

## **Eat Well Saskatchewan**

### ***Frequently Asked Questions***

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**Q: What is Eat Well Saskatchewan?**

A: Eat Well Saskatchewan is a dietitian call center pilot project for Saskatchewan First Nations communities. The service provides **FREE**, confidential, easy access to the trusted advice of a dietitian via toll-free number or email to help you make healthier food choices and answer your food and nutrition questions.

**Q: What is Eat Well Saskatchewan's toll-free number and email?**

A: The toll-free number is 1-833-782-7800. The email is: [info@eatwellsask.ca](mailto:info@eatwellsask.ca).

**Q: When does Eat Well Saskatchewan open for calls and emails?**

A: Eat Well Saskatchewan will be open from Monday, January 8, 2018 to Thursday, March 29, 2018.

**Q: What are the hours of service?**

A: The toll-free line will be open Monday to Friday 10 am – 4 pm (except statutory holidays). Outside of these hours, callers may leave a voice mail message and a dietitian will return your call within 3 business days or less. You can send an email anytime of the day/week. Emails will be answered within 3 business days or less.

**Q: Who can call/email?**

A: The service is available for members of First Nations communities in Saskatchewan and their health providers. Callers can call/email on behalf of themselves, or on behalf of a family member or friend. Health providers can call/email on behalf of a client or for general information purposes.

**Q: What languages are available?**

A: For this 3-month pilot project, the service is only available in English. However, a translator can call on behalf of a client, family member or friend.

**Q: I don't live in a First Nations community, can I still call?**

A: Yes

**Q: Why is Eat Well Saskatchewan for members of First Nations Communities in Saskatchewan?**

A: This pilot project is being funded through First Nations and Inuit Health Branch, Government of Canada in partnership with Dietitians of Canada to support the health of First Nations communities and improve access to the trusted advice of dietitians for rural, remote and isolated communities.

**Q: When I use this service, who will I be speaking to?**

A: When you call or email, you will be speaking to a dietitian.

**Q: What is a dietitian?**

A: Dietitians are passionate about food and its potential to enhance lives and improve health. Dietitians respect traditional knowledge, values and health practices. They apply holistic prevention and health promotion strategies for improved individual, family and community health. Dietitians are the only regulated food and nutrition professionals and undergo comprehensive and rigorous training, both on the job and in universities.

**Q: Do I need to be referred to use this service?**

A: No, you do not need a referral from a doctor or other health provider to use this service. This service provides general nutrition information and cannot provide individual in-depth counselling or medical advice. We can connect you with local services if you need more personalized assistance.

**Q: Does using this service replace a visit to my doctor, dietitian or other health provider?**

A: No, this service is meant to answer basic nutrition questions. By calling this number, you can receive information about dietitian services in your area for further information.

**Q: What are common questions from clients?**

A: Eat Well Saskatchewan dietitians answer questions on food, nutrition, healthy eating, and chronic disease prevention. Here are some examples of commonly asked questions:

- How do I lower my risk of heart disease?
- I just found out I have diabetes. Where can I go to for help?
- What should I feed my baby?
- What are whole grains?
- I don't drink milk. What can I eat to make sure I get enough calcium?
- Should I do a juice cleanse?
- My child is a picky eater. How can I get her to eat more vegetables?

**Q: What happens during a typical phone call?**

A: Here are some of the things that might happen when you speak with a dietitian at Eat Well Saskatchewan:

- Answer your questions using an evidence-based database. The information will be explained in an easy to understand way.
- Ask demographic questions such as your age, gender and which community you live in to help us better understand your needs.
- Set goals/small steps with you that fit your needs and lifestyle.
- Connect you with local services
- Send you follow-up resources in the mail or by email.
- Treat you with respect and understanding while respecting your privacy and confidentiality.

**Q: How often can I call?**

A: Call as often as you like. There are no limits to how many times you can call or email our service.

**Q: Is there a charge to use this service?**

A: No. Service is **FREE** of charge.