

# the VOICE



Volume 13, Issue 2

Welcome to 2023! A new year with fresh initiative and exciting prospects!

Some things have changed. At CANNP we have evolved a great deal to help you build your business over the last year. We have an impressive stable of Power Hours, with a fantastic line up-coming this year. We have had really helpful free giveaways and we have answered the call for better pricing on more subscription services.

Going into this year, we are announcing a new insurance initiative that we have been working on in the background, with the help of Amanda Janes, one of our dedicated mentoring Members. Here's how it works.

We have accumulated a long list of possible outcomes that a client may experience in working with one of our members — everything from “I am sleeping better” to “I have been able to wean off of my medications.”

The next step is to work with the Members to approach actual clients in completing a very short appeal form which is resident on our website home page, “Take Action” (name, province, email and an authentic reaction based on personal experience with the Member, with the help of our list.)

The final critical stage will be collating “1,000 Reasons Why” and presenting the document to our insurance contacts,

emphasizing the need for choice of qualified practitioners for Canadians.

This project is very exciting because delivery of a 1000 person petition will compel change. We need your help to make this happen. If each of us just reaches out to just 10 of our clients, and asks them to participate, we will easily reach our goal.

For more details please read the article on page 2, watch your eblasts and encourage clients to click on the “Take Action” button on the top of the [cannp.ca](http://cannp.ca) website. Use the resources in the “For Your Use” section — we have taken all the guesswork out of this project to help you out.

Know that we are working very passionately and endlessly behind the scenes on your behalf. We can't thank Amanda enough for her support and insight, but always remember that insurance is the bonus — providing a valuable service is the foundation required.

Also, should you have any terrific ideas that you would like our Board to consider, please send them our way. CANNP has grown to be the best professional choice for our industry in no small part because of the suggestions that come directly from our Membership. So thank you!

## Remit Payment

Please understand that we cannot process an application without remittance of payment.

There are many payment options available: credit card via phone or PayPal. (To pay through the PayPal option, simply select the option saying you “do not have a PayPal account” and you are given the opportunity to use your credit card information securely.) Send an e-trans using [info@cannp.ca](mailto:info@cannp.ca) or if you wish send a cheque to 355 St. Andrews St. E, Fergus ON N1M 1R3.



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## Mentoring Beyond!

CANNP is very proud of our Mentoring Round Table. And they keep showing up to help new grads be more successful. This event is always fun and inspiring.

We did it again on November 25th and hope to continue doing them so stay tuned to your eblasts to take part! If you've been on the wait list for a mentor, be sure to show up for the next Mentoring Power Hour.

A special thanks to our Mentors. You are the best and most generous we know.

## Hours Since Last Time

Lawyer Glenn Rumbell spent a great deal of time answering really thoughtful questions from our Members plus he provided attendees with some very helpful insights. We are always pleased when Glenn can share his expertise.

Marla Samuel spent an hour sharing the wonders of homeopathy with our Members. It was a great introduction to a modality that, when used with integrity, can be very effective.

In December we offered Members a Power Hour about 10 Sticky Situations that you might come across. These are issues that we felt were pretty common. Those that attended found it to be extremely helpful.

We hosted an Open House and pulled back the CANNP curtain!

## Get on the Lists

Each month we compile an updated list of Members based on the previous month, which we forward to insurance companies and GoodLife to verify membership.

Lately we have heard from some Members that they are not on the lists. In fact, they are just jumping the gun and not giving us enough time to compile and file!

If you have let your Membership lapse, and then renewed, we suggest you wait about a week before accessing a list. If you have not lapsed, you will remain active on lists.

## Free Giveaways

Every month we attempt to offer a free giveaway to our Members. Who doesn't want something for free — especially if it's super useful!

In September we rounded out our pocket size wallet cards with a list of the toxins to avoid. Broken down between those that are commonly found in food, in your home, in the body, in the air and foods that are themselves considered toxic. A very helpful item to share with clients.

In October we pulled together a handy list of 12 "straight talk" statements about what makes supplements different from drugs. This is a topic that can be easily confused and requires a little bit of education by the practitioner. The document was all in lay language and was simple enough to share with clients allowing you to pursue a valuable discussion.

To coincide with our Mentoring Round Table in November, we offered a document about How to Build a Client Base. It consisted of 10 smart steps that were expounded upon during the actual Mentoring Power Hour.

December brought the Holiday Colouring for Adults giveaway. It is always a popular one and a fun way for you to wish your clients the best for the coming year. We are hoping to welcome the Spring with another version of this one.

If you missed one of our monthly giveaways, we do revisit some of them from time to time so it is important to keep on top of your eblasts where they will be announced.

Also, if you have an idea for a giveaway, let us know and we will see what we can do.

## 1,000 Reasons Why

As you read in the page one story, we have been working behind the scenes preparing for an important insurance campaign called 1,000 Reasons Why.

Amanda Janes was the brains behind this initiative with the belief that taking 1,000 authentic reasons why a client would want to pursue Holistic Nutrition as a personal health choice, would be highly compelling and difficult to turn away from.

As such, we have a new link on the home page of our site called "Take Action." Once the client clicks on it, the client is redirected to a very short survey asking for name, email, province and one simple reason why. Once all the entries are compiled, we will present to the outstanding insurers to entice them to offer us written confirmation of coverage.

To assist you in assisting your client, we have compiled a lengthy list of reasons which you and your client can choose from, or come up with one yourself. The list can be found in the For Your Use section of the site, once you log in.

It is all hands on deck for this one please!! Getting coverage is good for us as well as your clients so it should be pretty easy to entice them to help out. For those who visit you in person or on zoom over the next several weeks, please assist them in completing the form. For those clients who you are not actually meeting with, please reach out with the letter we have provided in the For Your Use section.

We have tried to take all the guess work out and make participation very easy for you and your client. Let's make it happen!

### 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.

The 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.

### Insurance Clarity

CANNP will not say we have insurance from a particular insurer unless they have provided us with written confirmation. Many times, insurers who have not given us confirmation do ask us to verify the status of Members — this happens every single day. That means, other insurers will cover our services from time to time.

All that said, even if an insurer informs us of coverage, it will not go through unless the employer of the client has opted in for Nutritional Counselling coverage.

Even if that all goes well, sometimes the person who is asking the insurers questions may not be privy to the most up-to-date information.

These scenarios are very frustrating to you, your clients and the CANNP. Let's all just keep trying!

### How to Renew

1. Go to [cannp.ca](http://cannp.ca).
2. On the home page there are a couple of Renew links.
3. In the pull down menu find the Qualifications and the Application.
4. Complete the application. We require this so that we have the most up-to-date contact information etc.
5. Upload the information required or just email a list of upgrading to us at [info@cannp.ca](mailto:info@cannp.ca)
6. Submit and please remember to remit payment.

### Most Frequent Questions

#### Q. Do I need to log onto the Members Only area to renew?

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

#### Q. Where can I find client insurance & tax receipt?

A. Every welcome, and every renewal package, comes with a printed client insurance form. This form indicates the valid expiry date. You will also find certificate stickers in your renewal package reflecting your new expiry date. Be sure to watch for these.

#### Q. Can I send you a listing of my upgrading?

A. Sure send a list to [info@cannp.ca](mailto:info@cannp.ca)

### New Health and Dental Option

This one of kind program leverages group purchasing power to bring better rates and increased health plan coverage to our Members.

Select the plan that best fits your needs and budget. Members can choose to take advantage of a unique wellness program which includes a Mental Health component. Plus the plan offers a wide variety of discounts on items you use. Monthly premiums may be tax-deductible as a business expense. Members-only section [cannp.ca](http://cannp.ca)

### E & O Insurance Coverage

CANNP requires that Members have Errors and Omissions Insurance. You are welcome to explore joining BrokerLink for that insurance (call 877- 768-2262) which is quite comprehensive, offering CANNP Members a discounted rate — or you can pursue an insurer of your own choosing. We just require proof of insurance.

For your information, we have answered several questions on securing appropriate insurance in a document that you can link to through the Members Only area, Insurance.

New Members can acquire insurance at the same time as joining.

Renewing Members will be notified directly from BrokerLink, if that is the insurer, when their policy is up for renewal.

### A Few Things Members Should Know

1. If there is something that you are interested in taking advantage for which there is a code or other access required — these items are in the Members only area in order to protect the significant advantages CANNP has to offer.
2. If you want to reach us, the most efficient way to do this is via email. We do our best to respond quickly, however phone messages will sometimes be significantly delayed due to volume.
3. If you have any suggestions or enhancements you would like us to look into, please let us know.
4. If your renewal expires, you are blocked from accessing the Members only area of the site; you are not included in the lists being sent to insurers monthly; and you will be removed from the Ready, Set, Chat forum.

## Healthy Eating While Saving Money

Are there ways you can save more money and still eat well (aside from the obvious — don't go to the grocery store when you are hungry)?

The following are some ideas to share with your clients who may be asking the same question.

1. Drink more water! Try to steer away from the prepared and alcoholic drinks which add calories and are generally less healthy.
2. Invest in a way to brew your own coffee and teas at home. Not paying for these items on a daily/weekly basis will add up.
3. Take inventory of what you have in your pantry and use it to inspire your next meal planning session. This will also help you stretch the time between shopping trips since we often have more to work with than we might initially think.
4. Along the same lines, go shopping with a meal plan and stick to it. PLEASE NOTE: We have a Meal Planning Power Hour in our line-up.
5. Learn to love leftovers. Eat them as they were originally intended or reinvent them in creative ways.
6. Consider generic or store brands but be sure to read the labels for sodium, added sugars and other ingredients that you may wish to steer away from.
7. Before you leave for the store, compare prices by reviewing flyers and potential sales.
8. Keep to the perimeter of the store, staying out of temptation aisles with the thought that if you want a treat, you can make a cheaper and healthier one yourself.
9. Don't be afraid of the marked down produce section. Often these items can be frozen and used later. Bruised bananas, for example, are ideal once frozen for smoothies or banana bread.
10. Meat dollars can go further in the form of stews or soups, with the addition of potatoes and veggies. Be sure to make extra when items

are on sale, for the freezer. A great option for those days when you just can't figure out what to make for dinner.

11. Vegetarian meals also can be stretched with the used of beans and rice. They too can be made in bulk and frozen when the price is right.
12. Look for bulk buying opportunities in your neighbourhood. Some local farmers markets sell larger quantities for less. Find a "sharing" partner to minimize wastage and maximize savings.
13. Fruit and vegetables from the freezer section are sometimes less money and since they are picked fresh at the peak of their quality and then frozen immediately, they are just as good nutritionally speaking. Frozen produce makes a great, year-round option.
14. Since organic produce can be more costly, be picky about which items to buy organic. Use the Clean and Dirty produce lists as a guide. Buy the items your family consumes more regularly as organic and consider using a good washing protocol on the other items you purchase.
15. Review your grocery receipt looking for the big ticket items to be sure these are actually items you need and use. Perhaps you can determine patterns that might need adjusting.
16. For the coming summer, plan to plant a garden. You don't actually need a green thumb for lettuce. It is very easy to grow and kale will keep you fed from May to October.



## New Year: One Word

*Gretchen Rubin, author of the Happiness Project and Better than Before, thinks in the most remarkable way, producing options that are absolutely achievable in everyday life. Gretchen has given CANNP permission to share some of her extra cool approaches with our Members.*

Gretchen Rubin has a way of presenting a simple idea that makes it not only practical, but fun and achievable.

With the new year, she introduced this interesting concept. Instead of tackling a resolution — which sometimes seems too daunting and looming — choose a single word or two-three word phrase that embodies what you want for the year. It should be a positive sentiment that you want to focus on for the year. She says the word is "something good that you want your life to hold more of."

The concept is that a simple approach will be easier to remember and therefore, easier to implement. You will be able to grasp it and take action. It is a way to have a sharper focus of single-minded energy. Gretchen states that, "a one-word approach forces you to distill exactly what you want to achieve — concisely and precisely."

In the past she has chosen words like 'upgrade' or 'lighten-up.' One year she chose 're-purpose.' Her sister and podcast partner, once chose 'home.' Others have chosen words like 'adventure', 'energize' or 'rest.'

It seems that the advertising world and the makers of jingles know this approach well. What will your word for the coming year be?

## The Language of Nutrition

As defined in Wikipedia:

*Plain language is writing designed to ensure the reader understands as quickly, easily, and completely as possible. Plain language strives to be easy to read, understand, and use. It avoids verbose, convoluted language and jargon. In many countries, laws mandate that public agencies use plain language to increase access to programs and services.*

It is most important while speaking to and preparing notes for your client that you make your communication understood but more importantly that you not be misunderstood — a very insightful distinction.

Try not to use too many extra words, especially vocabulary that is industry related and not easily digested by someone on the outskirts of the nutrition world.

Use shorter sentences with simple instruction — not run-on sentences which can cause the client to become confused.

If the concept you are sharing is complex, then it bears repeating — by the client, and only after that, by you. The client may not have grasped the idea so you may have to rephrase and “dumb-it-down” using more common terms.

Lastly, when writing instruction, it is tempting to use language of the industry, but always consider providing lay terms in brackets.

Bottom line: If your client can't understand your instructions, they have little chance of success.

### 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.*

### In With the Old, Before the New

This is the time of year to look forward, make plans and commitments for the coming year.

It is also the perfect time to take a step back to review the last year looking for insights and behaviours that should be modified or perhaps built upon. It is a time of reflection and evaluation. There may be components that no longer fit with your evolving vision. There may be parts of your business that require a retrofit and some that should be expanded.

If you are not meeting your goals it can be discouraging so before you go too far down that rabbit hole, engage in a “look back.”

1. Look at your current client list. Determine how each client came to you — was it a referral? advertising? networking? Then think about what practical measures you have taken to actively keep in touch with that client in order to retain them. Do you send out notices of new products or services? Do you send out a newsy letter? Do you call or email them from time to time? Is there something you do when they visit your office that might be particularly enticing like offering herbal tea or other homey touches that are appealing? Do you offer specials?

2. Look at your list of former clients. This would be defined as people who have not had an appointment in the last 12-18 months. Again, determine how you sourced these individuals. If they were referred, did the referring party remain a client (that would be interesting information to acquire)?

In addition to honestly determining what type of on-going contact you had with these clients, try to reflect on why you think they have left your practice. Was it that you imparted too much information and they suffered from overwhelm? Was it because you had done all you could do for them? Was it your approach or use of language (ie. too technical or accusatory)? Was it because they found someone else to fill your shoes? Why do you think they thought they no longer had need for your services? Some may have left because you did an excellent job, but did they then refer to you or in some way let you know that they did not leave for a negative reason?

Though uncomfortable — granted, this step may require that you reach out to former clients via phone. Just call and ask them — maintain the mindset that at this point you have nothing to lose since they already sit in the “former client” category.

3. Once you have accumulated the above data you will hopefully be able to determine some trends. It is this insight as to what is working for you and what is not, upon which you can build a plan for the coming year.

There are loads of excuses to not do this task — time-consuming, difficult, uncomfortable — but these are all the same reasons that someone with a suffering practice might point to in their everyday efforts.

If you have determined that this will be a good year then bite the bullet and step back before you step forward. Gain some important insight and use it to revisit your Business Plan with a fresh pair of eyes.

You've got this. Put in the time. Put in the work. Make wonderful things happen this year.

### Mentoring Round Table

We recently held a Mentoring Round Table. We love this event because so much great information is shared. We ask for questions from attendees but have no real format so it is a free discussion which can go to interesting places.

In this session, a new question was posed to the Mentors asking how they might explain the difference between what we do and what dietitians do, if asked by a client.

The following is some of what was said.

The advice from most was to keep the answer short and simple. Perhaps say, "Dietitians are mandated by the government and follow Canada's food guide." Period.

You might allude to the fact that dietitians use a "one size fits all" model while holistic nutritionists cater more to developing a plan catering to particular and individual circumstances and needs.

One of the Mentors thought that the emphasis could centre around the word "holistic" because that really says it all — "we are going to look at all aspects of the individual's make-up and come up with an appropriate protocol."

Another tack explored was to turn the tables and ask the client what they think the difference is. This might give you a tremendous amount of insight. You may learn that it is not worth trying to convert this client by convincing them of your value. There are plenty of fish in the sea.

As well, we discussed that though there is a preconceived notion that a regulated facet of the industry (the dietitians) has more legitimacy, in fact it is simply based on government public protection.

To become regulated a profession has to pose as a danger to society. Given that dietitians are often in a hospital setting inserting feeding tubes and such, this makes perfect sense. However, since holistic nutritionists pose no threat, we are unlikely to be regulated and that is a major difference having nothing to do with legitimacy at all.

The bottom line is that when you are asked this question, the client is in reality, wanting to know how you are going to help them, so plan to steer the conversation that way.

It presents a great opportunity to outline your intent for them which will happen over the next number of weeks/months. Emphasize the personalized aspect of your approach and how things are expected to progress.

Remember, no matter how new you are to the industry, you have knowledge that your client does not, but is seeking. Be confident.

### All Aboard — Insurance Challenge

Everyday 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, for one reason or another, will cover our designation. This means that by always having clients send in claims, other companies are becoming aware of our services.

We urge you not to share your NNCP number and personal details with non-clients. It seems that some insurers are experiencing fraudulent claims. It is imperative that we stay on the good side of these folks, so your compliance is greatly appreciated.

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 GreenShield system.

Also, in order to better ensure coverage, always use the CANNP logoed 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!

Please if you are due to renew, doing so on a timely basis will help us keep the insurance companies' lists of qualifying Members current.

Also, 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.

Lastly, we urge you to engage as many of your clients in the "1,000 Reasons Why" effort so we can make some noise!

### Registered Nutritional Therapist

When you join the CANNP, you receive the designation NNCP which is Natural Nutritional Clinical Practitioner. We chose this because it is accurately descriptive and can be used in most provinces. Legitimate use comes with your yearly Membership.

The title, Registered Nutritional Therapist, is reserved for Members who have more extensive experience — 3 or more years. It does come with a one time additional fee and it is extended only to those, and for the period, that the Member retains a valid NNCP designation.

Please note RNT is in addition to yearly Membership.

## Science Catching Up

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According to the Harvard Medical School newsletter, yoga can actually make your brain work better. How cool is that! It seems that the practice of yoga helps to make new connections in brain cells. That, in turn, leads to improved structure and function and even cognition. In particular this strengthening can play a key role in decision making, memory and learning. These areas of the brain typically shrink with age, but older yoga practitioners show less shrinkage than those who did no yoga. In addition, yoga can affect mood by elevating levels of the GABA brain chemical associated with better mood and decreased anxiety.  
<https://www.health.harvard.edu/staying-healthy/yoga-for-better-mental-health>

Results from several different studies were combined and examined statistically in a meta-analysis. The results suggested that vitamin D supplementation may alleviate depressive symptoms in depressed adults. Conducted by an international team of researchers, the meta-analysis seems to indicate that Vitamin D regulates the central nervous system functions, which when unbalanced, have been associated with depression. In addition, cross-sectional studies observed an association between depressive symptoms and vitamin D deficiency.  
<https://www.sciencedaily.com/releases/2022/08/220812113410.htm>

We know that adding exercise to a day can have far reaching positive effects and better sleep can be counted among them. As little as 30 minutes of moderate exercise a day can increase slow-wave sleep, associated with memory formation. As group of UCLA researchers found, there is evidence that regular exercise may realign circadian rhythm. Any type of exercise seems to work and the results are felt almost immediately.  
<https://www.usatoday.com/story/life/reviewed/2022/05/13/how-exercise-can-help-you-sleep-better/9763175002/>

As published in the British Journal of Sports Medicine, there seems to be a synergistic effect of good diet and regular exercise. In other words you can't out exercise bad nutrition, nor can you eat well despite being sedentary. For the best and healthiest outcome, both factors have to work together for maximum impact. The study looked at 350,000 people over a 10 year period. It found that folks who ate well (defined as ingesting at least 4.5 cups of vegetables and fruit a day) and also regularly exercised had the greatest reduction in death risk. Exercise that included sweating was particularly preventative for heart disease. This is great for us to know in order to have an educated come back to clients who think they can eat anything as long as they work out.  
<https://bjsm.bmj.com/content/56/20/1148>

A study out of Harvard included more than 110,000 people ranging in age from 30 to 75 and were free of heart disease and cancer when the study began. Researchers assessed the participants' diets via questionnaires given at the beginning of the study and then every four years following. The one question asked was how much and how often did participants eat avocado. Dr. Frank Hu of the Harvard T.H. Chan School of Public Health (HSPH), said, "This study adds to the evidence to support the benefits of healthy fat sources like avocados to help prevent cardiovascular disease."  
<https://www.health.harvard.edu/blog/enjoy-avocados-eating-one-a-week-may-lower-heart-disease-risk-202204112725>

## www. Wild, Wacky, Wonderful

### tinywow.com

As the world becomes more and more computerized and digital, it was only a matter of time before someone came up with this amazing site. Basically it walks you through all sorts of tools that solve file problems and issues. For example, if you want to convert a pdf to Excel or you want to manipulate an image — this tool is for you. There are tons of options to pick from. There is a free trial and if you like it there is a reasonably priced monthly fee for greater access.

### darabee.com

Want to stay on track with your workouts or help client out that? Darabee might help. They offer challenges, guides and programs for you to choose from. You can do fitness tests and they help you find the program that suits your needs. It is a very interesting site to check out. Of course, ultimately you need to rely on your own motivation and stick-to-itness — but it is a fabulous place to start.

### supercook.com

This might be just the thing for those days when you don't know what to make for dinner. You add your ingredients into the program and as you do that the program starts to load in recipes for your consideration. You can sort through the ones provided and click on them to get the full instruction. Try it out and consider allowing your client access or do it for them during a consultation — sending them away with customized recipes will surely add to your professional status!

## Challenge Your Knowledge — True or False

by Glenn Rumbell, B.A., LL.B.

**True and False:** Test your knowledge about how you can legally conduct your business.

If you have more questions or wish more clarification, be sure to listen to my podcast in the podcast library.

### 1. There is a governing body for Holistic Nutrition in Canada.

**False** – In Canada, Holistic Nutrition is an unregulated profession and as such, does not have a regulatory or licencing body. However we are subject to provincial rules of general application. In the absence of a governing body, Professional Associations such as CANNP provide quality control as well as legitimacy.

### 2. I graduated from a school that gave me a designation and I can use it wherever I work.

**False** – you have to adhere to the title restrictions for the province in which you are working. Certain titles are restricted for use by other professions and we cannot legally use them.

### 3. I must incorporate in order to have my own business.

**False** – incorporation is an option with its own considerations but it is not mandatory. Listen to my podcast for more info.

### 4. Certain provinces have more restrictions than others on how I can conduct my business and what I can call myself.

**True** – you need to be aware of the laws in your particular province. The Legal Guide for Canadian Holistic Nutritionists has the provincial restrictions all laid out by province.

### 5. If we were a regulated profession, practicing would be so much easier.

**False** – governments regulate professions to protect the public and it is often done at the expense of the profession (ie.

increased operating costs and restricted professional activity)

### 6. I can't use the term "nutritionist" in the following provinces:, (Alberta, New Brunswick, Nova Scotia, PEI, Quebec)

**True** – in these provinces the term "nutritionist" is reserved for dieticians.

### 7. If my client comes to me with obvious signs of a disease, I can identify the issue and then work on a plan to help them get better.

**False** – you are not legally allowed to diagnose a disease. You must refer them to a medical doctor. Once they have a diagnosis, you can work with them to improve their overall health.

### 8. My client is taking medication but would be better off with a certain supplement. I can help them make the transition to eliminate meds in favour of natural health products.

**False** – you must never suggest someone stop a medication. Medication must be managed by a medical doctor. You can recommend supplements to take in addition to their meds if there are no contraindications.

### 9. It is important to have my clients list all of their known diseases/ disorders on their in-take forms.

**True** – If a client reveals a disease or disorder, you are not making a diagnosis.

### 10. In certain provinces, I can call myself a "doctor."

**False** – It is not legal to use any term which implies you are part of the medical profession.

### 11. If I have a client with cancer, I can treat it for them.

**True and False** – in certain provinces you can 'treat' a disease that has been disclosed to you (eg. Ontario), in other

provinces (eg. Quebec) you are not allowed to 'treat' any disease

### 12. I have to be a member of an association in order to practice as a nutritionist.

**False** – you do not have to be a member of an organization, however being a member of a responsive and interactive association offers many benefits including increased credibility and community.

### 13. I can safely work with clients in other provinces and countries just like I do locally.

**False** – you must adhere to the laws around practicing nutrition in the location of your client. It is incumbent on you as the practitioner to make yourself aware of these laws and stick to them.

### 14. Privacy laws affect me even though I only have a home office and see clients at my residence.

**True** – you have to be aware of privacy laws and make every effort to protect your client's personal information.

### 15. I have client files and records which I have been storing for 5 years; it's safe for me to discard them now?

**That depends:** There are not only general privacy laws to consider but also health information privacy laws in each province. You have to check your particular province and how they govern the collection, storage and disposal of personal health information.

*Note: While quizzes are a fun way to test your general knowledge, please understand that these are simple answers to often complicated topics. Answers will vary from province to province and it is imperative that you are aware of the laws in the province in which you practice. Please refer to The Legal Guide for more comprehensive answers.*

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