the statements make only a partial disclosure of the relevant facts.

(iii) Statements intended to, or likely to, create false or unjustified expectations of favorable results.

(iv) Statements relating to fees without reasonable disclosure of all relevant variables so that the statements would be misunderstood by or would be deceptive to a layperson.

(v) Statements conveying the impression that the dietetic intern could influence improperly any public body, official, corporation or person on behalf of the patient.

(vi) Statements containing a representation or implication that is likely to cause a reasonable person to misunderstand or to be deceived, or fail to contain reasonable warnings or disclaimers necessary to make a representation or implication not deceptive.

(vii) Statements containing representations that the dietetic intern is willing to perform any procedure that is illegal under the laws or regulations of the United States.

(11) Practice when:

(i) The dietetic intern has engaged in any substance abuse that could affect the dietetic intern's practice.

(ii) The dietetic intern has been adjudged by a court to be mentally incompetent.

(iii) The dietetic intern has an emotional or mental disability that affects his practice in a manner that could harm the patient.

(12) Accept a client or patient for treatment or continue treatment unnecessarily, if benefit cannot reasonably be expected to accrue.

(13) Accept or receive, or both, remuneration for making or accepting referrals.

(14) Submit another person's work as their own.

(15) Attempt to submit false or inaccurate timesheets.

CSS DIP interns will maintain at all time the highest standards of ethical behavior and academic integrity.

Acknowledgement of Receipt and Understanding
Of
Dietetic Code of Conduct
Community Support Services Dietetic Intern Program
CSS DIP

I, _____, acknowledge that I have received and read the Dietetic Code of Conduct for the Community Support Services Dietetic Intern Program (CSS DIP). Further, I stipulate that I understand my rights and responsibilities as defined in this document and that I will be held to the highest standards of ethical behavior and academic integrity. I also acknowledge that I am responsible to inquire about any questions or concerns that I have regarding the information in this document.

NAME

DATE