

University of Prince Edward Island	Policy Number: FNDI-006
Policy Title: COMMUNICATION	Pages - 3
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1. Purpose

To outline expectations for professional communication between interns, the Professional Practice Coordinator, preceptors, and other stakeholders during the UPEI Integrated Dietetic Internship Program, ensuring clear, respectful, timely, and professional interactions.

2. Scope

This policy applies to all interns enrolled in the UPEI Integrated Dietetic Internship Program and governs communication related to academic coursework, practicum placements, and professional program activities. It also applies to communication between interns, the Professional Practice Coordinator, preceptors, and placement organizations.

3. Responsibility

The Professional Practice Coordinator is responsible for:

- Communicating program information, expectations, and placement-related details to interns and preceptors;
- Modeling professional communication standards;
- Responding to intern communications in a timely manner during regular working hours.

Interns are responsible for:

- Communicating in a professional, respectful, and timely manner;
- Monitoring their UPEI email account regularly;
- Adhering to the communication expectations outlined in this policy.

Preceptors are responsible for:

- Communicating placement-related information to interns in a timely and professional manner;
- Notifying the Professional Practice Coordinator of concerns requiring program-level support.

4. Policy

Email will be the primary form of communication between interns, the Professional Practice Coordinator, and preceptors during the internship program. All email correspondence must reflect professional standards consistent with entry-to-practice expectations.

Professional communication is expected in all interactions, including email, telephone conversations, virtual meetings, in-person meetings, and written documentation.

5. Procedure

Email Communication Standards

- The subject line must clearly describe the purpose of the message.
- The salutation must be appropriate (e.g., Ms., Mr., Dr., or first name if previously invited to do so). Informal greetings (e.g., “Hey”) are not acceptable.
- The body of the email must be clear, concise, and free of grammatical and punctuation errors.
- Emails should be brief and focused, addressing one or two questions or topics where possible.
- The closing must include the intern’s full name.

Professional Email Signature:

Interns are required to use a professional email signature in all internship-related correspondence. The signature must include, at a minimum:

- Full name
- Professional Title (Dietetic Intern)
- Program name (UPEI Integrated Dietetic Internship Program)
- Institution (University of Prince Edward Island)
- Department (Applied Human Sciences)

The Professional Practice Coordinator will provide a standardized email signature template during orientation. Interns must not include informal quotes, emojis, images, or non-professional content in their email signatures when communicating in a professional capacity.

Response Timelines

Interns are expected to respond to emails within 48 hours during regular business days. Responses are not expected during evenings, weekends, or statutory holidays unless otherwise specified.

The Professional Practice Coordinator will respond to emails as soon as reasonably possible and within 48 hours during regular working hours (8:30 a.m. to 4:30 p.m., Monday to Friday), excluding holidays or periods of approved leave.

Interns should not expect email responses outside of regular working hours. Out-of-office notifications will be used when the Professional Practice Coordinator is unavailable for an extended period (e.g., conferences, vacation).

Appropriate Communication Channels

Email is not always the most appropriate method for complex, sensitive, or urgent matters. In such cases, interns may be required to arrange a telephone or virtual meeting with the Professional Practice Coordinator or preceptor.

Concerns related to placement performance, professionalism, or conflict should be addressed promptly and, where appropriate, discussed through a scheduled meeting rather than through extended email exchanges.

6. Review

This policy will be reviewed annually by the Professional Practice Coordinator in consultation with the Integrated Dietetic Internship Director and revised as necessary to reflect program, university, or accreditation standards.