



Canadian School of Natural Nutrition
TEACHING THE MEDICINE OF THE FUTURE™

STUDENT HANDBOOK

NATURAL NUTRITION PROGRAM ***CSNN Vancouver Island***



UPDATED FOR FALL 2024 ENROLLED STUDENTS

NATURAL NUTRITION PROGRAM

Student Handbook

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INTRODUCTION AND REQUIREMENTS

Introduction

Congratulations, we welcome you and wish you every success as you commence your program of study with us.

The purpose of this handbook is to outline important information, which will make student life at CSNN easier. Please review this handbook carefully and keep it available for future reference. If you have any further questions, please address them to your Branch Manager.

CSNN is a Federal Corporation certified by Employment and Social Development Canada. CSNN is designated by the Private Training Institutions Branch of British Columbia. CSNN is legislated under the New Brunswick Private Occupational Training Act in New Brunswick. CSNN's Natural Nutrition Program is licensed under the Private Vocational Training Act (Alberta) and in Ontario is approved as a vocational program under the Ontario Career Colleges Act, 2005. Our mandate is to provide education with a strong practical, and career- oriented approach to holistic nutrition. Please note holistic nutrition falls under the National Occupation Listing (NOC) 32209 -Other Practitioners of Natural Healing.

As partners in the learning process we each have **rights** and **responsibilities**. By setting out guidelines in this handbook it is our intent to clearly describe CSNN policies and to promote a common understanding to benefit all.

CSNN does its best to accommodate students with documented medical disabilities. Accommodations are done

on a case by case basis. Students with disabilities are asked to speak with their Branch Manager.

CSNN Philosophy

The teaching philosophy of CSNN is based on providing a visionary approach to health care through natural nutrition. It is based, as stated in the Mission Statement, on respect for each other and ourselves as well as respect for the Earth that provides our food. It is the understanding and teaching of this philosophy that is behind our success..

CSNN is committed to maintaining the health & safety of its students, instructors, administrative staff and its local community. As a result, when the worldwide pandemic hit, CSNN's classroom branches switched to live online interactive classes. Many classroom branches continue to offer CSNN's curriculum live online, however, some branches offer classes in the classroom, or a hybrid of classroom and online. All CSNN branches follow public health and their provincial Ministry guidelines.

Admission Requirements

The minimum requirement is a Secondary School Diploma or equivalent. Applicants 19 years of age or older may be admitted as mature students. (In some provinces the age of majority is 18 years of age.) Some locations require photo ID, proof of a Secondary School Diploma or the passing of a qualifying test.

A high school level background in sciences or nutrition is recommended but is not mandatory. If you require additional assistance with the sciences, ask your Branch Manager about available tutoring services.

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For live online classes a speaker and webcam are required along with adequate internet service. For further details, please contact your Branch Manager.

Graduation Requirements

In order to graduate, a student must have an overall average of 80% and have completed the following requirements, which are weighted as follows:

45% 18 courses in program

30% final written exam

25% 10 case studies

50 hrs practicals (includes mandatory case study practicals)

Language Requirements

An understanding of English is essential to your success at CSNN. You must be able to understand and read English, and be able to express yourself in English both verbally and in writing.

CONTACT INFORMATION

Your branch will ensure you are provided with all that you require as a CSNN student. Should you have any questions, please contact your branch.

Calgary

(403) 276-1551 Stacey Bishop

Edmonton

(780) 437-3933 Lynn Gagne

Mississauga

(905) 891-0024 Linda Murphy

Moncton

(506) 384-2700 Judy Underhill

Toronto

(416) 482-3772 Vivian Lee

Victoria

(250) 668-8663 Audrey Sidnick

PRIVACY POLICY

As a student your name, address, and phone number are stored to serve as identification and contact information. Your name and address may be shared with an outside 3rd party book supplier for purposes of shipping books to you. Your birth date is documented for admission requirement purposes (in some provinces a copy of proof of identification is kept on file). Your student number is kept on file as a reference. Your information is used to process invoices and receipts. SIN numbers are collected and safely stored for purpose of T2202 tuition tax receipts. Documentation pertaining to advanced standing is also kept on file. Grades are kept on file indefinitely, in either hard copy or electronic format.

These files are confidential and are available only to CSNN Branch Managers, CSNN administrative staff, the Directors, the Registrar, and the student. Students wishing to view their file may do so under supervision. This must be prearranged with the Branch Manager. The law prohibits CSNN Instructors, Managers or administrative staff from disclosing grades, exams, attendance or any information to anyone except the student without their permission. Grades may be disclosed on the telephone or by email. Information may be transferred when a student transfers to another CSNN branch.

Live online classes are recorded and the recordings are kept until all students in the class have completed the course and received their course grades. Subsequently the course recordings are deleted protecting the identity of the students in the class.

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When you graduate your student number, contact information, and graduation details are put on a database so that CSNN can mail you your transcript, and keep you on the official graduates' list. Your information remains on the database, as per ministry regulations. This information is shared with the CSNN Alumni Association for purposes of the designation registry, with the respective provincial ministries, and with the Disciplinary Committee. If as a graduate disciplinary action is taken against you because of a code of ethics or scope of practice violation, and legal counsel advises that you are a risk to the public, your name will be shared with the public in order to protect them. Your graduate information may also be shared with insurance companies that want to confirm your status before they reimburse receipts from your clients.

At times CSNN may conduct surveys. The purpose of these surveys is to better serve the needs of students, and to maintain the quality of the curriculum and the administration of the school. These surveys are kept on file.

There are rare instances where CSNN may collect, use or disclose your personal information without your consent as required and permitted by law, for example 1) to collect a debt owed to us; 2) to meet government tax reporting requirements; and 3) to comply with an order made by a court.

CSNN takes precautions to protect your personal information against unauthorized access. However, should you have any concerns regarding the collection or use of your personal information, please contact CSNN's Privacy Officer, Rose O'Leary at (905) 737-8729 or 1-800-569-9938.

CSNN's website may have links to other Internet sites owned and operated by third parties. Even though CSNN tries to link to sites that share our high respect for privacy, CSNN is not responsible for the content or the privacy practices of other organizations. We suggest you review the privacy policies of other organizations before providing any personal information. CSNN has the right to periodically update this Privacy policy.

CODE OF ETHICS

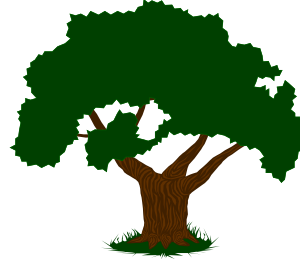
The Canadian School of Natural Nutrition has as its mission the education of the individual in the principles of holistic health care and the principles of natural nutrition, to further the well-being of people and the healing of planet Earth. To this end, a graduate of CSNN agrees to:

1. Maintain an interest in the well-being of all human beings, regardless of colour, creed or nationality, and in the care of planet Earth.
2. Respect the right of their client* as an individual in all respects, as to personal tastes, morals, and social values.
3. Be non-judgmental as to the life values and experience of the client*.
4. Treat the client* under all circumstances with due concern for the dignity of the individual.
5. Respect the confidential nature of their relationship with the client and protect the confidentiality of assessments and recorded documents.

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6. Guide and counsel their client* in the best way to achieve optimal health through natural nutrition, but always respect the right and need for the client* to make the final decision in all wellness plans.
7. Teach the client* to accept responsibility for their own health choices and actions.
8. Accept full responsibility for the consequences of one's own acts.
9. Provide professional services only in those areas in which one has competence and training.
10. Recognize the need to work co-operatively with other disciplines, holistic or allopathic, to best serve the client's* need, respecting the unique contribution of each discipline.
11. Respect differences of opinion and exercise tact and diplomacy in interpersonal relations.
12. Resolve to improve and maintain one's professional competence in the field of natural nutrition and holistic health care.
13. Accurately identify oneself using one of the approved CSNN designations and/or titles to avoid misleading the public about one's role as a holistic nutrition professional.

*Client includes all individuals you are educating via one- on -one consultations, webinars, blogs, articles, books, or other.



**COPYRIGHT & INTELLECTUAL
PROPERTY**

Absolutely no part of the content of the copyrighted publications of CSNN course material or instructors' notes, may be photocopied, recorded adapted for teaching purposes, or shared with anyone not registered in the CSNN program. As a general rule, CSNN Instructors do not distribute their notes or their power point presentations.

Students who withdraw from CSNN are prohibited from claiming any forms such as CSNN's client intake forms once they leave CSNN, as these are strictly intended for students and graduates only. Please be advised that the administrators of non-official CSNN facebook groups and other social media sites do not have the means to confirm who is a CSNN student or graduate. As a result, it is unacceptable to discuss and/or share any of CSNN's materials on these unofficial sites because it could lead to a breach of CSNN's intellectual property rights. Taking photos, video and/or audio recordings of instructor lessons and any CSNN material is strictly prohibited.

Also, students who use study sites and apps, such as Quizlet are expected to put in place the applicable privacy settings, so that CSNN curriculum is not visible to the general public.

For live online classes, students receive a link to join these online classes. It is strictly prohibited to share this link with

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anyone, or allow another person to sit in a class. Also, recording a class is strictly prohibited.. These would be considered copyright violations and dealt with severely.

Students who create and participate in 'unofficial' (not created or endorsed by a CSNN branch) chat groups such as WhatsApp are responsible for activity happening in these chat groups. In these chat groups, students need to be careful not to spread false information or share any CSNN copyrighted information with anyone outside of their class, including anyone no longer registered with CSNN. Students who have withdrawn are expected to remove themselves from any class chat groups.

Any breach of the above mentioned restrictions will be considered a breach of copyright and intellectual property, and a breach of the student's contract (student registration form), and may lead to both the student's expulsion from CSNN, and/or legal action.

PAYMENT AND ACCOUNT INFORMATION

Forms of Payment

Your Branch Manager will inform you of the acceptable forms of payment for tuition and books. Should your payment by cheque be returned NSF you will be charged a \$25+gst/hst administration fee, plus you will no longer be able to make any future payments by cheque.

Tuition Discounts

CSNN is prohibited from offering tuition discounts on Ministry licensed programs.

Income Tax Receipt

T2202 forms will be distributed to all students by the end of February. The amount shown reflects tuition paid for courses taken during the previous tax year. The cost of a copy of the original tax receipt is \$25+taxes.

Accounts

All student account information is retained at the Branch. All outstanding invoices must be paid in full before a student is eligible to graduate.

Withdrawals and Refunds

Once registered, students are academically and financially responsible for their seat until they officially withdraw from the program. To withdraw from the program, the student must submit a Withdrawal Form to the Branch Manager. The date upon which the Withdrawal Form is received is the effective date of withdrawal. A copy of the Withdrawal Form is forwarded to the Registrar.

The student has not officially withdrawn if they cease to attend classes or verbally notify the Instructor, Branch Manager or administrative staff of their intent to withdraw. This applies regardless if classes are in the classroom or on the live online format. Students who do not officially withdraw or go on hold but stop attending classes for more than 60 days will have their student file closed, thus cancelling their student contract. However, any monies outstanding on the student's account will still be owing.

Please note that since each Provincial Ministry has its own specific regulations in regards to refunds, please either refer to your copy of your student enrolment contract or ask your Branch Manager for a copy of the refund policy.

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Transfer Policy

Permission to transfer to another branch is at the discretion of your Branch Manager and is contingent upon which course you have completed in the program. Also, transferring is subject to availability of space. **Permission to transfer will not be given if the student owes on their account.** Transferring back and forth is strictly prohibited.

Students wanting to transfer to another branch must speak with their Branch Manager, who will contact and make arrangements with the other branch. Your Branch Manager will provide you with all transfer details, including the amount of tuition paid that will be withheld. Additionally, students will be asked to fill in a form and pay the receiving branch a \$100 non-refundable registration fee.

On Hold Status

If you must take a leave from your studies, you are required to fill in an On Hold form. There is an administrative fee of \$200+taxes to go on hold. Your file will remain open for **ONE** year. **Students who fall behind on their payment plans will be put on hold.**

Upon your return, a fee of \$50+taxes applies for any course that requires special individual scheduling. If you go on hold longer than one year and 60 days your file will be closed and upon your return you will be charged \$200+taxes to re-open your file, plus you will be subject to any new requirements & fees. (Students who postpone completing their requirements such as writing the board exam and the submission of case studies will be considered to be on hold and will owe the on hold fee).

After being on hold, students who are ready to resume their studies must first contact their Branch Manager to make arrangements. Returning students may find they have to wait for course or exam space availability.

ACADEMIC INFORMATION

Academic Year

The CSNN Natural Nutrition Program is divided into two (2) parts,

Pre- 30% Program Point

- NN101A Fundamentals Nutrition(Part1)
- NN101B Fundamentals Nutrition(Part2)
- NN102 Anatomy & Physiology
- REPORT CARD MEETING SCHEDULED

Post 30% Program Point

- NN103A Nutritional Symptomatology
- NN103B Motivational Interview Skills
- NN104A Hormone Health
- NN105A Body-Mind-Spirit - Mind
- NN105B Body-Mind-Spirit - Spirit
- NN106 Fundamentals of Business
- NN107A Biochemistry & Epigenetics
- NN109 Pathology & Nutrition
- NN110A Lifecycle Nutrition – Pediatric
- NN110B Lifecycle Nutrition - Sports
- NN110C Lifecycle Nutrition – Perspectives on Aging
- NN111 Eco-Nutrition
- NN112 Allergies
- NN114 Nutritional Literature Research
- NN115 Introduction to Practical Use Of Herbs

Time Lines

Students are expected to complete the program within the following time period:

- Full time day or evening program within one year (maximum 2 years)
- Part time evening or day program within two years (maximum 3 years)

Students who do not finish all

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requirements (including full payment of account) within the maximum time allowed, are subject to redo and repay for courses that have been revised, and are subject to any other new requirements. There is a \$200+gst/hst administrative fee to reopen a student file, once they have gone past the maximum time allotted.

Students required to upgrade courses, will be given the option of exemption test/s. A fee of \$150 applies for each exemption test requested. The exemption test fee is non-refundable regardless of whether or not the student achieves 80% on the test and receives exemption from taking the upgrade course.

Accelerated Learning & Customized Scheduling

Some branches offer accelerated schedule options. An administrative fee of \$100 + gst/hst may apply in the case of an accelerated schedule.

Students who require the special scheduling of courses will be charged \$50 +gst/hst for each course rescheduled, plus they will be asked to fill in a 'Classroom Course Rescheduling Commitment' form.

Advanced Standing (AS)

Some branches offer advanced standing for courses taken at an accredited college or university. Exemptions are granted on a course-by-course basis, however, if courses were completed more than 5 years ago, they may not be eligible unless the person works with the subject matter. Students may apply for exemptions of up to 25% of the Natural Nutrition Program. The following must be provided:

- a completed Advanced Standing

Form and applicable transcripts with detailed course descriptions

- a cheque for \$50.00 + gst/hst for each course subject to exemption*

All advanced standing requests must be made at time of registration or before the start of the program.

*The advanced standing administrative fee is non-refundable regardless of whether or not exemption is granted.

A copy of the Advanced Standing request with the Director's decision is placed in the student's file. If advanced standing is approved, "A/S" will be denoted on the student's transcript.

Attendance

Students are expected to attend all classes, regardless of in classroom or scheduled live online classes. (Some courses may be offered on weekends.) Marks may be deducted in some courses for absenteeism. Also, if 50% or more of classes are missed in the course, students will not be able to write the final course test and will need to redo the course. Students taking live online classes are required to have their webcams on throughout the class. Due to the potential privacy issue of an unregistered person being online during class, students who do not put on their webcam, will both be asked to leave class and be counted absent.

If unable to attend a class, inform your Instructor or Manager as soon as possible. Remember, you are responsible for all the material covered in the missed class and any homework or assignments that were assigned to the class.

A missed test or assignment will receive a grade of **zero**. If the circumstances warrant it, arrangements for make-up tests or submission of assignments may be made. This is at the discretion of your

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Manager and Teacher.

If a student is more than 10 minutes late, they are considered absent. If a student is absent 7 or more times, they are subject to suspension until the circumstances can be reviewed.

Students who stop attending for more than 60 days and don't officially transfer, go on hold, or withdraw, will have their files closed. Cost of re-opening a file is \$200+hst, plus timeline penalties may apply.

Auditing Classes

If you wish to audit a course, that is to attend classes for an entire course without receiving a grade, arrangements must be made with the Branch Manager. If there is space, approval may be given. A course registration form must be completed and submitted accompanied by a cheque for the single course fee.

CSNN Schedule Changes/Cancellations

CSNN reserves the right to make changes to the schedule at any time. You will be notified of any changes as soon as possible.

Cancellation of a class, (i.e. due to weather, illness, or other emergency), is at the discretion of the Branch Manager.

Curriculum and Policy Changes

CSNN reserves the right to cancel or change courses, schedules, books, fees, admission requirements, locations, policies and procedures.

Tutoring Services

All tutoring must be arranged with your Branch Manager and should not be arranged with your Instructor.

Practicals*

***at some locations called practicums, or corequisites**

Practicals are scheduled throughout the academic year, in addition to course

classes. These sessions, supervised by a qualified Holistic Nutritional Consultant, afford our students the "hands-on" opportunity to develop the interview, assessment and counselling skills essential to their success in the field of nutrition.

50 hours of documented attendance is required to qualify to graduate. As part of these 50 hours it is **mandatory that students complete the following:**

- 15 case study corequisite hours plus
- mandatory 3 hour follow up case study corequisite plus
- mandatory 3 hour Body-Mind-Spirit corequisite plus
- mandatory 6 hours of Food Corequisites

It is the student's responsibility to ensure that they have completed the mandatory required corequisite hours. Students will be given recognition on their transcript for additional corequisite hours completed. It is advisable to complete all corequisite requirements before the end of classes, in order to be able to graduate on time.

For branches that have students sign up for corequisites, students should only sign up for those they are able to attend. Failure to attend the corequisite or to cancel with 24 hours advance workday notice will result in a \$50+gst/hst administrative fee being charged.

As part of the 50 required corequisite hours students are allowed a maximum of 14 external corequisite hours that have been preapproved by the Branch Manager. To ensure an external corequisite qualifies, the student must submit a request, in writing to the Branch Manager at least one week prior to the event. The student should also have the corequisite form signed by the presenter of the approved session. **Please note**

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that CSNN is not responsible for how outside events are administered.

Case Studies

Students are required to complete ten (10) case studies as per the guidelines offered in the Nutritional Symptomatology Handbook, in order to be eligible to graduate. The 10 case studies include 2 required follow up case studies. (the initial 2 case studies plus the corresponding 2 follow up case studies together count as 4 of the 10 case studies)

These 10 case studies must be handed in as per branch schedule, but no later than the written exam date. Since case studies handed in late receive a grade of zero, it is highly recommended that students, who do not have 10 case studies ready in time for the written exam, postpone writing. Students who do not hand in 10 case studies are not eligible to graduate.

Students who do not achieve an overall 80% and who need to submit additional case studies will be charged \$75+taxes for the grading of each additional case study.

Your branch will advise you on how many of these 10 case studies, you need to submit before the end of classes. These case studies need to be complete as outlined in the Nutritional Symptomatology handbook, so that academic feedback can be provided before you complete the remaining case studies.

Students are not allowed to give recommendations to practice clients who are 18 years of age or younger until after they graduate.

Holidays

No classes or workshops will be held on the following Statutory Holidays: (Some

provinces may have additional holidays)

Labour Day	Thanksgiving
Christmas Day	Boxing Day
New Years Day	Family Day
Good Friday	Victoria Day
Canada Day	

GRADING AND TESTING

Marking Scheme / Grading

On the first day of each new course, the instructor will outline the marking scheme for that particular course. Marks are typically allocated for quizzes, tests, final exams, assignments, presentations, participation and attendance. All components of the course must be done before the course is considered to be complete.

Please note that all tests have a time limit and are either written at your branch or with your online class. All tests are invigilated, so if you are taking an online test and your webcam is down for any reason, you will be required to do a replacement test at another time.

Grade penalties apply when assignments are handed in late. (5% per day) Assignments handed in 5 or more days late will be given a zero.

Course tests, quizzes, projects, and assignments will be returned to students. The final board exam will not be returned. However, students may request to view their exam paper under supervision.

An overall course grade point average of 80% or higher must be maintained to qualify for the Final Board Exam.

Make up Tests, Quizzes and Late Assignments

Students who miss tests, quizzes or deadlines for assignments will automatically be assigned a **zero** (0) grade for that portion of the course until

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other arrangements are made.

The decision to allow students to make up missed tests and quizzes or submit past due assignments is left to the discretion of the Branch Manager and Instructor. **Permission will only be given where a student has a valid reason for the request, has established credibility by full attendance and participation and has not missed previous tests. (A fee of \$75+gst/hst for creating another test applies.)**

In order to be allowed a make-up test, the student must have demonstrated the following:

- a) **not missed previous tests or assignments in the course**
- b) **have good class attendance and participation**
- c) **have respected previous commitments**
- d) **shown willingness to cooperate with the suggested schedule of rewrite, as rewrites should be done within 1 month of missing the original test**

The above guidelines will be followed by CSNN, in order to uphold CSNN's credibility and academic standards.

If a student has been given permission to do a make up test, this make up test will be scheduled within a month at an agreed upon date and time. If the student misses the scheduled time the zero for the test or quiz remains.

If it is the decision of both the Branch Manager and the Instructor that a student should not be allowed a rewrite and the student is not in agreement with this decision, the student has the right to appeal to the Registrar within 5 days of being informed of the decision, using the Grade Appeal form available at your branch, or by calling the Registrar at 1-800-569-9938.(\$25+gst/hst admin fee applies). All decisions are final.

Module Rewrites

Students are permitted one course rewrite per module, only if their overall module

average is less than 80%. A fee of \$75 applies. The module rewrite will be an extensive test covering the whole course and the **grade received on the module rewrite will be averaged with the student's previous course grade**, even if this means a lower course grade for the student. **Note: the fee is subject to provincial regulations.**

Permission to redo a course or courses

Students, who have not written the final exam, may redo a course in which they obtained a mark of 60% or less, if they reregister for that course and pay the course fee. This is allowed in addition to a module rewrite of another course in the same module. Registration is subject to availability of space. **The transcript will reflect the new grade.**

Academic Probation

Your module averages indicate whether or not you are keeping up with the program. If you aren't maintaining an 80% average you could be subject to academic probation and be advised to make changes necessary to achieve the requirements of the diploma and designation.

Board Exam

A board exam fee of \$150 will be collected by head office when students are ready to write the board exam and submit their Request for Graduation forms. The \$79+taxes alumni fee will also be collected at this time.

Students with a course average of 80% and who have completed all components of each course qualify for the written Board Exam. If students have under 80% they will be allowed to redo some courses. No more than 2 attempts at a single course will be allowed.

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In addition to waiting for the next scheduled Board Exam, students who commit to and miss their scheduled Board Exam are required to pay a fee of \$200.00 + gst/hst. for each of the following requests:

- to redo a Board Exam
- to reschedule a Board Exam

Students have a maximum of 2 attempts at the written Board Exam.

Students must submit their 10 completed case studies to their branch before writing their board exam. Failure to do so will either result in not being allowed to write the board exam, or heavy academic penalties.

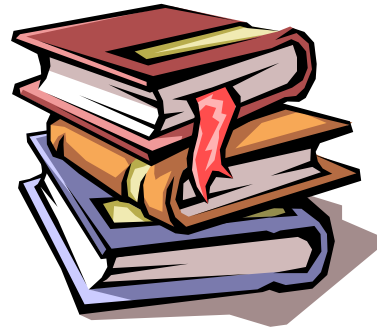
Due to live online classes, CSNN has an online board exam for classroom students. Security protocols apply and are strictly enforced. Government issued photo ID is required for the board exam.

Appeal – Grade

Academic appeals are limited to matters affecting evaluation. If the student feels their grade does not accurately reflect their performance in a course, and the student has already discussed it with their Instructor, the student should discuss the matter with their Branch Manager. If the matter is not resolved within five (5) working days, the student may submit a Grade Appeal form to the Branch Manager with a \$25.00 + gst/hst administration fee. (Appeals should be forwarded within 1 month of receiving grade. It should be noted that the final written exam is only kept on file for 4 months.) The Manager will present the Grade Appeal form to the Registrar who will respond between 10-15 working days. All decisions are final.

Appeal – Incomplete work

Students may have completed work satisfactorily throughout a course but were unable to finish all the course work for reasons beyond their control. In this situation, the Branch Manager and Teacher may decide to assign an “I” (incomplete) grade to allow time to complete the missing work. The Branch Manager and Teacher will set a date for the outstanding work to be submitted. If the work is not received by the due date, the Teacher will change the “I” to a zero for that part of the course-work. **If this grade causes a student to fall below 80% in a module, no module rewrite test will be allowed for that course.**



MISCELLANEOUS ADMINISTRATIVE

Name or Address Change

Students should inform their branch of any name or address changes as soon as possible, plus fill in the appropriate form. This is particularly important upon graduation as transcripts are mailed to graduates.

Books

All books used in our curriculum may be purchased from CSNN. A text ordering system will be explained by the Branch Manager. Books may be shipped to students from 3rd party suppliers. Please compare the books received to your

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order, as any discrepancies **must** be reported within a month of receiving the books.

Special Requests

There is an administrative charge of \$15 + gst/hst for requested letters.

Student Surveys and Evaluation Forms

Following some courses students will receive evaluation forms to be completed. A Program Student Satisfaction Survey will be distributed to students near the end of the program. Some provincial ministries also survey graduates.

CODE OF CONDUCT

CSNN is committed to providing a learning environment in which all individuals are treated with respect and dignity. Harassment and discrimination are prohibited under the Ontario Human Rights Code, and in some cases, the Criminal Code of Canada.

We at CSNN recognize our responsibility to prevent and discourage behaviours that interfere with the rights of students and employees to learn and work in an atmosphere of equal opportunity that is free from harassment and discrimination.

A breach of conduct by a student will be dealt with by the Branch Manager and the incident will be documented in the student's file. If the incident is serious enough the student may be put on hold until a final decision is made whether or not to expel the student. (*See CSNN's Expulsion Policy on page 15*) Instructors and students who witness harassment and/or discrimination are asked to report the incident to their Branch Manager.

Cheating/plagiarism

Any student, who on a test or assignment copies from the work of another student

and represents that work as his own, or allows his work to be copied by another, or uses unauthorized notes or aids including AI generated aids when writing a test, or plagiarizes will receive a grade of zero (0) for the course. (Unauthorized aids include but are not limited to textbooks, AI sources, cheat sheets, cell phones, and any other electronic devices). Students cheating will be charged an administrative penalty fee of \$250+taxes. A second cheating/plagiarizing offense means an automatic expulsion from the school. A refund of tuition would not apply in this situation.

Copying outside work without proper referencing is considered a form of plagiarism. Students who use word for word sentences and paragraphs from textbooks or AI sources while writing tests and quizzes and completing assignments will have either the cheating or plagiarizing policy applied to them. It is important to answer test questions and do assignments in your own words.

Students in online courses will write their quizzes and tests online. CSNN takes academic integrity seriously, so all cheating and plagiarism rules apply to these online tests. In order to write an online test, students must have their webcam on throughout the whole quiz or test. The webcam must be positioned in such a way that the invigilator is able to see the student's entire face. Also, the room you are writing the test in should be adequately lit. When writing an online quiz or test no other document should be open on your computer. Please note that the writing of tests and quizzes is recorded in case it needs to be reviewed later. Invigilators are trained to look for signs of cheating and will flag incidences to report to the Branch Manager. Some examples of what will be flagged is a

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webcam turned off or not positioned correctly, and visual signs of talking, and/or repeatedly looking offscreen. If a student is either suspected of cheating, or has a documented cheating incident, they may be subject to additional requirements before being able to write future quizzes and tests. For example, they may be required to show their full workspace for all tests and quizzes.

These quizzes and tests help you prepare for the final Board Exam, so it is important that you learn the material.

Disturbances

Any student who repeatedly disrupts the instructor and students, and adversely affects the learning process of others, will be warned by the instructor, and may be asked to leave the *class without further notice*. *Ringling cell phones and text messagin are considered disturbances.*

Due Respect

*Students are expected to treat other students, istructors, CSNN staff with the same courtesy and respect with which they expect to be treated. Failure to display proper respect and appropriate behaviour may result in disciplinary action and expulsion from CSNN.**

****Please note that defamation of CSNN or CSNN staff will be dealt with under CSNN's due respect policy and may be grounds for immediate dismissal and legal action.***

R – Remember to treat others as you wish to be treated

E - Extend everyone the right to their own opinions and beliefs

S - Set a good example

P – Politeness goes a long way – always be courteous

E – Empathize and put yourself in the other person's shoes

C – Communicate in a calm and positive manner

T - Take responsibility for your own actions

Students are prohibited from selling goods and services in the classroom without the express permission of the Branch Manager.

CSNN branch locations are deemed scent free out of respect for students with scent sensitivities. Also, students who are highly contagious with an illness should be considerate and not attend class, as there may be students who have compromised immune systems.

Discrimination means any action or behaviour that results in unfavourable treatment based on disability, race, ancestry, place or origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, age, marital status, receipt of public assistance, or record of provincial or pardoned federal offenses.

Systemic discrimination includes policies, practices, procedures, actions or inactions that appear neutral, but have an adverse impact associated with one of the prohibited grounds.

Harassment means one or a series of vexations comments or conduct that might be known to be offensive, intimidating, hostile or inappropriate.

Sexual harassment means one or a series of comments or conduct of a gender-related or sexual nature that is known or might reasonably be known to be offensive, intimidating, hostile or inappropriate. Any person who believes that they are experiencing harassment/discrimination should be advised to direct their complaint to the Branch Manager.

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Misrepresentation

It is unethical and against CSNN's Code of Ethics to misrepresent yourself as a graduate of CSNN while you are still a student. It is also ill advised (and legally questionable) to charge a fee for nutritional assessments while a student.

A student, who advertises themselves as graduate before completing the diploma requirements, runs the risk of being expelled.* A refund of tuition would not apply in this situation.

***Students should not suggest they are a graduate by using one of the CSNN graduate designations. Instead, students should indicate they are a student of CSNN's Natural Nutrition program.**

Upon graduation, CSNN graduates should only use one of the province appropriate designations given by CSNN.

Facebook Groups & Social Media

Even though CSNN acknowledges the rights of students to create facebook groups and other forms of social media, students and graduates do not have the right to use any of CSNN's trademarks in the identification and description of these private social media sites, as CSNN's trademarks are exclusive to its official school social media sites.

Additionally, students do not have the right to share CSNN's intellectual property on any non- CSNN social media site. CSNN's intellectual property includes but is not limited to curriculum, outlines, instructor notes, workbooks, handbooks, and testing. Students/graduates caught sharing CSNN's intellectual property on a non-CSNN site will be expelled due to breach of confidentiality, plus will be subject to legal action.

Students caught cheating on these social media sites will be subject to CSNN's policy regarding cheating and plagiarism.

(See page 12).

Students creating their own blogs should clearly denote that they are a student. For example, they could state that they are a student of CSNN's Natural Nutrition program. Students should be careful to avoid posting anything that is inflammatory, derogatory, or discriminatory against any individual, group, or organization. As potential future holistic nutritional practitioners, it is advised that students ensure that all postings to their blog are professional in nature.

DISPUTE RESOLUTION PROCEDURE

Students who have a dispute must put their dispute in writing addressed to their Branch Manager.

Students may request to have a meeting with their Branch Manager, in regards to their complaint. (An online meeting may apply.)

Students are allowed to have another person present in their meeting with their Branch Manager and this other person may make the oral complaint submission on their behalf.

Once the decision is made the Branch Manager will document the decision in the student's file and in writing will inform the student of the decision and the reasons for the decision.

If within 30 working days (or days outlined by the provincial ministry), the Branch Manager is unable to resolve the issue, the student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. A written response from the Registrar will be forwarded to the Branch

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Manager within 10-15 working days.
All decisions are final.

Branch Managers will keep on file for a period of 3 years all written student complaints, any submissions made in regard to the complaint, and the written decision made.

Disputes involving Instructors:

Students who have complaints against an Instructor are asked to first try and resolve their issue with their Instructor before making a written complaint to their Branch Manager, however, if the issue is not resolved, the student is asked to provide the Branch Manager with the written complaint and the Branch Manager will schedule a meeting with both the student and the Instructor. (an online meeting may apply.)

If within 30 working days (or days outlined by the provincial ministry), the Branch Manager is unable to resolve the issue, the student will be asked to fill in a 'How Can We Help You' form with the student's written complaint attached and all documents will be forwarded to the Registrar. A written response from the Registrar will be forwarded to the Branch Manager within 10-15 working days.
All decisions are final.

Branch Managers will keep on file for a period of 3 years all written student complaints, any submissions made in regard to the complaint, and the written decision made, in regards to the complaint.

STUDENT EXPULSION POLICY

Students may be subject to expulsion:
If they violate CSNN's copyright and intellectual property of educational

materials (legal action may additionally be taken against such violations)

If they have cheated or plagiarized on a test or an assignment, or if they have allowed their work to be copied by another.

If they perform acts of discrimination or harassment to fellow students, instructors, or administrative staff.

If they physically threaten fellow students, instructors, or administrative staff.

If they repeatedly disrupt the classroom.

If they sell goods and services in the classroom.

If they misrepresent themselves as a practitioner while they are still a student.

If they refuse to follow CSNN's guidelines in regards to COVID-19 which protect the health and safety of all students.

Students who violate CSNN's Code of Conduct will be reported to the Branch Manager for purposes of documentation.

If another student or Instructor witnessed the violation, the Branch Manager will contact the student or Instructor to discuss the incident and will ask for written statements to be documented in the student's file. (if the violation warrants immediate dismissal the student will be put on hold until the Branch Manager is able to look into all details) After investigating all of the details surrounding the incident, the Branch Manager will do one of the following:
(a) Determine the violation was not substantiated or
(b) Determine the violation was substantiated in whole or in part, and

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either:

- (i) Give the student a warning with details of the consequences should the student be found to violate again or:
- (ii) Set a probationary period with appropriate conditions or:
- (iii) Determine that the student should be expelled.

A Branch Manager who feels that a student should be expelled will be sharing documentation and discussing the issue at hand with head office. For a student being expelled, the Branch Manager will prepare a written summary of the determination, the reasons for expulsion, and will include all written documentation of the incident to give to the Student and to be put in the Student's file. If the Student owes money these monies will be subject to collection.

If the Student is given a warning or placed on probation, the Branch Manager and the Student will both sign the written warning or the document outlining the probationary conditions. Copies of documents will be given to the Student and the original will be placed in the Student's file.

GRADUATES: TRANSCRIPTS AND DESIGNATIONS

Transcripts

The Academic Transcript is the official record of your academic achievement at CSNN. Students who have successfully completed all requirements on time will have their transcripts mailed to them 6 to 8 weeks after the board exams are completed. (Actual mailing time from Ontario is in addition to this timeline)

Any outstanding fees at the end of the program will result in CSNN withholding the diploma, R.H.N./C.H.N. number, and graduate status and package from the

student. And transcripts of these students will indicate 'incomplete requirements'. The student will not be permitted to officially graduate until the outstanding account is paid in full.

The cost for additional and official transcripts or replacement R.H.N./C.H.N. cards is \$10.00 (incl. gst/hst). There is an administrative fee of \$25 (incl. gst/hst) for additional diplomas and an administrative fee of \$15 (incl. gst/hst) for additional certificates.

Graduate Designations

Students completing the Natural Nutrition program who have met all of the requirements will receive a diploma in Natural Nutrition, and either the R.H.N., or C.H.N. designation depending on the province they live. For example:

Alberta Graduates:

Will receive the C.H.N. designation with the corresponding professional title Certified in Holistic Nutrition™.

British Columbia & Ontario Graduates:

Will receive the R.H.N. designation with the corresponding professional title Registered Holistic Nutritionist™ professional.

New Brunswick Graduates:

Will receive the R.H.N. designation with the corresponding professional title Registered Holistic Nutritional Consultant™ professional.

Upon completion of the diploma requirements, CSNN will forward the first year's membership fee of \$79+gst/hst to the CSNN Alumni Association along with either the R.H.N. or C.H.N. number to be included in the R.H.N./C.H.N. Registry which is legally held and maintained by the CSNN

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Alumni Association. (please note that due to processing time it may take up to 3 weeks from the time you receive your grad package until you receive communication from the CSNN Alumni Association)

After the first year of membership, graduates need to renew their membership directly with the CSNN Alumni Association, in order for their designation number to remain in good standing in the Registry. It is highly advised that graduates practicing holistic nutrition renew their membership annually with the CSNN Alumni Association, so that if the public calls to verify the graduate's status that they can confirm the graduate is in good standing. Also, insurance companies call the Alumni Association to verify the status of CSNN graduates.

CSNN Alumni Association (CSNNAA)

The CSNN Alumni Association legally holds the Registry for the designations given to qualifying graduates of CSNN's Natural Nutrition program.

The Alumni Association is a non-profit organization managed by CSNN graduates. The mandate of the Alumni Association is to support and advance those graduating from the Canadian School of Natural Nutrition. The organization distributes newsletters, provides networking opportunities, shares employment opportunities, and provides tools that help graduates with their practice. The Alumni Association hosts the annual Canadian Holistic Nutrition Conference for its members. Alumni members who are considered active because they have paid their annual membership fee to the CSNN Alumni Association will receive a 10% discount on CSNN holistic nutrition workshops..

SCOPE OF PRACTICE FOR CSNN GRADUATES:

Please note that the scope of practice protects CSNN students and graduates. Working within scope of practice maintains liability insurance coverage, protects the public from harm, and prevents complaints from the public being brought to the Disciplinary Committee. Any additional qualifications and designations have their own separate scope of practice.

The services offered by a CSNN Graduate are grounded in the following:

1. Acknowledgement that each person is biochemically distinct and has unique nutritional needs.
2. Awareness of the meaning of holistic nutrition: the interrelationship of mind, body and spirit, and the importance of addressing these interactive factors which are unique to each individual.
3. Promotion of whole, locally grown and organic foods, sustainable farming practices, and the necessity of living in a non-toxic environment.
4. The principles of prevention and self-responsibility are fundamental to any successful health care program. However, it is important that graduates do not **diagnose nor** make claims by using words such as prevent, treat, cure, and heal.
5. Recognition that supplementation is not a substitute for wholesome, nutritious foods but that it may be helpful. Only supplements with an NPN number should be recommended to clients, and the formulation and labelling of

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- supplements should be independent of the graduate and their practice. Dosage is the recommended dosage on the label.
6. Respect for clients; respect for their wellness goals, and for their personal tastes, morals, social, and life values;
 7. Acceptance of the unique contribution of other health care providers, and the need to work cooperatively with them regardless of whether they are of holistic or allopathic background.
 8. The main services provided by a CSNN graduate include the following:
 - a) Document client's goals, needs, and plans;
 - b) Evaluate client's food selection, preparation and intake;
 - c) Evaluate client's lifestyle and overall feeling of wellbeing;
 - d) Evaluate client's use of dietary supplements;
 - e) Identify client's nutritional imbalance(s) and lifestyle habits without directly ordering lab tests, as this activity is reserved for licensed health care practitioners;
 - f) Work with other health care professionals, if applicable, in order to determine all nutritional and lifestyle-changing needs of the client, including referring client to other health care professionals as deemed appropriate;
 - g) Support the progress of client's health goals, by creating an individualized wellness program, which will include the use of whole, nutrient-dense foods; menu plans; natural source and high quality supplements; and lifestyle modifications including the use of non-toxic, environmentally friendly household/personal products;
 - h) Provide further guidance to the client, if necessary, by explaining food labels, and by offering food preparation techniques and shopping tips;
 - i) Guide the client in the implementation of a long term personal health plan, provide education when necessary, and offer ongoing assessments; **Document and chart all meetings with client and recommendations made.**
 - j) Monitor the client's personal health plan in order to reinforce participation in the achievement of the health goals;
 - k) Act as a community educator to the public and to other health care professionals, developing curriculum, preparing manuals, writing articles, publishing books, and teaching;
 - l) Promote health discussions in schools,

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- industry, and community agencies;
- m) Bring holistic nutrition knowledge, principles, and philosophy to other professions.

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Dispute Resolution Policy

- This policy governs complaints from students relating to the **Canadian School of Natural Nutrition – Vancouver Island** and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
- The student must provide the written complaint to the Branch Manager who is responsible for making determinations in respect of complaints. If the Branch Manager is absent or is named in a complaint, the student must provide the complaint to the Registrar. The process by which the student complaint will be handled is as follows:
- **Student concerns relating to CSNN policies and procedures** are to be directed to your Branch Manager. If the Branch Manager is unable to resolve the matter in a satisfactory manner within thirty working days (or days outlined by the provincial ministry), the student will be advised to complete a “How Can We Help You?” form, which will be forwarded to the Registrar. This form may be obtained from your Branch Manager or by calling the Registrar at (905) 737-8729. A response will be given within 10-15 working days and a copy will be forwarded to the Branch Manager. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education (www.privatetraininginstitutions.gov.bc.ca).
- **Complaints towards an Instructor** are to be brought to the attention of the Branch Manager and will be resolved in the following manner:
 - The student is advised to resolve the issue directly with the Instructor. If the student is unable to resolve the matter with the Instructor within five (5) days, proceed to step II.
 - The student informs the Branch Manager of the details of the complaint and within five (5) days the Branch Manager will schedule a meeting with both the student and the Instructor in an attempt to resolve the matter to the satisfaction of all parties. If unable to arrive at a satisfactory settlement of the matter at that meeting, proceed to step III.
 - The Branch Manager provides the student, with a “How Can We Help You?” form. The student is to return the form to the Manager within three (3) Days, who will forward it to the Registrar. (Copy will be given to the Instructor). The matter will be resolved within 10-15 working days and a written copy will be filed in the student file. All decisions are final.
- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch of the Ministry of Advanced Education. (www.privatetraininginstitutions.gov.bc.ca).
- The student making the complaint may be represented by an agent or a lawyer.
- All student complaints must be made in writing.

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Canadian School of Natural Nutrition Vancouver Island #3734

Sexual Misconduct Policy

September 1, 2021

Name of Policy

Effective Date

1. Canadian School of Natural Nutrition is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:

Contact Audrey Sidnick at audrey@csnn.ca (Victoria manager) or
Dona Bradley at v.i@csnn.ca (Vancouver Island manager)
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows: **The institution will acknowledge receipt of the Complaint within 5 days.**

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7. The process for making a **Report** of sexual misconduct involving a student is as follows:
Reporting sexual misconduct must be made in a written statement with a request for action.
Please report to either Audrey Sidnick – audrey@csnn.ca, or Dona Bradley v.i@csnn.ca.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - **The institution will review the Report within a reasonable timeframe and confirm next steps in writing.**
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
 - If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.