



C-SHIP STUDENT HANDBOOK

THE BENEFITS OF AN INTERNSHIP

Congratulations on securing an internship to further your career exploration! An internship offers a great opportunity to gain skills that an employer values, to begin developing a network of professionals within your field of interest, and to lay the foundation for a successful transition from college to a job or post-graduate study. Students participating in some form of experiential learning (internship, research, etc.) are actively engaged and will be able to demonstrate to future employers that they possess the skills, knowledge, and abilities to be successful across a variety of settings. Consider the following benefits which derive from an internship:

Career Exploration: Internships, particularly for students who are underclassmen, provide an opportunity for students to discover if their career interests align with their goals and values. While we hope that you enjoy your time spent doing an internship in your intended health career path, your experience may help you to decide what you don't want to do with your future, while providing ideas and perhaps guidance on an alternative path to try.

Workplace Skills: Your host organization will provide training to orient you to their workplace policies and to ensure that you understand your internship assignment; they will make sure that you have the tools that are necessary to succeed in the short time that you will be with them. Your host will also support you as you gain proficiency in the career readiness competencies that you have targeted as part of your internship (see Career Readiness Skills below)

Insight into Rural Healthcare: C-SHIP asks you to reflect on the defining aspects of health in rural Vermont, including the ways in which healthcare is delivered by teams, the importance of social determinates in one's health, the latest trends in rural health, etc. (see Rural Health Topic Areas below). Increased knowledge and reflection in this area will help you to understand some of the challenges and rewards of pursuing a career in health in a rural area.

Exposure to Networking: Internships for many students offer the first opportunity to build a professional network. Starting with a supervisor and co-workers and expanding to other partners and collaborators who an intern meets on the job, the internship experience builds contacts which can be drawn upon to get suggestions about skill building, courses to take, new experiences to try, and of course recommendations for post-graduate study or a first job.

The Experience Factor: Internships provide valuable workplace experience that will bolster your resume, providing you with a leg up in applying for a job or a placement for post-secondary study.

HISTORY AND OBJECTIVES OF THE C-SHIP PROGRAM

The purpose of C-SHIP is three-fold:

- To expose the intern to real-life on-the-job experiences in health and healthcare professions
- To provide added capacity for rural health-related organizations and institutions to address priority needs
- To benefit rural communities by accomplishing projects which often help address an area's priority health needs

Since its inception in 2013, C-SHIP has placed over 70 undergraduates in successful internships.

FAQS FOR INTERNS

Where are these internships?

Sites are located in Addison, Bennington, Rutland, Windsor and Windham counties.

Who is eligible and how do I apply?

Students enrolled in a college or university, or a post-secondary certificate program who are interested in pursuing a career in healthcare may apply. You must have housing and transportation in proximity to the internship site. Please send your resume, and a cover letter indicating your interest and availability to swhite@svtahec.org Susan P White at SVTAHEC. We will also request a letter of reference when your eligibility is confirmed.

Do I get paid?

Yes! C-SHIP internships pay \$12.50/hour. Please note that this is taxable income.

How long is an internship?

Internships are 100 to 200 hours. They can be spread out over 6 to 10 weeks in the summer months. We do sometimes have projects in the spring or fall semester; check with us if that would be an option for you.

Can I work alongside a Doctor in a hospital?

Not likely. These are *non-clinical* internships, and most are with a nonprofit, public health or social service agencies involved in health care in some way. Rarely can we place a student in a hospital setting. If you have certification such as EMT or LNA please indicate that, as it may allow for more patient contact.

What is meant by a "project"?

Internship projects are designed to enhance an organization's mission, as well as provide the intern an opportunity to develop career readiness skills and learn emerging health topics.

Interns have helped with social media, promotional materials, patient satisfaction surveys, researched and prepared community health information, gathered and analyzed health-related data, assisted

elderly, hospice or oncology patients, worked with at-risk youth, and various other projects that assist with community health, prevention organizations, or a healthcare facility.

Do you provide housing, and Do I need a car?

We do *not* provide housing and you are responsible for getting to and from your placement. Some projects also require in-state travel.

What kinds of organizations or placements am I likely to get?

Interns have worked with Healthcare and Rehabilitation Services (HCRS), Ottauquechee Health Foundation, the Free Clinic in Rutland, Bayada Hospice & Home Health, Brattleboro Area Prevention Coalition, Cedar Hill Continuing Care Communities, Mt. Ascutney Hospital & Health Center, The Collaborative Prevention Coalition, Rutland Area Visiting Nurse Association & Hospice, and many others with whom we have partnerships. Shadow opportunities are available at medical facilities, clinics, mental, public and social service organizations, and wherever healthcare professionals practice.

APPLICATION PROCESS

To apply for an internship in southern Vermont (Addison, Bennington, Rutland, Windham and Windsor Counties) please send the following:

- A cover letter stating your interest in the program and how it relates to your academic interests and career goals
- Your Resume

A Letter of Recommendation will be required at some point from an academic contact (professor, mentor, etc.) who is knowledgeable about your academic performance and career goals, or from a previous employer.

The suggested deadline for submitting an application for a summer internship is March 30.

Materials should be addressed to Susan White, SVTAHEC Education Resource Coordinator, at swhite@svtahec.org 802-885-2126, ext. 105

EMPLOYER REQUIREMENTS

C-SHIP interns are temporary employees of SVTAHEC. As such, you will need to complete the following before you can start your internship:

- Federal Forms W-4, Employees Withholding Allowance Certification, and I-9, Employment Eligibility Verification Form (requires I.D.)
- Proof of auto insurance if the intern will be operating his/her own vehicle as part of the internship
- VT Form HC-2 -Declaration of Health Care Coverage
- Direct deposit form and a voided check for direct deposit of pay

- Acceptance of SVTAHEC Internship Handbook Policies, including Participant Data Form and Permission to Photograph.

GETTING PAID

Interns submit a bi-weekly accounting of hours for payment, subject to review by the C-SHIP Program Director. Forms to submit your hours will be available through the Intern portal of the C-SHIP web site.

THE CORE CURRICULUM

C-SHIP Core Curriculum

While interns work for an organization on a project integral to their own field of study, they also learn career-readiness skills and foundational knowledge about rural health care.

Career Readiness Training

- Interns select two Career Readiness Competencies to develop and practice as part of their internship experience. Career Readiness skills include:
 - Critical Thinking/Problem Solving
 - Professionalism/Work Ethic
 - Teamwork/Collaboration
 - Oral and Written Communications
 - Leadership
 - Working with Digital Technology
 - Career Management
 - Global/Intercultural Fluency

The competencies are derived from standards established by the National Association of Colleges and Employers. For more detail on the competencies see Addendum A.

Delivering Rural Health Care in Vermont

- Interns learn about the 6 Area Health Education Center (AHEC) topic areas related to emerging concepts and systems which define the delivery of rural health care in Vermont. They demonstrate their mastery of at least 2-3 as they relate to their internship experience. Topic areas include:
 - Behavioral Health Integration
 - Team-based Approach to Health Care
 - Social Determinants of Health
 - Delivering Care with Cultural Sensitivity
 - Practice Transformation through Quality Improvement Measures
 - Current and Emerging Health Issues

For more information of the AHEC Core Topic areas see <https://www.nationalahec.org/index.php/scholars-core-topics>

INTERN ORIENTATION

All interns will take part in a half-day orientation event held at the beginning of the summer. The orientation will introduce you to the core curriculum, answer any questions you might have about the program, and provide an opportunity to meet other interns.

HOST ORGANIZATION REQUIREMENTS

Interns are expected to follow all relevant workplace rules and regulations established by the host organization. It is a good idea to ask if there is a dress code. As an intern, you may also be asked to attend additional on-line or in-person training that is central to the intern's work assignment.

EXPECTATIONS FOR CONDUCT IN THE WORKPLACE

Your host organization may or may not cover the following areas of conduct. It is wise to keep them in mind prior to starting your internship.

Reliability/Attendance – Try to be where you are supposed to be 5 minutes before you are supposed to be there. Employers will understand that life happens (e.g. car problems, family emergencies, illness, etc.) but what they will have a hard time understanding is why they didn't know about these things until after you've shown up late or not at all. Make sure you have all the contact information you need in your phone so you can call or email if something comes up.

Communication – Remember that office communication is different than how you communicate with your friends. Punctuation and grammar matter when you message via email and reflect on your ability to clearly present ideas in a written format. How you speak and interact with others (e.g. intonation, word choice, eye contact, posture, etc.) can go a long way to conveying a sense of confidence, or caring, or concern, etc.

Engagement/Enthusiasm – Remember that the internship is an opportunity for you to gain skills and develop connections that will benefit you later. Think critically about the work you're doing and ask questions to learn how the tasks you're completing relate to the overall mission or to the work others may be doing. If you want to learn more about another area, talk to your supervisor about reaching out to other staff or departments to job shadow or perhaps to collaborate on another initiative. The more that you invest in your internship through engagement with the professionals around you the more likely it is that you will increase your return through establishing richer experiences and connections

SUPPORT AND ASSISTANCE FROM SVTAHEC

SVTAHEC will periodically check in with you during your internship to provide support, answer any questions you might have about the program, refer you to other resources if needed, etc. We usually try and schedule a site visit at some point in the summer when both you and your supervisor will be available.

Any questions or concerns you may have throughout your internship should be directed to the C-SHIP Program Director, Susan P White swhite@svtahec.org or call 802-885-2126, ext. 105

EVALUATION

At the conclusion of your internship, you will be asked to perform a self-evaluation of your experience and an evaluation of the C-SHIP program. Evaluation forms will be available through the Intern Portal on the C-SHIP Web Site

GETTING THE MOST FROM YOUR INTERNSHIP

At the conclusion of your internship you will want to complete the following in order to maximize the return on your experience:

Thank You Letters and Recommendations

People who helped you complete your internship did so because they care about your development as a potential future professional in their field. You should take a few moments to send out a thank you note to your supervisor and relevant staff. A thank you need not be elaborate; a sincere 2-3 sentence note will make an impact.

Depending upon the extent and outcome of your internship, you may also want to ask for a letter of recommendation. If you performed well, a letter from your supervisor can benefit you as you seek to land your next internship or job. A signed recommendation letter (saved as a PDF document) is the preferred format to send to future employers. If you're planning on using your supervisor as a reference, make sure you confirm this and give them a heads up if you know another employer/organization may be calling for a reference.

LinkedIn

If you weren't doing this throughout your internship, now is a great time to connect with everyone you've interacted with on LinkedIn. It's easy enough to ask someone if they are on LinkedIn and if so, if it would be okay to connect. Also, as a student looking to position yourself in the best light possible for other jobs or internships, it's fine to ask if they would be willing to endorse some of your skills or write a quick recommendation on your page. Remember, you never know how your network can impact your career so maintaining relationships you've established is important.

Updating the Resume

While your internship experience is fresh in your mind, take some time to update your resume and LinkedIn profile. This is a great way to practice adding new experiences to a resume and with LinkedIn, your network will be able to see what you have done and where you have done it.