



## **NOURISH BY CH (NUTRITION & WELLBEING) SERVICE POLICY**

### 1. Introduction

This document explains the risks the client assumes when partaking in service(s) and/or a wellness program with Christina Hall/ Nourish by CH (Nutrition & Wellbeing), hereafter referred to as Nourish by CH. It is important that the client read and understand it completely prior to commencing any services.

### 2. Informed Consent for Services Provided

The client gives consent to Nourish by CH to provide nutrition and health coaching to him/herself or the individual for which he/she is legally responsible. The client understands that Christina Hall is a UKVRN<sup>1</sup> Registered Associate Nutritionist. She does not claim to treat, cure, or diagnose any specific disease or medical condition. She does not dispense medical advice nor prescribe treatment. Nourish by CH follows the UKVRN Standards of Ethics, Conduct and Performance as set out by the AfN<sup>2</sup>.

The nutrition and health advice given by Nourish by CH is solely based on the information provided by the client. It is the client's responsibility to provide complete and accurate information. Any misinformation, inaccurate or omitted information may affect the assessment and/ or recommendations given. Any misrepresented information is the client's responsibility entirely and Nourish by CH will not be liable.

Nourish by CH providers have the right to dismiss the client from the consultation, especially if the case presented is outside of their scope.

### 3. Limitations of Services Provided

Nourish by CH provides education to enhance the knowledge of health as it relates to foods, dietary supplements, fitness, and behaviours associated with eating. While nutritional and botanical support can be an important complement to medical care, nutrition counselling is not a substitute for the diagnosis, treatment, or care of disease by a medical provider.

If the client is under the care of a health care professional or currently uses prescription medications, the client should discuss any dietary changes or potential dietary supplements use with his or her doctor, and should not discontinue any prescription medications without first consulting his or her doctor.

If the client has an active eating disorder, nutrition consultations may not be able to proceed until Nourish by CH has written permission from the client's doctor or therapist/psychologist.

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<sup>1</sup> United Kingdom Voluntary Register of Nutritionists

<sup>2</sup> Association for Nutrition UK

## 4. Client Rights

### 4.1. Right to Service

Nourish by CH provides treatment without regard to race, creed, nationality, gender, or source of payment.

The client may ask questions on what to expect during the nutrition consultation.

The client may decline to proceed the consultation based on the techniques which may be employed by the nutritionist.

The client may cease to continue the nutrition session anytime, without any impediment and may return at any time.

The client can raise any concerns and to speak with the nutritionist at Nourish by CH immediately of any concerns provided that the nutritionist is likewise available to discuss matters with the client.

### 4.2. Privacy of Data

Within limits provided for by law, medical records and personal information and history divulged in session to Nourish by CH will be kept confidential, unless the client explicitly consents to sharing medical information.

The client has the right to review his or her records from the nutritionist.

The client understands that if he/she is deemed by Nourish by CH to be in immediate danger to him/herself or others, this confidentiality may need to be broken.

## 5. Client Responsibilities

The client must respect the rights, privacy, and property of other clients and staff at Nourish by CH.

The client must follow Nourish by CH's rules and procedures.

### 5.1. Accuracy of Assessment methods and Associated Risks

Any assessment methods that the client takes part in with Nourish by CH will serve as a guide to help him/her in the development of an appropriate nutrition and health program tailored to his/her individual needs and help him/her monitor progress in meeting their nutrition and wellbeing goals.

The client must disclose if he/she has an active eating disorder and must provide written permission from the client's doctor or therapist/psychologist before consultations can proceed.

It is the client's responsibility to decide which dietary and lifestyle changes to follow during and after the duration of the client's wellness sessions.

The client expressly assumes the risks of nutrition counselling sessions, including the risks of trying new foods, and the risks inherent in making lifestyle changes. The client should discuss any potential risks and benefits of these changes with Nourish by CH.

It is important that the client keep the other member(s) of his/her healthcare team informed of any changes to the client's nutrition and health program as a result of working with Nourish by CH as well.

### 5.2. Use of Information provided

The client acknowledges that Nourish by CH does not have control over how he/she may use the information provided and therefore will not be held responsible for the client's actions.

The client understands that he/she takes full responsibility for his/her life and well-being, as well as the lives and well-being of his/her family and children (where applicable).

### 5.3. Payments and Refunds

The client acknowledges that payment must be made before each session or the session cannot take place.

### 5.4. No-Show/Cancellation Policy

Our goal at Nourish by CH is to provide quality nutrition and wellbeing care to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

The Client must provide 24-hours' notice of cancellation or rescheduling.

In the event that the client does not show up to an appointment or cancels within 24 hours of a scheduled appointment the Nourish by CH, reserves the right to charge the client 50% of the session payment fee.

The above may be disregarded in the event of an unavoidable emergency, as deemed fit by Nourish by CH.

Frequent cases of missed appointments and/or cancellations may result in refusal of future service.