

# the VOICE



Volume 9, Issue 1

Last year was an eventful one for CANNP and our entire industry ... and this year is shaping up to be just as action-packed!

It's our 10th year of business and we are so excited to have had a hand in changing the face of the Canadian nutrition community for the better — we are not about to stop now!

Under the umbrella of CAN, we are hoping to build on the relationships we have forged — with the Ministry of Health and Long Term Care as well as the Associations of the Ontario and Canadian dietitians. We are spreading the word about what holistic/natural nutritionists are capable of achieving on behalf of our clients and how we differ from others in the sector.

One of the biggest lessons learned over the past year was that we have been right all along — there is a place for all of us in the world of dietetics to work without infringing on one another. While we were all taken aback by the blindsided move last year by the Albertan dietitians, the Canadian faction does not appear to see the need for such proprietary action. We hope the pendulum will swing in Alberta and a common understanding will prevail.

We have, as always, attempted to flush out the CANNP benefits and enhance our offerings. We are always talking to and meeting individuals in the industry who are willing to parlay with us in offering superior products and services.

We have tapped into the skills of our board more than ever before — with particular thanks going to Glenn Rumbell who has been available for guidance on an as required basis. Thanks too, to Paul Fink, our business expert, who was also available to attend our most important, strategic meetings. Beth and I continue to be very hands-on and receptive to the needs of our members — a job we take very seriously. We want to hear your ideas and incorporate your needs whenever we are able.

Soon after we formed this organization, identifying a clear need in the industry, we realized that our area of focus was to help Members become successful. That has taken many forms and continues to evolve.

The most heartwarming communications we receive are those from Members who take advantage of what we offer — they are the folks who are serious about building their future — the ones who show up to the *Power Hours* and spend time listening to the *Tag the Expert* podcasts and review *The Voice* for its details. They are the Members who support the CAN initiative and are sure that their clients complete the insurance forms each time.

You are the core of CANNP! Happy 10th!

Wendy Gibson, BA, RHN, NNCP  
Executive Director, CANNP

## Latest and Greatest

### Free Student Membership Happy 10th Year CANNP!

As we venture into our 10th year, we wanted to mark it in a big way!

We've decided to offer students a free, limited Membership so that they can learn more about the great offerings we have and how we operate.

Though only professional Members can access the "Members only" area, and all it offers, students will get there soon enough!



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## Membership Offers

CANNP has quite the line up — past and present!

We hope you got the fall Upgrading Supplement. It is a big help when you go looking for upgrading hours.

In December we made a special offer to those who joined or renewed before the new year. The *Organize Your Business — 30 Proven Tips* booklet provides commonsense ways to increase your efficiency through organization.

CORE 3 (Consistent; Opportunity; Respond; Evolve) was released in January, with a focus on succeeding in your business. CORE 1 Begin and 2 Continue were released last year — all as time-limited offers. If you missed these, they will be offered again in 2018 — watch for them.

Our list of free giveaways is growing and, many of these are time limited. Please watch eblasts for details.

Cold-Q is an all-natural oral spray designed to provide antiviral and immune-enhancing properties to attack cold and flu viruses at the first sign of symptoms. It really works! And now the makers of Cold-Q are offering CANNP Members a 20% discount. Check Members-Only for details.

Educating the public is a big part of the continued success of Canadian nutritionists. On that front, we produced an easy-to-digest sheet about what a holistic/natural nutrition counsellor is; you are welcome to share this with your contacts. As well, under the lighthouse picture on the home page of [cannp.ca](http://cannp.ca) find a great 2-minute video explaining who we are and what makes us different. You can add that to your own social media by using the link.

If there is something that you would like us to explore as a premium, just drop us a note and we will see what we can do.

## CAN Can

CAN is making waves for sure!

We have met at the Office of the Health Minister and are on schedule to continue correspondence with the Ministry. The goal is to ensure that we are on tap to receive notifications regarding any changes in the industry. As well it provides us with a wonderful opportunity to educate those at the top about what it is that we can accomplish. We did learn that there is nothing currently on the books which might be detrimental to our profession.

Also, we met with representatives from the Ontario Dietitians and the Dietitians of Canada. The purpose of that meeting was to understand their goals and to see how we might be able to work side by side. We were assured that as long as our Scope of Practice is different enough from theirs, and not infringed upon, there is no need for protectionist steps. This was very good news.

CAN took the steps necessary to submit a request to change the National Occupational Classification that nutritionists currently fall under. Presently we are under the dietician umbrella so we explained that this may be causing some confusion and that we should have our own NOC number. The submission was made before the November 30 deadline. The next option for submission is in several years.

For CAN to continue to make these sorts of strides, we need the support of as many in the industry as possible. We appreciate your Membership.

## WholeLife Expo

CANNP offered all valid Members free tickets to the Toronto WholeLife Expo show. We always have a tight deadline for ticket requests for this event but we were able to send out a record number of the tradeshow tickets in 2017.

Each year we are able to secure free, or almost free, tickets to a wide variety of health related events across the country. Watch for details in your eblasts.

## That Clean Life

Preparing client meal plans is just a click away. That Clean Life provides you with all you need to look as professional as possible without investing too much time.

By purchasing the product using <http://partners.thatcleanlife.com/p/a0df3dc3ea60e6cbd0c0ff7c4979fe9689901c46> you also help the CANNP.

## Power in an Hour

CANNP and Sandra Power, offer Members an exclusive, interactive hour of client management assistance, online.

In November Sandra focused on how to make your downtime more productive.

Our December meeting centered on all the great tools that you have available to you to help you succeed in business. It was the perfect opportunity to ask questions and get into the nitty gritty of the tools.

Next topic will be about handling a client meeting. Feb 19 at 8 pm EST.

Watch your eblast on how to register and set your alarm!

## Please Note

CANNP is pleased to bring you many discounts and opportunities; we encourage you to use your best judgement and discrimination when choosing to participate. We do not endorse programs; we simply make them available to you as a benefit of membership. We appreciate the generosity of all our supporters.

Content of this newsletter is for the purpose of sharing information only. Readers are encouraged to investigate all ideas, products and/or services before committing to them. CANNP will not be held responsible for any adverse consequences resulting from the use of any information in this newsletter.

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### Insurance Challenge Update

A special thanks to those Members who have been helping us reach out to various insurance companies to educate them about what value nutritionists can offer when added to employee benefit plans. The more people we can urge to reach out to insurers, the more likely our success. Efforts are working! By always having clients send in claims, other companies are becoming aware of our services. Every day we get insurance companies checking on the status of our Members — mostly from those companies from which we have written confirmation of NNCP coverage — but also from other companies who, will periodically cover our designation.

If you have a client attempting to claim through Greenshield, please use this link <https://www.providerconnect.ca/> to register with them. CANNP is under “social worker/counselor.” It will take approximately 7 days to update the Greenfield system.

Also, in order to better ensure coverage, always use the CANNP logo’ed document you have been provided with and be sure to use the words “Nutrition Counselling” as well as your complete NNCP identifier — letters and numbers. This is key!

We continue to pursue other insurers but could make much more headway if you have contacts to share. These are massive corporations and half the battle is getting to the correct people. Please let us know if you can help out by sharing a name or number.

### There Are Lots of Ways to Help with the Insurance Challenge

Here is what you can do:

1. If you are due to renew, doing so in a timely manner will help us keep the insurance companies’ lists of qualifying Members current.
2. Instruct your clients to submit claims every single time — even if they are confident that they do not have coverage.
3. Suggest that your client speak with their employers directly about adding “nutritional counselling” to the company policy. We offer a letter on the website that clients can use for this purpose. They can be found in the Members section under “For Your Use.”
4. When you or your client do have contact with an insurer, please be sure to indicate CANNP and/or our logo so that it is clear that you are a part of the Association. Many of these companies are massive and connecting all the dots can be challenging.
5. Approach the decision-makers of any corporation you are in contact with and determine what insurance company offers their coverage. If you can, secure a contact name and please email it to us.

We welcome your input and creative suggestions regarding this ongoing process. Let us know about your successes also so that we can continue to build upon those.

### Chat Forum - Connect!

Ready Set Chat is the CANNP vehicle for Members to connect with one another. It is the place to ask questions, offer advice and explore products and services offered by one another.

This is the place that we post jobs as well.

Time for you to get on board!!

1. Search for CANNP on facebook.
2. Pick Ready Set Chat and locate the request to join.
3. We accept you and you can start posting! Tada!

Make connecting with colleagues and sharing information one of your goals for this coming year!

You can join the Ready Set Chat FB group any time! Let’s get posting!

### Ready to Renew?

There is **no need** to log into the [cannp.ca](http://cannp.ca) site in order to renew. Just use the application under the “renew” button on the home page. You will be redirected to a page to remit payment.

Your new certificate and card stickers, your tax receipt and the client insurance receipt, all with a new expiry will come in your renewal package.

Please look for them there.

Email us if you have upgrading questions.

### Looking for a Job?

Ready, Set, Chat is the place for you to find the best jobs suited to your nutritional skills. It is the place for our Members to speak freely and relate to one another.

## CANNP Sends No Spam

We try to only send you information once a week — from time to time we send something extra when it is warranted. As a new Member, once you are added successfully to the database you receive an auto-generated email with your user name and password. This can sometimes end up in the spam or junk filter of your system so we suggest that you identify info@canna.ca as “not junk.” You don’t want to miss a thing!

## TrueView - Important Tips and Tricks

Every time there is an update to Excel, *TrueView* seems to be affected. We do our best to keep on top of it all and so we want to share these important tips for *TrueView* users:

1. Read the entire overview before you begin. The Overview is the very first (far left, bottom) sheet in every *TrueView* Excel worksheet.
2. Once you get the Word document back from your client, take a quick glance to ensure that all the spots are filled in appropriately — with numbers 0-5. If an inappropriate number or blank is included, it can throw off the values.
3. Before pasting the client numbers, highlight the column cell under “0 to 5” and next to the first symptom described, ensure that you are pasting in the correct areas.
4. **When pasting, use the "paste special" option under edit and click on "value" or "text"** depending on your operating system. If you simply use the paste function, peripheral, hidden items also get pasted and this may affect how you can use the form in the future.

## News for E & O Coverage

CANNP requires that Members carry insurance though we do not mandate who that insurance is with.

We have chosen Lackner McLennan because they offer comprehensive and occurrence-based coverage.

CANNP Members are extended a special rate of \$200 for \$5 million of coverage. A discounted add-on rate of \$50 is extended to Members who require the culinary extension.

In addition, extensions are available for other modalities that we commonly see, including:

- International Web-Based Consulting/Teaching (\$50.00)
- Personal Training/Fitness Instructor (\$50.00)
- Live Blood Cell Microscopy (\$100.00)
- Cancer Coach (\$50.00)
- Publishers Liability (\$75.00)
- Bioenergetics Intolerance Elimination (\$100.00)

Taxes extra where applicable.

## cannp.ca — The Map

When you think about a website — think of it like a book.

The title of our book is CANNP.

There are **chapters**, and within the chapters are the **paragraphs** and then **sentences**. Words make up the sentences.

**Home:** the entire chapter menu and exclusive items such as the CAN updates, the compare chart, the prezi, the video about nutritionists and why we are different, and much more.

**Learn More:** **Benefits** - Insurance, Designations, Business Tools (TrueView, Other Tools,) **Research Tools, Dispensary Options, More Advantages** (Enhancing Your Business, *The Voice*, Discounts on Products.) **Approved Schools** **Q & A** **Legal Notes:** Must Read for Applicants, Must Read for Members **Links**

**Join:** Qualifications, Application, Insurance Application

**Renew:** Qualifications, Member Renewal Advantage (earn discount on your renewal Membership) **Renewal Application**

**Members:** **Professional** - Insurance (information and application for E & O and extended health contact,) **Business Tools** (TrueView, Newsworthy, Business Plan and Starter Kit info, Menu Plan, Mentoring,) **Research Tools** (Galens Watch, Research Library, *Textbook of Natural Medicine*,) *The Voice*, Podcasts and Inspired Events, For Your Use (letters, CANNP logo, brochures, flyers,) **Other Great Deals** **Student - Benefits** **Professional Products**

**Contact:** The best way to reach us is through email but you will find our phone and address here as well.

## New on the Web

**CANNP Site:** The CAN section on the home page is now up dated with the information you need to be an active participant in the future of the industry. This section includes details on the meeting we had with the office of the Minister of Health as well as the dietitians. Worth checking out!

We’ve updated our Upgrading form which we hope will now make it easier to use.

Under the lighthouse photo there is a 2 minute video how holistic/natural nutritionists are different — share on social media!

**Facebook:** Ready Set Chat closed group is open for business! We encourage all Members to request to join and share your expertise or ask for assistance. Go to the CANNP facebook page.

## The Nutrition Industry in a Nutshell

CANNP receives many of the same questions over and over so we decided to consult Glenn Rumbell to answer some of these once and for all.

### Q. Is the nutrition industry regulated and what does that mean?

A. Health services in general are regulated provincially. In all provinces dietitians are the only government regulated health profession in the area of dietetics and nutrition. This is what is meant when it is said our industry is 'not regulated'. We have no government recognized regulating body. However, you still must comply with laws of general application for your province as outlined in *The Holistic Nutritionist's Guide to Lawful Practice in Canada*.

### Q. If the industry is not regulated, how do professional associations fit into the picture?

A. Nutrition related associations/organizations (e.g. CANNP, IONC and Cahn-Pro) are privately formed, non-governmental organizations that exist for the benefit of their Members. These associations do not have any mandated regulatory authority though many provide a means to self-regulate, thereby adding to credibility. Any education requirements, insurance, scope of practice, code of ethics, etc. required are conditions of membership. They are not mandated by the government.

### Q. What is the value the designation offered by a professional associations/organizations?

A. The designations offered by the different associations/organizations (e.g., R.O.H.P - Registered Orthological Health Practitioner) are either unregistered trademarks, or registered certification marks owned by the associa-

tion/organization to identify its members. They do not convey any right to practice. If you improperly use a designation owned by an association/organization, you are breaching the property rights of the association. By comparison, if you improperly use a designation reserved for a regulated health profession (e.g. Doctor) you are in breach of a provincial statute and may be subject to a fine and/or imprisonment.

### Q. Is a "registered" or "certified" designation more valuable?

A. Some professional associations/organizations offer designations that include "Registered" or "Certified". This simply means that you are registered with, or certified by, that association/organization. It does not convey any status with the government or authorize you to provide any services you are not otherwise entitled to provide and you must be careful not to imply otherwise to the public. You must never appear as though you are functioning like a medical professional, a naturopath or a dietitian.

### Q. Am I obligated to join a professional association or organization?

A. Joining an association/organization is 100% voluntary. You can join none, one, or several, as you wish. Which Professional association/organization you join should be based on the Member benefits and the support offered for your particular needs. Will the association help you attain your goals? CANNP offers a "compare chart" as well as an overview presentation to aid you in making this decision.

*Glenn is a lawyer and founding partner of Ross Roumell Professional Corporation, an Ontario based full-service business law firm. Glenn Roumell is a director of the CANNP. If you have a question you would like Glenn to tackle in The Voice, send it to us at [info@cannp.ca](mailto:info@cannp.ca)*

## Often-Asked

In addition to the legal-based questions to the left, CANNP also receives a number of queries regarding the application process.

### Q. Do I need to log onto the website to join or renew?

A. The join/renew applications are on the [cannp.ca](http://cannp.ca) site but you do not need to access the members only area to complete the application. In fact, if you have inadvertently let your membership expire, you will be denied access.

### Q. Do I need my insurance in place to apply?

A. You can apply at the same time that you are procuring your insurance and if you are being insured by Lackner, you do not need to send us a copy since they check with us on all policies.

### Q. Where can I find my client insurance form and new stickers?

A. Your welcome, and every renewal package, comes complete with a printed client insurance form indicating a new, valid expiry date. As well, you will find stickers in your renewal package reflecting your expiry date. We suggest you copy the printed form as needed.

### Q. How can I find a mentor?

A. While we make every effort to pair those who request a mentor with someone, sometimes we do not have a current volunteer in which case there is a wait. In the meantime, we do offer a 12-part mentoring program in the members-only area and everyone is invited to ask and receive advice in the Ready, Set, Chat facebook group.

# Taking the Task Out of Journaling

We all have heard that journaling is helpful for all sorts of situations. Getting into the habit of doing it yourself or more to the point, having your clients do it, is a whole other story. It can be intimidating to get started. Some may just not see the point or know where to begin. Here are some ideas to help encourage the act of journaling.

### 1. It may help healing.

The American Psychological Association published an article pointing out that, “writing about emotions and stress can boost immune functioning in patients with such illnesses as HIV/AIDS, asthma and arthritis.” It’s also been shown to help with depression, anxiety and relationships. This may be reason enough for some to get with the program. <http://www.apa.org/monitor/jun02/writing.aspx>

### 2. There are limited rules

Journaling can be a stating of the facts or it can be focused on less tangible aspects related to emotions, thoughts or dreams. The beauty of this type of writing is that there are really not many rules — really just one. It is the actual act of writing that seems to produce the most positive benefits. According to Maude Purcell, “The act of writing accesses your left brain, which is analytical and rational. While your left brain is occupied, your right brain is free to create, intuit and feel.”

*Purcell, M. (2016). The Health Benefits of Journaling. Psych Central. Retrieved on January 8, 2018, from <https://psychcentral.com/lib/the-health-benefits-of-journaling/>*

### 3. Go the old-fashioned route.

That means buy a handsome book and a pen that has a nice feel to it and leave your computer in sleep mode. An important aspect of journaling is having the freedom to express oneself, without editing and judgement. It is too easy to rewrite and rework on the computer — good for

presentation but not for this exercise. The slow, methodical aspect to writing by hand is all part of the experience. This can take some getting used to,

### 4. Set attainable parameters.

If writing a page a day seems daunting, then apply a time constraint — 10 minutes of writing. If full sentences seem cumbersome, then use point form. Looking for the proper prose or verse? It need not be fancy or even insightful. Forget spelling and grammar — those aspects will just interrupt the actions of your creative brain. Don’t be intimidated by the blank page — just dive in.

### 5. Lots of approaches.

Start by recapping your day. Or name 3 things you are grateful for each day — they can be super simple or complex and profound. Write about your plans or your progress with a project or personal relationship. Write about all the positive strides you have made and are making or about the fears you are tackling. If you are struggling with a decision, this is a good place to explore your options. The possibilities are endless!

By not planning what you will write, and tapping into the less rational part of your brain you are likely to uncover some unexpected results, insights and perhaps solutions. Like all aspects of the holistic approach, results may not be instantaneous.

Practice, in this case, won’t make perfect but it will help a great deal!

## Business Buzz

*Paul Fink, BA, MBA, CPA (former), is a graduate from the University of Michigan and worked as a CPA at Peat, Marwick, Mitchell (now KPMG) in Detroit, Michigan, before moving to Toronto and becoming a leader in Commercial Real Estate Brokerage. Paul shares his extensive experience in business and his expertise in financial matters with the CANNP board.*

### Most of the time, when you do the “right thing,” you are doing a good thing for your business.

Making plans to go “over and above” for someone who does work for you is really a good business plan (whether they provide services on a regular basis or from time-to-time). Showing your appreciation for his/her effort will pay-off in the long-run! It can be a simple gesture — for example, once a year take an advisor or consultant to lunch or send an unexpected thank-you note or gift. You may very well find that that person does not generally get treated in this way for his/her work related energies.

By making these simple gestures, when it comes time to request help, whether big or small, your consultant will be much more attentive to whatever you require. This simple act will make a difference to your service provider and ultimately, to you.

The same principle can be applied to acknowledging referral business — every time — with a memorable thank you. Remember to check the Code of Ethics under which you are bound and respond appropriately.

Put simply, it is the right thing to do — to thank people for their efforts on your behalf and their good work — and while it need not be a huge or costly move, it will come back to you and your business in spades.

Canada's Food Guide is getting a facelift — the first update in over 10 years is expected shortly. Based on information gathered from focus groups, it is expected that the rainbow of the former guide will be replaced with something that will put emphasis on a more plant-based approach with less focus on meat and dairy. As well, Canada's cultural diversity will also be addressed.

It is not yet known whether the guide will include charts and diagrams. However, the document is expected to highlight the importance of knowledge and skills relating to health and nutrition, including advice about shopping for nutritious foods and planning healthy meals. There is also expected to be an environmental component with attention to the impact of our food systems.

Expectedly, the government has experienced some push back from the dairy board and meat producers so it will be interesting to watch what will come of this effort.

<https://passport2017.ca/articles/new-food-guide-canada>

There is research indicating that a diet rich in fruit, vegetables and whole grains seems to reduce the symptoms of those suffering from Multiple Sclerosis. Published in the *Journal of Neurology*, researchers looked at almost 7,000 participants with a variety of MS symptoms. Some participants were placed on a well-defined healthy diet and lifestyle parameters were examined and accounted for.

Those in the group with the healthiest diet were 20 percent less likely to experience "more severe physical disability" compared to those people in the group with "the least healthy diet." Even though the scientists made changes to accommodate other factors that might affect disability, the results remained accurate, despite critics who point to the lack of diversity in the participants.

Critics also say the study was limited because of its design pointing to scientists inability to prove "if healthy diets predict changes to MS symptoms in the future." From the perspective of the holistic nutritionist, we understand the unsung benefits of anti-inflammatory foods which may help with many conditions.

<http://n.neurology.org/content/early/2017/12/06/WNL.0000000000004768>

Fat is no longer the culprit that it has been touted to be over the past several decades. Research seems to indicate that there are other food categories which may be more problematic. In August, *The Lancet* reported that when comparing low-fat to low-carb diets, it was found that a low-fat diet was more likely linked to death from all causes. Those on low-carb diets on the other hand, had a lower risk of heart disease and heart attacks.

Individuals eating high quantities of carbohydrates, like those found in breads and rice, had a nearly 30% higher risk of dying during the study than people eating a low-carb diet. Those eating high-fat diets had a 23% lower chance of dying during the study's seven years of follow-up compared to people who ate less fat. The conclusion is that rather than focusing on fat, health experts should be advising people to lower the amount of carbohydrates and focus on healthy fats.

<http://time.com/4919448/low-fat-v-low-carb-diets/>

## www. Wild, Wacky, Wonderful

### www.nutritionix.com

The fun part of this wild site is that it offers interactive tools, such as one to track your daily intake, making it easier to understand what you eat and what it means for the body. The vast database also helps to understand many nutrition based topics. It is wise to keep in mind that much of the data is derived and maintained through the eyes of registered dieticians, based in the United States.

### www.examine.com

Examine is the wacky choice for this issue. The site claims to offer unbiased information on supplements, based on the science available. In 2011 the developers decided it was time for a sharing of information without any other motive. The educational company looks at the research and reports — that's it! The team includes medical professionals, researchers, professors and pharmacists. Together they come to a consensus which is based on fact. By providing your email address, you receive what they entitle the "Supplement Course" in which the science behind the studies is broken down and explained. In addition, access a number of very informative articles and news. Definitely worth looking at!

### International Food Information Council

IFIC is a fabulous resource for health professionals and claims the wonderful spot for this issue of *The Voice*. It offers the latest research and trends on all topics of health, nutrition and food safety. Whether you're looking for information on what to eat, how to interpret a study, or the most recent findings on consumer attitudes towards food and nutrition, IFIC has it covered. The writers will offer a break-down of studies in a detailed, consumer-friendly way that illustrates limitations related to the study. A very handy resource when studies which counter your recommendations come into the hands of the consumer. Arm yourself wisely and completely.

## Client Meetings Made Simple

### How to set up your client meetings during the first 6-12 months of business

By Sandra Power, R.H.N., NNCP, [www.healthcoachsuccesshub.com](http://www.healthcoachsuccesshub.com)

If you've recently graduated and you're getting ready to start working with clients then this article is for you! I'm going to share with you a simple structure for setting up your client meetings which will increase your confidence and decrease your overwhelm as you begin to help your clients transform their health & wellbeing.

You're probably all too familiar with writing up case studies as part of your nutrition training and if you're considering using this same approach with your clients, here's why I'm going to suggest you don't!

1. Information overload: In order to demonstrate your knowledge during your training it was important for you to consider ALL aspects of your case study and present ALL recommendations within one coherent plan. When working with clients, however, it's important to break down this information into manageable chunks that they can learn to implement over time. The last thing you want is for your client to think they're doing everything wrong and have to change everything at once. Talk to your client, get to know them a bit, discover their primary health concern and start there with your recommendations. Help them make smaller changes over time which will lead to a greater outcome overall.

2. No reason to see you again: I know many practitioners have the best of intentions when attempting to give their clients as much information as possible up-front but as much as you want to avoid information

overload, you also want to give your clients a reason to come back and see you! Many people seeking your help are looking for your expert opinion but they are also looking for an accountability partner and someone to keep them on track over time. This takes time. By breaking up your client's plan into key stages and identifying a handful of things to work on at any given time, you'll be setting up your client for long-term success.

So, what does this mean for your client meetings?

Well, when you're first starting out, I suggest you set up the initial consultation over two separate appointments. During the first meeting you'll review their answers to the questionnaires (lifestyle and symptoms assessment, if you're using it\*) and fill in any extra details. This time together will also allow you to get a better sense of who they are, what they may have tried in the past and why they chose to seek out your help in the first place. All great information that will help you figure out how you can best serve them!

The second session can be scheduled for 4-7 days later. Once again you'll meet with your client (for 30-45 minutes) and go through the plan that you've created for them (download a free template from [www.healthcoachsuccesshub.com/free](http://www.healthcoachsuccesshub.com/free)). Scheduling this second session a few days later allows you to do additional research if necessary and takes the pressure off of having to know everything

off-hand during the first client meeting.

Remember, you have learned a lot about holistic nutrition during your studies but nobody knows everything. It's OK to not have an immediate answer to your client's every question because, as a trained expert, you know where to go to find it.

Please always remember to stay within the remit of titles and actions that are appropriate for the province in which you live. For more information about the scope of practice in Canada, purchase a copy of Glenn Rumble's book "The Holistic Nutritionist's Guide to Lawful Practice in Canada" by going to [cannp.ca](http://cannp.ca) and logging in to access "Products for Members." Also, review the Scope of Practice and Code of Ethics which is on the CANNP site in the Members section.

Join me for the next Power Hour on Feb 19th at 8 PM EST: Learn about the top 5 mildest blocks facing many new practitioners as well as be guided through your first client meetings in more detail. I'll have a special announcement ready for those who join live (or watch the replay within 72 hours).

To register, email [sandra@healthcoachsuccesshub.com](mailto:sandra@healthcoachsuccesshub.com).

\*You may want to check out CANNP TrueView for just \$90 (\$165 for non-members) offering a tool you can use with clients to provide an overview of imbalances by body system, nutrient and chemical/toxin.

## The CANNP Calendar

The CANNP list of giveaways and Member benefits continues to grow every year. Some of our initial initiatives have remained steadfast, while new ones are being added all the time. Please watch the eblast that comes once a week for the latest changes.

November and May produces the Upgrading Supplement.

January, April, July and October are generally months you will see the Voice.

December and August are often our design critique months — free access to our graphic designer.

Free or near free access to tradeshow happen all year and so many more free giveaways. It's great being a CANNP Member!