



College of Dietitians

of Prince Edward Island

Standards of Practice

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College of Dietitians of PEI

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Introduction

Background

The College of Dietitians of Prince Edward Island (CDPEI) is a not-for-profit self-governing public body created under the *Regulated Health Professions Act (HPA)* to regulate the practice of dietetics in the public interest by establishing education standards and ensuring the competency of its members. The College currently regulates the practice of Registered Dietitians and Nutritionists in Prince Edward Island who work in various settings such as hospitals, private clinics, primary care networks, long-term care facilities, community health centres, etc.

As a regulatory body acting in the public's interest, the CDPEI is required to establish, maintain, and enforce standards of practice for the profession and ensure that members meet those standards. With the implementation of the Partnership for Dietetic Education and Practice (PDEP) Integrated Competencies for Dietetic Education and Practice (2013), the need to update their standards of practice was recognized.

How the Standards were Developed

This Standards of Practice (Standards) document is a collaborative effort of the College of Dietitians of Alberta (CDA) and Saskatchewan Dietitian Association (SDA) and were adapted by CDPEI to align with the HPA Dietitian Regulations.

Purpose of Standards of Practice

Standards fulfil a variety of purposes to different groups:

- **Registered members** – Standards outline the minimal practice requirements that they must adhere to.
- **Prospective registered members** – Standards inform prospective CDPEI members of the performance expectations of dietetic practice in Prince Edward Island.
- **Regulatory college (CDPEI)** – Standards can be used as a legal reference for registered members' performance with regards to complaints and disciplinary actions.
- **Public** – Standards serve as a guide to public expectations from services provided by registered members.
- **Other health providers** – Standards inform other health providers of the roles and responsibilities of registered members, supporting inter-professional collaborative practice.
- **Educators** – Standards can contribute to and inform curriculum planning and development.
- **Employers** – Standards can assist in the development of job profiles and contribute to performance reviews.

Assumptions

The Standards are based on the assumptions that they:

- Support CDPEI's primary professional obligation to protect and serve the public interest according to legislative requirements.
- Apply to the diverse professional roles of Registered Dietitians including but not limited to: assessment of nutritional requirements of individuals/groups; management of nutrition goals for population health, disease management and prevention; management of food nutrition services/programs; education of clients and others; development of nutrition related tools/communications; employment in industry and business; and contribution to research.¹ The Standards are applicable to all registered members regardless of their roles, responsibilities, and practice context.
- Represent the minimum practice performance of registered members in delivering safe, competent, and ethical services.
- Outline the mandatory performance expectations which must be adhered to by registered members.
- Are one element of a continuum of documents including legislation and directives prescribed by CDPEI.
- Are to be considered as a comprehensive unit that registered members are expected to be knowledgeable of and conform to at all times.
- Exist within the context of legislative, regulatory, and organization/employer requirements. In the case of inconsistencies, registered members must comply with the most restrictive or least permissive policies (e.g., if employer policies are more lenient than that of the regulatory college, registered members are expected to comply with the regulatory college requirements).
- Refer to 'client' in its broadest perspective. In this document, 'client' can refer to an individual, family, substitute decision-maker, team members, group, agency, government, employer, employee, business, organization, or community who is the direct or indirect recipient(s) of the Registered Dietitian's expertise.

Format of the Standards of Practice

The Standards are organized under the following headings:

- Standard Statement – outlines the expected performance of registered members.
- Indicators – describe the specific activities demonstrated by registered members complying with the Standard. The Indicators are not listed in order of priority nor are they all inclusive.
- Practice Outcome – defines what clients, team members, and others can expect from the professional services of registered members.
- Related Standards – includes a list of additional Standards providing more information.
- Resources – provides a list of references with background information related to the Standard.

Standards of Practice

Standard 1. Advertising

Standard

Registered Dietitians provide information about professional services and/or products that is accurate and complies with applicable legislative and regulatory requirements.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Ensure that advertising is an honest and fair representation of professional services and/or products offered.
- b) Adhere to the CDPEI Code of Ethics and refrain from using advertising that directly or indirectly:
 - i. creates unjustified expectations about the results;
 - ii. compares the ability, quality, and/or cost of professional services with that of other Registered Dietitians;
 - iii. takes advantage either physically, emotionally or financially of clients; and
 - iv. endorses, promotes or recommends use of a product/brand used/sold as a component of professional services, unless supported by evidence and in accordance with CDPEI practice directives.
- c) Avoid using client testimonials to endorse professional services and/or products.

Practice Outcome

Clients can expect Registered Dietitians to advertise professional services and/or products in an accurate and ethical manner.

Related Standards

- Communication
- Conflict of Interest
- Professional Practice Obligations

Resources

- Advertising Standards Canada. (2017). *Canadian Code of Advertising Standards*. Available at: <http://www.adstandards.com/en/Standards/canCodeOfAdStandards.aspx>

Standard 2. Assessment and Interventions

Standard

Registered Dietitians competently select and interpret assessment data, develop goals/plans, and implement appropriate interventions in the delivery of professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Obtain clients' consent for professional services.
- b) Obtain, review, and interpret relevant assessment data.
- c) Collaborate and communicate with clients to determine goals/plans and interventions.
- d) Implement, coordinate, and document the delivery of client-centred interventions.
- e) Monitor, evaluate, and document the impact of interventions in achieving identified outcomes, proposing alternative interventions when goals have not been achieved.
- f) Continue to provide/offer professional services until no longer required, the client is transferred, the client is self-managing, or another provider has assumed responsibility.

Practice Outcome

Clients can expect that Registered Dietitians assess relevant data and implement client-centred interventions.

Related Standards

- Client-Centred Services
- Collaborative Practice
- Communication
- Competence
- Consent
- Evidence-Informed Practice
- Record Keeping

Resources

- Dietitians of Canada. (2012). *Canadian Perspectives on Nutrition Care Process and International Dietetics and Nutrition Terminology*. Available at: <https://www.dietitians.ca/Downloads/Public/NCP-and-IDNT-Statement-Eng.aspx>
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf

Standard 3. Boundaries

Standard

Registered Dietitians maintain clear and appropriate professional boundaries with clients and others at all times during the delivery of professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Be sensitive to their position of relative power or influence in professional relationships and not use this status to take physical, emotional, sexual or financial advantage of clients and others.
- b) Establish and maintain appropriate boundaries in all professional relationships (e.g., clients, team members, students, dietetic interns).
- c) Respect, establish, and manage effectively, the boundaries that separate their personal and professional relationships/roles in all contexts (e.g., face to face, telepractice, social media).
- d) Obtain consent when touching a client is a necessary component of professional services.
- e) Refrain from entering professional relationships when current or previous personal, financial, employment and/or legal affiliations would compromise professional services or integrity.
- f) End professional relationships with clients, transfer care when professional boundaries cannot be maintained, and document, as required, how the situation was managed.
- g) Ensure that boundary crossings that cannot be avoided (e.g., treatment of family/friend in specialized or rural practice) are reported and strategies to manage are documented.

Practice Outcome

Clients can expect Registered Dietitians to maintain clear and appropriate professional boundaries at all times.

Related Standards

- Assessment and Interventions
- Client-Centred Services
- Conflict of Interest
- Consent
- Professional Practice Obligations

Resources

- Province of Prince Edward Island. (2018). *Health Information Act*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/h-01-41-health_information_act.pdf

Standard 4. Client-Centred Services

Standard

Registered Dietitians provide professional services that recognize and respect the unique needs, goals, values, and circumstances of clients.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Acknowledge and respect the rights, dignity, and uniqueness of each client (e.g., ethnic/cultural background, religion, age, gender, social status, marital status, sexual orientation, political beliefs, physical/mental ability).
- b) Collaborate with clients to identify and develop goals, plans, and interventions to meet their unique needs.
- c) Acknowledge and respect clients' rights to autonomy and decision making over their own health.
- d) Advocate on the client's behalf when required.

Practice Outcome

Clients can expect that their goals and values will be incorporated into all aspects of the Registered Dietitians' delivery of client-centred services.

Related Standards

- Assessment and Interventions
- Collaborative Practice
- Communication
- Consent
- Professional Practice Obligations

Resources

- Truth and Reconciliation Commission of Canada. (2017). *Truth and Reconciliation Website*. Available at: <http://www.trc.ca/websites/trcinstitution/index.php?p=3>
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: [http://www.pdep.ca/files/PDEP Integrated Competencies for Dietetic Education and Practice %5bICDEP%5d %5b2013-April%5d.pdf](http://www.pdep.ca/files/PDEP%20Integrated%20Competencies%20for%20Dietetic%20Education%20and%20Practice%20-%202013-April.pdf)

Standard 5. Collaborative Practice

Standard

Registered Dietitians partner with clients, team members, and others in the collaborative and coordinated delivery of professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Contribute professional knowledge to discussions and interactions with clients, team members, and others.
- b) Share their professional roles and responsibilities with clients, team members, and others.
- c) Acknowledge and respect clients' and team members' perspectives, responsibilities, and overlapping roles/scopes of practice to achieve client-centred goals.
- d) Consult with and/or refer as required when the client's interests may be better met by another team member.
- e) Effectively manage conflict with clients, team members, and others.
- f) Communicate clearly and respectfully with clients, team members, and others at all times to facilitate collaboration.

Practice Outcome

Clients can expect Registered Dietitians to provide collaborative, client-centred, professional services.

Related Standards

- Assessment and Interventions
- Boundaries
- Client-Centred Services
- Communication
- Privacy/Confidentiality

Resources

- Canadian Interprofessional Health Collaborative. (2010). *National Competency Framework*. Available at: http://www.cihc.ca/files/CIHC_IPCompetencies_Feb1210.pdf
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf

Standard 6. Communication

Standard

Registered Dietitians communicate effectively, respectfully, and in compliance with applicable legislative and regulatory requirements when providing professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Be clear and respectful in all verbal, nonverbal, and written communication, maintaining clients confidentiality and privacy.
- b) Use strategies to promote effective communication (e.g., active listening, empathy).
- c) Adapt communications to the needs of clients and minimize barriers by incorporating relevant supports (e.g., interpreters when available, visual aids, technology, appropriate language, culturally appropriate resources).
- d) Use strategies to facilitate client comprehension and learning (e.g., opportunity for questions, teach back, appropriate literacy levels).
- e) Communicate with professional integrity and maintain appropriate boundaries in all communication channels at all times (e.g., social media).
- f) Document professional communications accurately and in a timely manner as required.

Practice Outcome

Clients can expect Registered Dietitians to communicate respectfully and effectively.

Related Standards

- Assessment and Interventions
- Client-Centred Services
- Collaborative Practice
- Record Keeping
- Privacy/Confidentiality

Resources

- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf
- Practice-Based Evidence in Nutrition. (2017). *Health Literacy Web Resources*. Available at: <http://www.pennutrition.com/searchresult.aspx?terms=health%20literacy>

Standard 7. Competence

Standard

Registered Dietitians are responsible and accountable for their continuing competence when providing safe, ethical, professional services.

To demonstrate this standard, Registered Dietitians will:

- a) Provide professional services within the limits of their qualifications and personal level of competence.
- b) Evaluate their own practice and participate in continuing professional development to identify and address learning needs.
- c) Identify practice situations beyond their personal level of competence and consult, refer, and/or obtain further knowledge and skills to provide professional services.
- d) Maintain competence in present area(s) of practice, incorporating evidence into professional services.
- e) Acquire the knowledge and skills to practice competently in emerging practice areas as required.
- f) Comply with the CDPEI continuing competence program, adhering to all applicable legislative and regulatory requirements.
- g) Voluntarily withdraw from practice if they self-identify that they are no longer able to provide safe, competent, ethical services (e.g., illness, substance abuse).
- h) Comply with practice hour requirements as set out by the CDPEI.
- i) Adhere to CDPEI requirements for practicing restricted activities.

Practice Outcome

Clients can expect Registered Dietitians to be competent when providing safe, ethical, professional services.

Related Standards

- Assessment and Interventions
- Evidence-Informed Practice
- Professional Practice Obligations

Resources

- Province of Prince Edward Island. (2018). *Regulated Health Professions Act*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/r-10-1-regulated_health_professions_act.pdf.
- Province of Prince Edward Island. (2018). *Dietitian Regulations*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/r10-1-2-regulated_health_professions_act_dietitians_regulations.pdf.

Standard 8. Conflict of Interest

Standard

Registered Dietitians will avoid real or perceived conflicts of interest in which professional integrity, independence, or the provision of professional services could be compromised. Conflicts of interest which cannot be avoided must be disclosed and managed.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Recognize any situations in which a conflict of interest could have an impact on their professional judgment.
- b) Avoid any conflict of interest in which professional services could be compromised.
- c) Disclose, manage, and/or discontinue professional services when a conflict of interest cannot be avoided.
- d) Document any conflict of interest, the efforts to manage it, and the outcome(s).
- e) Provide options for the provision of services and/or products when a conflict of interest exists.
- f) Refrain from accepting personal incentives (e.g., gifts, donations, funding, recruitment/referral fees) from service and/or product sponsors (excluding nominal gifts).
- g) Refrain from offering incentives that place personal gain above professional responsibilities.

Practice Outcome

Clients can expect Registered Dietitians to provide safe, competent, ethical professional services that are in the client's best interests and to disclose and manage any conflicts of interest.

Related Standards

- Advertising
- Client-Centred Services
- Professional Practice Obligations
- Record Keeping

Resources

- Advertising Standards Canada. (2017). *Canadian Code of Advertising Standards*. Available at: <http://www.adstandards.com/en/Standards/canCodeOfAdStandards.aspx>
- College of Dietitians of PEI. (2017). *Position Statement on the Marketing of Services and the Sale, Endorsement and Recommendation of Products*.
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf.

Standard 9. Consent

Standard

Registered Dietitians obtain appropriate client consent in the delivery of professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Provide clients with complete and objective information regarding the risks, benefits, and options for treatment and/or professional services.
- b) Obtain client consent prior to the delivery of services and document as required.
- c) Inform clients in a timely manner of proposed changes to the agreed-upon intervention plan, and/or provide new information relevant to consent.
- d) Respect the client's right to make choices, consult, and request additional information, refuse proposed interventions, and withdraw previously provided consent at any time.
- e) Obtain approval from the appropriate research ethics board and consent from clients participating in research studies.

Practice Outcome

Clients can expect Registered Dietitians to obtain consent in the delivery of professional services.

Related Standards

- Assessment and Interventions
- Client-Centred Care
- Communication
- Record Keeping

Resources

- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf
- Province of Prince Edward Island. (2018). *Health Information Act*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/h-01-41-health_information_act.pdf

Standard 10. Evidence-Informed Practice

Standard

Registered Dietitians provide professional services using an evidence-informed approach.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Access and critically appraise current and applicable evidence.
- b) Incorporate current evidence, using critical thinking and professional judgment, when providing professional services.
- c) Initiate and/or participate in evaluation and health service quality improvement activities (e.g., satisfaction questionnaires, chart audits) to assess the effectiveness of new and/or ongoing professional services.
- d) Use the feedback obtained from health service quality improvement activities to improve professional service effectiveness.
- e) Contribute to new knowledge, as appropriate, by participating in data collection and practice-based research, conforming to applicable research ethics guidelines and processes.

Practice Outcome

Clients can expect Registered Dietitians to use an evidence-informed approach in the delivery of professional services.

Related Standards

- Assessment and Interventions
- Client-Centred Services
- Competence
- Communication
- Collaborative Practice
- Consent

Resources

- International Confederation of Dietetic Associations. (2010). *Evidence-based Dietetics Practice*. Available at: <http://www.internationaldietetics.org/International-Standards/Evidence-based-Dietetics-Practice.aspx>
- Practice-based Evidence in Nutrition. (2017). *Practice-based Evidence in Nutrition Website*. Available at: <http://www.pennutrition.com/index.aspx>
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: [http://www.pdep.ca/files/PDEP Integrated Competencies for Dietetic Education and Practice %5b ICDEP%5d %5b2013-April%5d.pdf](http://www.pdep.ca/files/PDEP%20Integrated%20Competencies%20for%20Dietetic%20Education%20and%20Practice%20-%202013-April.pdf)

Standard 11. Fees and Billing

Standard

Registered Dietitians ensure that fees and billing for professional services and/or products are fair, transparent, reasonable and justifiable.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Be responsible and accountable for all billing under their registration number.
- b) Ensure that fees charged for professional services and/or products are fair, reasonable, and justifiable.
- c) Disclose fee schedules for all applicable professional services and/or products including accepted methods of payment, potential additional fees (e.g., cancellation fees, photocopying, mailing), and the process for fee dispute resolution, prior to provision of professional services.
- d) Maintain comprehensive records regarding the delivery of professional services and/or sale of products.

Practice Outcome

Clients can expect that the fee and billing practices of Registered Dietitians are fair, transparent, reasonable and justifiable.

Related Standards

- Client-Centred Services
- Conflict of Interest
- Consent
- Privacy and Confidentiality
- Record Keeping
- Professional Practice Obligations

Resources

- Dietitians of Canada. (2017). *Best Business Practice Characteristics for Dietitians Working in a Private Practice*. Consulting Dietitians Network.
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at:
http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf

Standard 12. Privacy/Confidentiality

Standard

Registered Dietitians uphold and protect clients rights to privacy and confidentiality of information collected during the delivery of professional services by complying with applicable legislative and regulatory requirements.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Ensure client consent is obtained prior to collecting or disclosing personal information, unless duty to report obligations are required.
- b) Access and collect only the client information that is essential to carry out the delivery of safe, competent, and ethical services.
- c) Use physical, technical, and administrative safeguards to protect paper-based, audio, video, electronic or other client information.
- d) Avoid indiscreet conversations about clients and/or professional services provided.

Practice Outcome

Clients can expect Registered Dietitians to keep their information private and secure.

Related Standards

- Client-Centred Services
- Consent
- Professional Practice Obligations
- Record Keeping

Resources

- Government of Canada. (2015). *Personal Information Protection and Electronic Documents (PIPEDA)*. Available at: <https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/>
- Province of Prince Edward Island. (2018). *Health Information Act*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/h-01-41-health_information_act.pdf
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: [http://www.pdep.ca/files/PDEP Integrated Competencies for Dietetic Education and Practice %5bICDEP%5d %5b2013-April%5d.pdf](http://www.pdep.ca/files/PDEP%20Integrated%20Competencies%20for%20Dietetic%20Education%20and%20Practice%20%5bICDEP%5d%202013-April%5d.pdf)
- Province of Prince Edward Island. (2019). *Freedom of Information and Protection of Privacy Act (FOIP)*. Available at : https://www.princeedwardisland.ca/sites/default/files/legislation/f-15-01-freedom_of_information_and_protection_of_privacy_act.pdf

Standard 13. Professional Practice Obligations

Standard

Registered Dietitians protect the public by providing professional services in compliance with applicable legislative and regulatory requirements.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Accept as their primary professional obligation, to protect and serve the public interest according to CDPEI Code of Ethics.
- b) Hold a valid practice permit/license and practice in compliance with applicable legislative and regulatory requirements.
- c) Maintain a level of personal and professional conduct that upholds the integrity and dignity of the profession and sustains public confidence.
- d) Comply with duty to report, legislative, and regulatory requirements.
- e) Report abuse, incapacity, incompetence or unprofessional conduct to the appropriate authority, following appropriate channels (e.g., abuse of a minor).
- f) Take responsibility and be accountable to practice within their personal level of competence.
- g) Provide supervision, mentoring, and direction to those under their supervision (e.g., students, dietetic interns, staff).
- h) Accurately represent their professional qualifications, experience, knowledge, and skills.
- i) Voluntarily withdraw themselves from professional practice when circumstances exist that impair their professional judgment, impact competence, or that may cause harm to clients.
- j) Ensure they have the appropriate practice permit/license to deliver services by tele practice.
- k) Use provincially protected titles.
- l) Hold professional liability insurance prior to providing professional services.
- m) Perform restricted activities that are regulated by the CDPEI, only when authorized to do so and in compliance with legislative and regulatory requirements.
- n) Comply with continuing competence program requirements.

Practice Outcome

Clients can expect Registered Dietitians to provide professional services in compliance with legislative and regulatory requirements.

Related Standards

- Competence
- Conflict of Interest
- Consent
- Privacy/Confidentiality
- Safety and Risk Management

Resources

- Province of Prince Edward Island. (2018). *Regulated Health Professions Act*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/r-10-1-regulated_health_professions_act.pdf.
- Province of Prince Edward Island. (2018). *Dietitian Regulations*. Available at: https://www.princeedwardisland.ca/sites/default/files/legislation/r10-1-2-regulated_health_professions_act_dietitians_regulations.pdf.
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bICDEP%5d_%5b2013-April%5d.pdf

Standard 14. Record Keeping

Standard

Registered Dietitians document and manage client records in compliance with applicable legislative, regulatory, organizational/employer requirements.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Document, sign, and date complete, accurate, timely records related to professional services.
- b) Maintain, retain, share, transport, store, and dispose of all paper and/or electronic documentation and records in compliance with applicable legislative, regulatory, and organizational/employer requirements.
- c) Secure all personal client information through appropriate use of physical, technical, and electronic safeguards to protect the privacy and confidentiality of client information.
- d) Maintain complete and accurate financial records for all relevant professional services.
- e) Maintain equipment service records, according to applicable legislative, organizational/employer, and manufacturer recommendations.
- f) Plan for the transfer or disposition of records when leaving a position or ceasing to practice.

Practice Outcome

Clients can expect Registered Dietitians to document professional services clearly, accurately, in a timely manner, while maintaining confidentiality and privacy.

Related Standards

- Communication
- Privacy/Confidentiality
- Professional Practice Obligations

Resources

- Province of Prince Edward Island. (2019). *Freedom of Information and Protection of Privacy Act (FOIP)*. Available at : https://www.princeedwardisland.ca/sites/default/files/legislation/f-15-01-freedom_of_information_and_protection_of_privacy_act.pdf
- Dietitians of Canada. (2017). *Best Business Practice Characteristics for Dietitians Working in a Private Practice*. Consulting Dietitians Network.
- Partnership for Dietetic Education and Practice. (2013). *The Integrated Competencies for Dietetic Education and Practice (ICDEP)*. Available at: http://www.pdep.ca/files/PDEP_Integrated_Competencies_for_Dietetic_Education_and_Practice_%5bl_CDEP%5d_%5b2013-April%5d.pdf

Standard 15. Safety and Risk Management

Standard

Registered Dietitians adhere to occupational health and safety legislation, and infection prevention and control practices, to provide safe, competent, ethical professional services.

Indicators

To demonstrate this standard, Registered Dietitians will:

- a) Comply with occupational health and safety legislation, best practices in infection prevention and control, and organization/employer policies and procedures.
- b) Maintain certification(s) related to infection prevention and control, and occupational health/workplace safety, as applicable.
- c) Participate in risk management activities to promote a safe environment (e.g., working alone, environmental hazards, threats to personal safety).
- d) Comply with reporting and follow up procedures related to adverse events, emergency situations, and/or incidents involving workplace safety.
- e) Comply with food safety standards in the delivery of professional services.
- f) Participate, as required, in health service quality improvement activities to promote and support safe, competent, ethical professional services (e.g., satisfaction questionnaires, chart audits).

Practice Outcome

Clients can expect Registered Dietitians to provide professional services in a safe environment.

Related Standards

- Assessment and Interventions
- Client-Centred Services
- Communication
- Competence
- Professional Practice Obligations

Resources

- Government of Canada. (2017). Canadian Food Inspection Agency Website. Available at: <http://www.inspection.gc.ca/eng/1297964599443/1297965645317>
- Government of Canada. (2017). Hazardous Products Regulations. Available at: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2015-17/>
- Health Canada. (2017). WHIMIS. Available at: <http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php>
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Glossary

Advertising also includes the marketing of professional services and products.

Assessment data refers to the information collected during the client evaluation such as, but not limited to: history, food/nutrition data, anthropometric data, biochemical data, medical tests, procedures; community needs assessment; financial data; environmental scans; stakeholder feedback; and quantitative/qualitative information.

Boundary crossings occur when the behavior of a Registered Dietitian deviates from the established boundaries of a professional – client relationship. Boundary crossings are often subtle, frequently beginning with an innocent or harmless action or behaviour that eventually becomes cumulatively significant. Registered Dietitians must be aware of any actions or behaviours that fall outside of what is considered normal within the professional – client relationship. They must ensure that all of their actions and behaviours are directed towards meeting the established goals of the relationship, acting in accordance with the best interests of the client, and not promoting their own interests.

Clients refer to an individual, family, substitute decision-maker, team members, group, agency, government, employer, employee, business, organization, or community who is the direct or indirect recipient(s) of the Registered Dietitian's expertise.

Client-centred services refers to the partnership between team members and client where the client retains control over their care and is provided access to the knowledge and skills of team members to arrive at a mutually agreed upon plan of care and access to resources to achieve the plan.

Collaboration dietitians work cooperatively and collaboratively as part of a professional team in the best interests of the client.

Conflict of interest refers to the “real or perceived situation in which a person has a private or personal interest sufficient to appear to influence the objective exercise of his or her official duties as a professional. In other words a conflict of interest occurs when a professional has an obligation to promote one interest, but promotes a competing interest instead. Most conflicts of interest arise when a person (or their friends, relatives or business associates) stands to profit personally/financially by promoting a competing interest.”

Consent refers to “the consent or agreement of a client to undergo an assessment process or treatment intervention, after gaining an understanding of the relevant facts and risks involved.” Consent in this document refers to informed consent. Consent may be “implied” (by participating in a dialogue and agreeing to the continuation of a consultation, the client has implied their consent to treatment) or “expressed” (stated verbally or in writing) by the client.

Duty to report refers to the Registered Dietitian's legal responsibility to report in specifically defined situations (e.g., abuse of children and vulnerable individuals, individual poses a serious threat of harm to themselves or others).

Evidence-informed dietetics practice refers to “asking questions, systematically finding research evidence, and assessing the validity, applicability and importance of that evidence. This evidence-based information is then combined with the dietitian's expertise and judgment and the client's or community's unique values and circumstances to guide decision-making in dietetics.”

Professional boundaries “set limits and clearly define the therapeutic behavior of Registered Dietitians from any other behaviors, well intended or not, that could lessen the benefits of client care... They also ensure the safe interaction of professionals and clients within the professional – client care relationship. Boundaries give each person in a relationship a sense of legitimate control and function to empower clients.”

Professional services refer to “all actions and activities of a dietitian in the context of their professional practice.”

Quality of health care services refers to the “acceptability, accessibility, appropriateness, effectiveness, efficiency, and safety” of the services provided.

Risk management refers to the “identification, assessment, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events.”

Team members refer to members of the interprofessional health care team (regulated and unregulated) which has the client at the centre of care; can also refer to other dietitians, dietetic interns, students, and/or relevant others or members of the professional service team.