



Client

Welcome

Packet

A GUIDE FOR MAKING THE
MOST OUT OF YOUR
NUTRITION / COUNSELLING
APPOINTMENT



WELCOME

My name is Susan Watson, and I am the owner of A Little Nutrition and the Director of Client Services. I would like to thank you for reaching out to our team and warmly welcome you to our practice!

If this is your first time meeting with a registered dietitian, it might feel a bit intimidating to talk to someone about how you eat. Feeling uncomfortable is a normal response to the *"thought"* of having someone analyzing and criticizing what and how you eat. Rest assured, we practice with a non-judgmental approach and really encourage you to be as honest as you feel comfortable with your dietitian. The more we know about you, the better we can serve you.

We want to make sure that you feel 100% comfortable and prepared for your appointment, so please take a few minutes to glance through our welcome package. It contains everything you will need to know to ensure that you have a positive experience.

Sincerely,

SUSAN WATSON, RD • CEO

Meet The Nutrition Team

Susan Watson, RD

Adult and Adolescent Eating Disorders
Certified Craving Change™ Facilitator
Certified Intuitive Eating counsellor
Monash University FODMAP trained



Madelaine Morrish, RD

Gastrointestinal disorders
Food allergies / intolerances
Chronic health conditions
Certified Intuitive Eating counsellor
Monash University FODMAP trained



Jess Gutkin, RD

Family nutrition
Chronic health conditions
Binge Eating & disordered eating
Relationship with food



Lauren Rossong, RD

Diabetes
Binge Eating
Intuitive Eating
Relationship with food



Rhea Lewandoski, RD

Adult Eating Disorders
Chronic health conditions
Binge Eating & disordered eating
Relationship with food



Melodie Ho, RD

Infertility
Family nutrition
Chronic health conditions



Ian Montalbo, RD

Men's health nutrition
Binge Eating
Nutrition for sport
Digestive health



Adrienne Penner, RD

Family nutrition
Chronic health conditions



Nita Sharda, RD

PCOS
Pediatric nutrition
Infant feeding issues
Family nutrition
Chronic health conditions



Mental health team



Kim Cuthill MSW, RSW
Registered Social Worker



Kristy Rebenchuk, MSW, RSW
Registered Social Worker



Larissa Barr, MSW, RSW
Registered Social Worker



Jackie Persona, MA, CCC
Psychotherapist

We Provide Services For:

- ADHD (Adult)
- Addiction
- Adoption
- Alcohol Use
- Antisocial Personality
- Anxiety
- Bipolar Disorder
- Borderline Personality
- Child
- Chronic Illness
- Chronic Pain
- Coping Skills
- Depression
- Disordered eating, health behaviour change
- Divorce
- Drug Abuse
- Emotional Disturbance
- Family Conflict
- Grief
- Infertility
- Life Coaching
- Life Transitions
- Managing a health condition
- Men's Issues
- Obsessive-Compulsive (OCD)
- Parenting
- Peer Relationships
- Pregnancy, Prenatal, Postpartum
- Relationship Issues
- Self Esteem
- Self-Harming
- Sexual Abuse
- Sleep or Insomnia
- Stress
- Weight concerns
- Women's Issues

Treatment Approach & Types of Therapy

- Acceptance and Commitment (ACT)
- Attachment-based
- Coaching
- Cognitive Behavioural (CBT)
- CBT-E
- Compassion Focused
- Culturally Sensitive
- Dialectical (DBT)
- EMDR
- Family based treatment
- Mindfulness-Based (MBCT)
- Motivational Interviewing
- Person-Centered
- Somatic



Service Overview

INITIAL NUTRITION APPOINTMENT - 80 mins

\$185

Your dietitian will work with you to figure out what the best pattern of eating is for you to stay healthy and energized, and how to go about doing that. You will review your eating and medical history, goals you want to accomplish and relationship with food. The two of you will work out a plan on steps you want to take to achieve success.

**Note: Paediatric appointments (<7 y.o.) are typically 75 mins @ \$150 but are based on the clinicians discretion and nutrition concern. Our admin team will discuss this with you at the time of booking.*

FOLLOW-UP APPOINTMENT - 50 mins

Follow-up appointments provide an opportunity to review progress, challenges and barriers to working on your health goals. Most clients benefit for 3-5+ follow-up appointments. For those struggling with disordered eating or an eating disorder more frequent appointments are recommended.

COUNSELLING / THERAPY SERVICES - 50 mins

Our team of therapist can help you manage emotional underpinnings to your eating in a variety of areas from healing trauma, grief, and anxiety. They can help you with emotional processing and be a space to feel heard and validated. Initial appointments and follow-ups are \$130. Psychotherapy with Jackie is \$135/50 minute session.

INSURANCE + DIRECT BILLING

NO CHARGE

We offer direct billing to insurance companies that accept assignment of benefits free of charge, for both dietitian and therapy services.

Our process

Prior to your appointment

BOOK AN APPOINTMENT

Call our office or book online with our online booking system. We will help find you a convenient appointment time and the appropriate dietitian to work with.

REQUEST TO DIRECT BILL

We offer direct billing and will need to obtain your insurance information prior to the day of your appointment.

FULLY READ OVER OUR WELCOME PACKET

FILL OUT NEW CLIENT FORMS

You will receive an email link to our new client forms. Please fill this questionnaire out so we can prepare for your appointment.

COMPLETE A FOOD LOG

In some cases a food log can help your dietitian nutrition coach improve the quality of info. you get with your assessment (ex. digestive health, or a medical condition). NOT MANDATORY.

SECURE APPOINTMENT WITH A CREDIT CARD

Make sure we have a credit card on file as per our [Appointment Reservation and Cancellation Policy](#).

Our Philosophies

What to Expect From Your Session

YOU ARE WORTHY AND WELCOME HERE

WHY OUR SERVICES ARE UNIQUE + OUR APPROACH TO NUTRITION

If you have ever met with a dietitian before, here is how we are a bit different:

- We take the confusion out of how to eat and fuel your body.
- We prioritize well-being & health status over weightloss.
- We use a client centered practice model, which means that we help you figure out the “why” to your eating challenges, and will guide you through the process of meaningful change based on your health goals.
- Our sessions often feel very personal and nutrition advice is customized to the individual, and their unique life situation and lived experiences.
- Our practice combines expertise in nutrition and psychology for the most effective support. We use intuitive/mindful eating models of care.
- Lol, we won't hand you the Canada's Food Guide :-)

YOU ARE SUPPORTED AT EVERY STEP

We recognize there is no 1-size-fits-all when it comes to your nutrition. We take an individualized approach to best support your health goals. We will work alongside you to help you with:

- Building out a personalized eating structure that suits your lifestyle.
- Normalize eating and food habits and beliefs about food.
- Learning how emotions are linked to your eating habits and interfering with your health goals.
- Provide sound advice on eating, food and health myths you might have.
- Empower you to manage your health by understanding how to grocery shop, read nutrition labels, and prepare meals that you/your family enjoy.
- Provide you with cooking tips, meal prep guidance, recipe modifications, and snack ideas.
- Advocate and/or communicate with your primary healthcare team, doctor or specialist.

Our new approach to nutrition

NON-DIET AND NON WEIGHT FOCUS APPROACH

Non-diet approach: We have learned the harms of restrictive dieting and now practice with a non-diet nutrition approach where we don't prescribe restrictive diets (ex. Keto), supplements or pills as a quick fix. *We may recommend supplements if you are at risk of a deficiency (e.g. Vitamin D).*

We use a non-judgemental approach to care. Our advice is based on evidence-based research that actually works, which puts your health and well-being as the top priority. We use a gentle balanced nutrition approach based in intuitive eating and honouring clients unique and individual nutrition needs.

Non-weight focused approach: We help you measure your success without a scale. This means that we won't weigh you at your appointment. Our office is a safe space to explore weight concerns without the stress related to being weighed at an appointment. We aim to support you in making **sustainable changes**, develop positive health behaviours and feel great about your health. This can all be done without focusing on the number on the scale.

We don't believe that the size of your body is the most important thing about you. We will help you work through your weight and body concerns to empower you to live your life to the fullest. You can manage most conditions with behaviour and lifestyle changes without having to diet, restrict your eating or count calories.

Collaborative Care Approach

We also provide collaborative care for **mental health services** with counselling services.

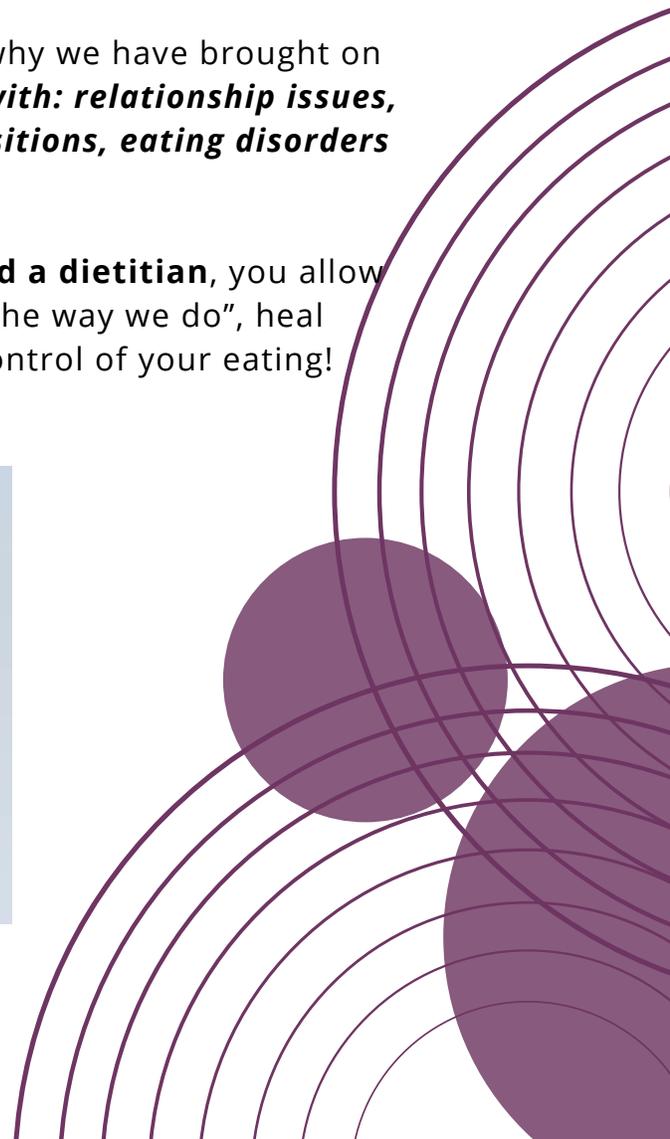
Have you ever wondered ***why it is so hard to make changes to your health?*** Do you notice the same troubles cropping up in your life again and again?

Making positive health changes and improving our relationship with food can be hard, especially if there are unresolved emotional underpinnings.

At A Little Nutrition we recognize that when we are making health changes and working on nutrition goals, ***we uncover many emotional underpinnings*** that impact clients ability to work on their health goals.

Your success is very important to us, so that is why we have brought on a mental health team. ***Our therapists can help with: relationship issues, grief/loss, stress, anxiety, depression, life transitions, eating disorders and trauma.***

When you combine working with a **therapist and a dietitian**, you allow the opportunity to understand the “why we eat the way we do”, heal from the past, gain new coping skills and gain control of your eating!

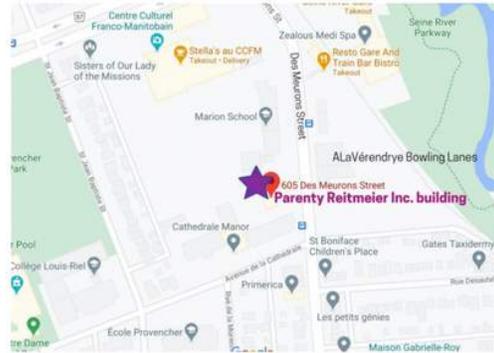


Location + Parking

OFFICE LOCATION

605 Des Meurons Street, Unit #103 located on the main floor.

Google map link: <https://goo.gl/maps/q2L6sku9njpqwhjP6>



PARKING

There is designated visitor parking located at the front of the building. These are the first three (3) parking spots marked "VISITOR" closest to the main entrance.



ADDITIONAL PARKING

If visitor parking in our lot is full, there is additional 2 hour street parking space directly across the street, as well as in the bowling alley parking lot across the street.



Communication



EMAIL
PHONE
FAX

REACH OUR OFFICE AT:

EMAIL: admin@alittlenutrition.com

PHONE: 1-204-515-7466

FAX: 1-204-515-7479

Appointment times:

Mon-Thurs. – 9:00 a.m. – 8:00 p.m.

Fri. – 9:00 a.m. – 3:00 p.m.

Sat. – 9:00 a.m. – 3:00 p.m.

*BASED ON CLINICIANS AVAILABILITY



BUSINESS
HOURS



RESPONSE
TIME

Our appointment booking office hours are M-F 9:00 a.m. - 4:00 p.m.

Calls and emails are returned within 24-hrs.

Payment Methods

1

Credit Card: We accept all major credit cards

2

E-Transfers: Please send an e-transfer to admin@alittlenutrition.com within 24 hours from your appointment. You will be notified with the amount owing.

A security question is not required. However, if you decide you would like to use a security question, use:

Security Question: "What colour is a carrot?"

Answer: "orange"

Once your e-transfer is received, you will be sent an electronic receipt.

3

Cash: If you plan to pay cash, please contact our office to find out your amount owing. Exact cash will be needed, no change on site available.

4

Cheques: We accept cheques, but only for in person appointments.

Direct Billing Insurance

HOW DOES THE DIRECT BILLING PROGRAM WORK?

- **Submit your insurance policy number/ID** to our office via our online intake form, emailing us at admin@alittlenutrition.com or calling us at 204-515-7466
- We will look into your insurance coverage, and let you know the details of your coverage. **Please note that everyone's insurance plan is different** and you may require to obtain a doctor's note for coverage, or have a deductible that you need to pay.
- Clients are responsible to ensure their benefit plan does cover services by our clinicians & whether or not a doctor's note is required.
- If you require a doctor's note, and don't have one at the time of your appointment, you will have 1-week to send it to us, or we will have to take full payment for your session. You can submit your claim once you have obtained a doctors note. You can get one easily from a Walmart medical clinic (Kenaston, Taylor or Lakewood) as a walk-in patient. They can fax it to our office, as our referral form is set up in their computer system. See office locations for a clinic near you.
- If you are covered by your own insurance as well as a spouse/partner's plan, the insurance rules are that you ****must**** claim against your own plan 1st until it's used up and then you can claim on the alternate plan.

We offer direct billing to the following companies if your plan allows for assignment of benefits.

- Canada Life (formerly Great West Life)
- Chamber of Commerce
- Claim Secure
- Green Shield Canada
- Manitoba Blue Cross
- Sirius Benefits

*NOTE: We are unable to direct bill to **Sunlife or Manulife**, as these companies do not allow for assignment of benefits for our services.*

IMPORTANT: In order for us to be able to direct bill for you we require a Visa or MasterCard number to be held on file.

FACTS: Direct Billing

WILL I NEED TO PAY ANYTHING?

Some insurance plans do not cover the full amount of our dietitian service fee. If this is the case, you will pay the portion of the nutrition session cost that the insurance company doesn't pay. For example, if you have coverage for 80% of your \$130 visit fee, you will pay \$26. Your insurance company will pay the remaining \$104 to the clinic. Payment amounts depend on your individual coverage. There may also be a deductible that you have to pay before coverage begins.

CAN I DIRECT BILLING TO PREPAY FOR FUTURE APPOINTMENTS?

No, we can only direct bill for appointments that have already taken place.

WHAT IF MY PLAN COVERS 100%?

Yay! You won't have to pay anything! However, we do still require a credit card on file for our reservation and cancellation policy. This states that if you don't give us 48 hours notice of cancelling your appointment there is a \$75 fee.

DO YOU CO-ORDINATE BENEFITS?

We will only direct bill to one insurance company at a time. For example, if you have 2 Blue Cross plans, then we can coordinate benefits for you. However, if you have a primary plan with Blue Cross and a secondary plan with Great West Life, then unfortunately, we do not offer any coordination of benefits. You will have to submit your receipt for the balance of the nutrition session cost to the other plan provider on your own.

DO I GET A RECEIPT IF YOU DIRECT BILL FOR ME?

You will get a receipt only for the portion that you pay. For example, if you have 100% coverage, you will not get a receipt. If you have 80% coverage, you will get a receipt for the 20% remaining balance that you pay.

CAN I DIRECT BILL FOR MISSED APPOINTMENT CHARGES?

No, insurance companies do not cover missed appointment charges.

How to use our online appointment portal

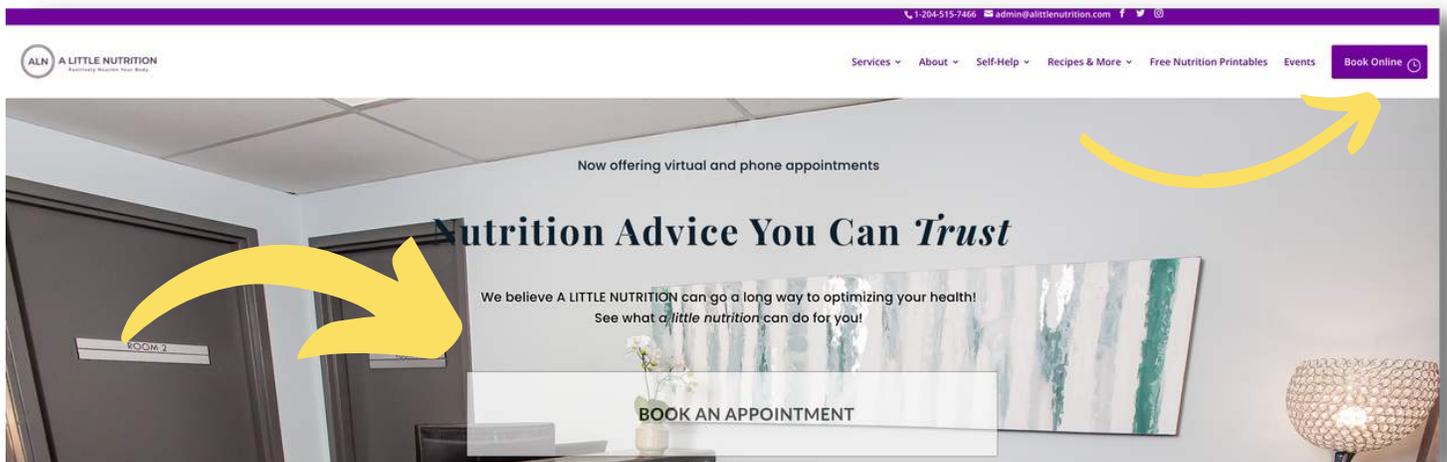
JANE: Our convenient booking, scheduling & virtual appointment software

We use an electronic booking software called Jane, which you may be familiar with if you work with a physiotherapist, massage therapist, or chiropractor. Jane gives patients access to their patient profile.

01

LOGGING IN:

You can access it going to our website www.alittlenutrition.com and hitting "book and appointment" or use the direct link: <https://alittlenutrition.janeapp.com/>



02

Click "Sign in" on top right hand side



The screenshot shows the ALN Dietitian online client portal. At the top, there is a purple header with the text "ALN Dietitian". Below the header, there is a section for an online intake form with a "Fill Out Intake Form" button. The main content area is divided into two columns. The left column, titled "My Account", contains a list of menu items: Upcoming Appointments (highlighted), Appointment History, Intake Forms, Documents, Contact Info, Credit Cards on File, Pay Balance, Notifications & Reminders, Username / Password, Family Members, and Google, Facebook & Twitter. At the bottom of this column is a "Book an Appointment" button. The right column, titled "Upcoming Appointments", features a "Subscribe to your calendar" button and a notification: "You have a video call coming up soon. Please test your video is working correctly here before the online appointment." with a "Test My Setup" button. Below this is a table with columns for Date, Session, and Client. The table contains one entry: "March 10, 2022 - 9:00am", "Initial Assessment- [VIRTUAL] 80-mins with Susan Watson (Online Appointment)", and "ALN Dietitian". Below the table is a "Wait List Requests" section with an "Add a Wait List Request" button and a table with columns for Session, Client, and Availability. The table currently shows "No Wait List Requests".

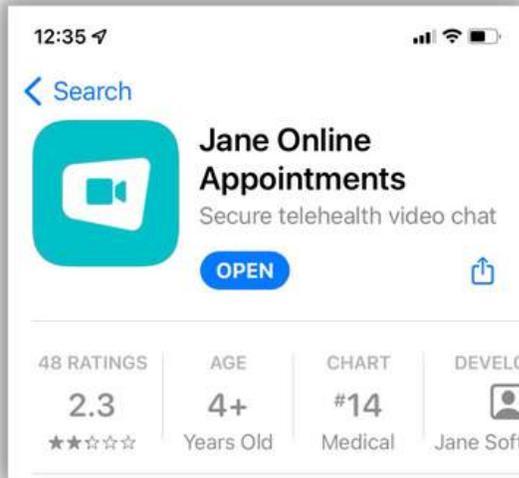
Once you are logged in, you can do the following:

- Look up coming appointments
- Add your appointments to your personal calendar (google or iCal)
- Add a waitlist request for a different appointment time
- Test your tech for your virtual appointment
- Review your appointment history
- Review your new client forms
- Access "DOCUMENTS" or PDF's that your clinician has put on your file for you
- Pay your balance
- Change your password
- Add family members
- Book, reschedule or cancel an appointment
- **Email Notifications:** Our system reduces the number of forgotten or missed appointments by automatically emailing and texting you helpful reminders. You will receive an email confirmation at the time of booking and can set reminders to be sent 24 hours / 48 hours etc. before your appointment

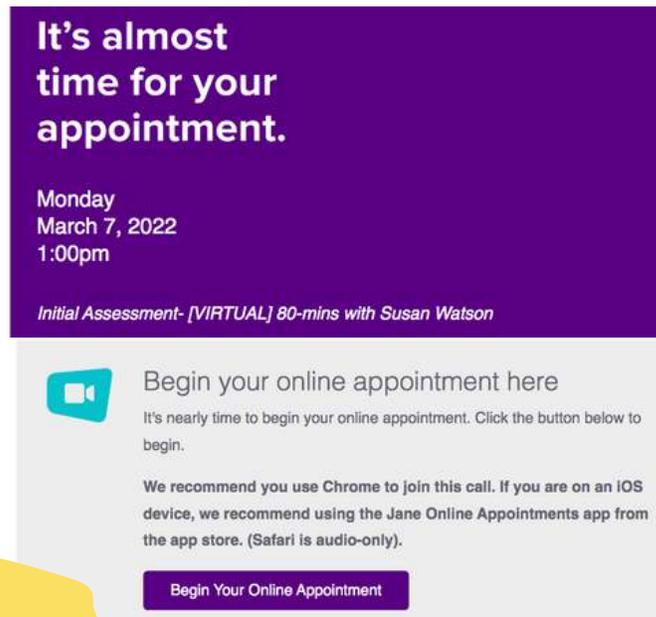
04

Virtual Online Appointments

You will be emailed a link to click on **30 mins prior** to your virtual appointment or you can access the link in your client portal. If you are using a mobile device, please download the **Jane App** from your App store. If you are using a desktop or lap top, make sure to be using the **Google Chrome Browser**. Make sure to **enable permissions for the browser to access your microphone and video**



Check your email for the appointment link



If you have any additional questions, please call us at 1-204-515-7466 or email us at admin@alittlenutrition.com to talk to a member of our staff who can provide further support.

FAQs

How many appointments do I need?

Most of our clients report seeing remarkable changes in their eating and health after 3 to 5 appointments spaced out over 3 to 6 months. However, some clients require appointments every 2 weeks until they can get the hang of their new pattern of eating.

Some clients only need 1 or 2 appointments. Your dietitian will give you a recommended treatment plan at your initial appointment.

Can you give me a meal plan to follow?

We will help you learn the necessary skills to make an individual meal plan and provide assistance to you each step of the way. We believe teaching you "how" to nourish yourself is far better than handing you a meal plan that you will likely only be able to follow for a few weeks. We help you learn the skills of meal planning, meal prep, grocery shopping and preparing simple meals that you enjoy. Still want a meal plan? If you subscribe to our email list, we send out weekly meal plans for recipe inspiration on a regular basis, but are intended to help our clients stay excited about eating well (and is not a rigid meal plan)!

Do you offer blood test to determine vitamin deficiency & hormone levels?

Dietitians don't have access to ordering lab work in Canada. If you are looking to find out about food sensitivities we do not recommend the one from naturopaths (**IgG tests**) as they are only 50% accurate and leave many people more confused about what to eat than before the test. Alternatively, if you are having GI issues, I would recommend getting the blood screening test for celiac by your family doctor.

We work with clients to find out their food sensitivities by doing a nutrition assessment and doing a bit of detective work based on their symptoms. We have a variety of approaches to help you with symptom management and would help you put together a healthy eating plan that will suit your lifestyle and food preferences.

FAQs

Can you help me lose weight?

To be fully transparent, we cannot guarantee weight loss. Weight loss can be an OUTCOME of behaviour based on how one nourishes their body, lifestyle, activity level, previous dieting history and relationship with food.

We believe a healthy weight is achieved by creating a balanced relationship with food, exercise and rest. When we care for our bodies through nutrition, joyful movement and rest, our weight will stabilize in a range that has been determined by our DNA - our heredity, or our "natural weight".

We don't weigh clients as we know that the number on the scale is not a determinant of health or success. Think about it this way, if one was to adopt positive health behaviours with intentions to lose weight, but didn't hit their weight loss goal – what's motivating them to continue a positive behaviour? With intentional dieting, the majority of the behaviours are not sustainable, can be quite disordered, and not always positive either. Thus, we focus on behaviours like eating out less, meal planning, meal prepping, having balanced meals and snacks, listening to your body's hunger and fullness signals, engaging in joyful movement of the body, and finding positive coping skills to manage stress and emotions rather than using food.

Do you help clients implement the ketogenic or “keto” diet for weight loss?

As medical health professionals **we do not** encourage the ketogenic diet for weight loss for any of our clients. The scientific evidence shows more harm than good, and many of the doctors we work with report negative impacts to health (such as increased fatty liver). Our team doesn't feel that Keto is a sustainable long-term eating plan and that people can stay on it permanently. Much of the weight loss that may be experienced by individuals on the diet gain the weight back and more. The keto diet promotes eating mostly fat, small amounts of protein and little to no carbohydrates. The risks to health for getting into the state of ketosis far outweigh the any supposed benefits.

In a long-term state of ketoacidosis, the blood becomes acidic and the person could risk experiencing major health complications, changes to mood and mental clarity, and since the diet is very low in fibre, it also has the risk of developing constipation, gas and bloating.

FAQs

WHY DON'T YOU WEIGH CLIENTS?

All THE REASONS WHY WE DON'T WEIGHT CLIENTS - You are so much more than a number!

- Seriously, who likes to be weighed? The act of being weighed creates a lot of anxiety with most folks, and doesn't initiate a positive relationship with your dietitian? Being weighed can contribute to feelings of low self worth.
- Most people who have ever been on a diet, done a wellness program, or participated in a commercial weight loss program can tell you that their experience with the scale is traumatizing.
- The number on the scale doesn't reflect your health or the hard work you put into being a healthier person.
- Anticipated "weigh ins" can loom heavy on folks minds prior to a appointment.
- Nothing ruins a nutrition session faster than being weighed and the number not being what one may hope for or expect. Folks may have worked really hard at shifting their health habits, meal planning, eating out less, and moving more. However, if the number on the scale can make one feel like a failure if it isn't what was expected.
- Weighing yourself frequently can contribute to an unhealthy relationship with food and your body, create stress, and isn't even that accurate.
- The number on the scale is external data or cue. We know that focusing on external cues are barriers to getting back in touch with internal cues, like hunger/fullness, how food makes you feel, and satisfaction.

FAQs

Can my partner/ spouse attend my appointment?

Yes, a support person may attend your sessions. This is especially helpful if they are the primary person who does the grocery shopping and meal prep at home.

Do you offer couples sessions?

Yes, if your significant other is looking for a nutrition assessment with individual advice too, then your initial appointment together will be 2 hours long, rather than 2x 80 min appointments. Follow-up appointments can be joint and are only 50 mins hour long. If your spouse/partner is attending your appointment only for support, then there is no additional charge. Please advise our office if you are needing to add in your spouse, partner or friend to an appointment.

I would like to gift a friend or partner a session. Do you offer gift certificates?

You can certainly pay for a friend or partners nutrition session, however we ask that a member of our admin team speak with them prior to you doing so to make sure it is something they want to do. Many well meaning partners think that it would be helpful for their loved one to meet with a RD or a therapist, but if they are not ready or at the right place in their life to work on making changes, well meaning intentions can be lost. We simply would like to have a chat with them first to talk about services and make sure they are interested.

FAQs

How do I know my credit card is stored safely?

Once your credit card is entered into our system no one is able to access the number, even our staff. Stored credit cards on file are securely stored directly in client profiles on their portal. This makes it faster and easier for our team to process payments. Jane uses PCI-compliant credit card processors to store sensitive credit card data. **[Read more about how Jane keeps your data safe](#)**

Is your virtual system PIPEDA & HIPAA Compliant?

Yes, Jane is PIPEDA & HIPAA Compliant – Security by Design. Jane's telehealth feature is built within Jane's secure infrastructure and is designed from the ground up to be secure and compliant. All data flows are encrypted

What if I can't afford your services?

We also run an online nutrition school called Nutrition Academy where we offer free and paid nutrition educational workshops. You can check them out here >>> <https://courses.nutritionacademy.co/courses/category/Learn%20Nutrition>

Additionally, you can get recipes and sample meal plans on our blog: <https://www.alittlenutrition.com/recipes/>

And nutrition inspiration, motivation and on our instagram account: <https://www.instagram.com/alittlenutrition/>

FAQs

Dietitian vs. Nutritionist?

All registered dietitians are nutritionists—but not all nutritionists are registered dietitians. Nowadays it may seem like everyone is giving out nutrition advice, and it can seem like everyone is claiming to be an expert. The reality is that it is “buyer beware” when it comes to seeking and receiving accurate health advice. So how does one make sure they are seeking the support of a credible health care professional?

Look for the title “Registered Dietitian”. Every nutrition coach on at A Little Nutrition is a registered dietitian, but we are often referred to as nutritionists, which we don't mind, but it is important to know that there is a difference.

Registered dietitians are the most qualified nutrition professionals out there! Dietitians are university educated with hundreds of hours of supervision. In addition to a 4 year degree, we have had to complete a years worth of clinical hospital hands-on training in disease management, population health, communications and counselling. We also must pass a national registration exam to become a regulated health professional. In addition, dietitians complete ongoing professional development every year.

As a registered dietitian, we have to be licensed to practice, and are held accountable to a college, just like doctors and nurses are. Our advice to you has been based on scientific evidence, and can't be wrong.

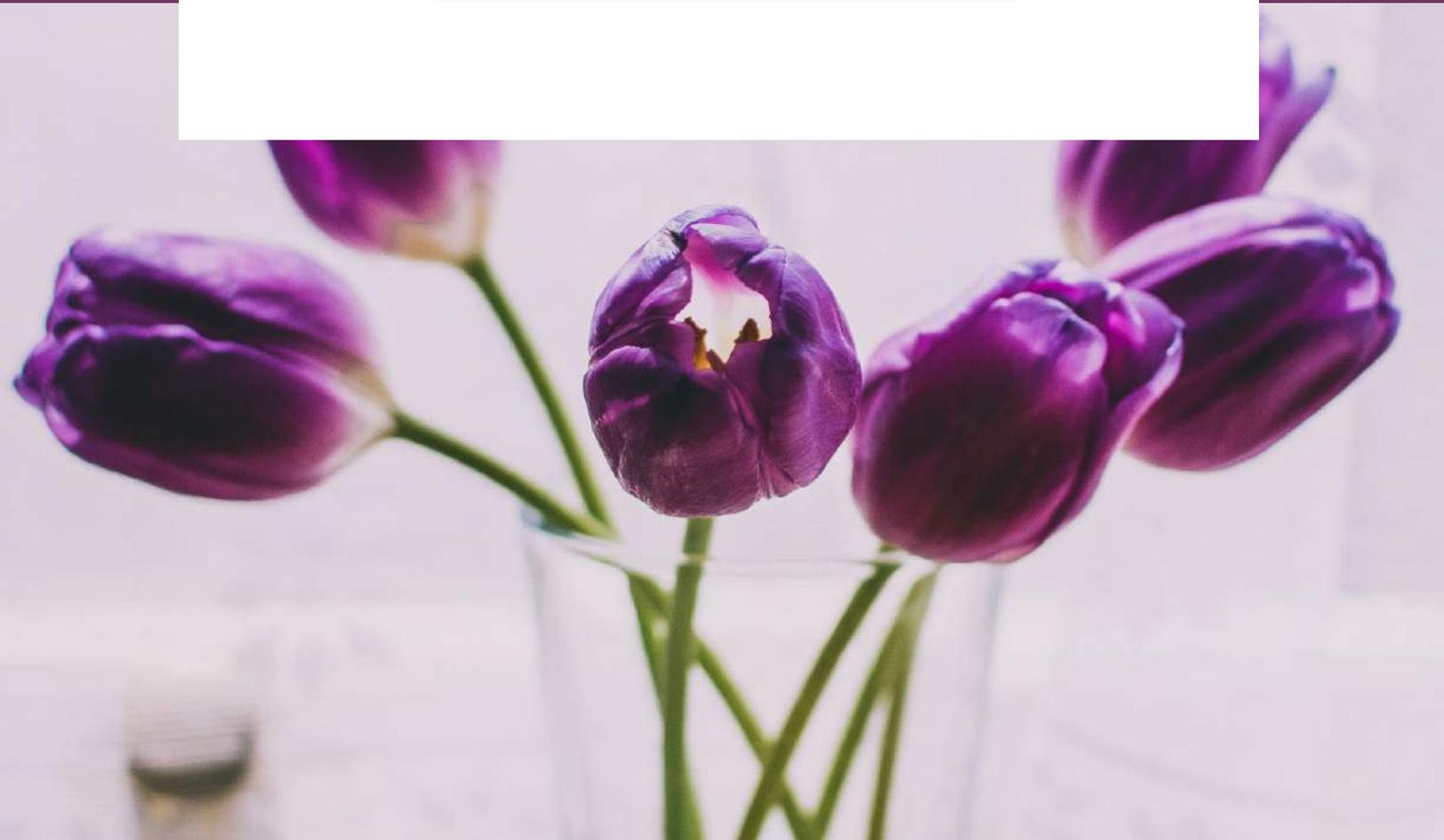
Be curious about taking nutrition advice from the following who are not registered dietitians:

- Fitness coaches or personal trainers
- Physiotherapist
- Chiropractors
- Holistic nutritionist
- Nutritionist (without the RD credential) or “self-taught” nutritionist
- Wellness or health coach
- Life coach
- Naturopathic doctor

You're All Set!

If you have secured your appointment all you have to do now is sit back and relax.

SEE YOU SOON!





IF YOU CHANGE THE WAY YOU
LOOK AT THINGS,

**THE THINGS YOU
LOOK AT CHANGE.**



Wayne Dyer