

PAUSE BEFORE POSTING

SOCIAL MEDIA WITH PROFESSIONAL PRACTICE IN MIND

PRESENTED BY
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Disclosures

Current affiliations. No conflicts of interest to report.

Microsoft Canada

MedWorks Canada

Hilbert College Global

TELUS Health Canada

SUNY Buffalo State University

**College of Dietitians
of Ontario**

The Academy of Nutrition and Dietetics

- Receives speaker honorariums from affiliates
- Committee for Lifelong Learning
- Upcoming Nominating Committee National Leader in Practice for 15 Years or Less

Nutrition by Drew, PLLC

**The New York State
Academy of
Nutrition and Dietetics**

Today's Agenda

Learning Outcomes

This session meets the 1.0 ethics CEU requirement.

“Standards of Professionalism”

Describe a few standards

**The Academy & CDR are not responsible
for how the Code of Ethics & its enforcement
are interpreted during today's presentation.**

Problematic activities

*Identify a few unethical activities
& behaviors on social media*

Content & engagement

Load with context & care

Ethics₁



Professionalism₂



Non-Maleficence

Do no harm



Autonomy

*Respect free will & agency
Have integrity*

The Academy's/CDR's Code of Ethics³



Beneficence

*Do good
Balance benefit & risk*



Justice

*Support fair, equitable &
appropriate treatment*

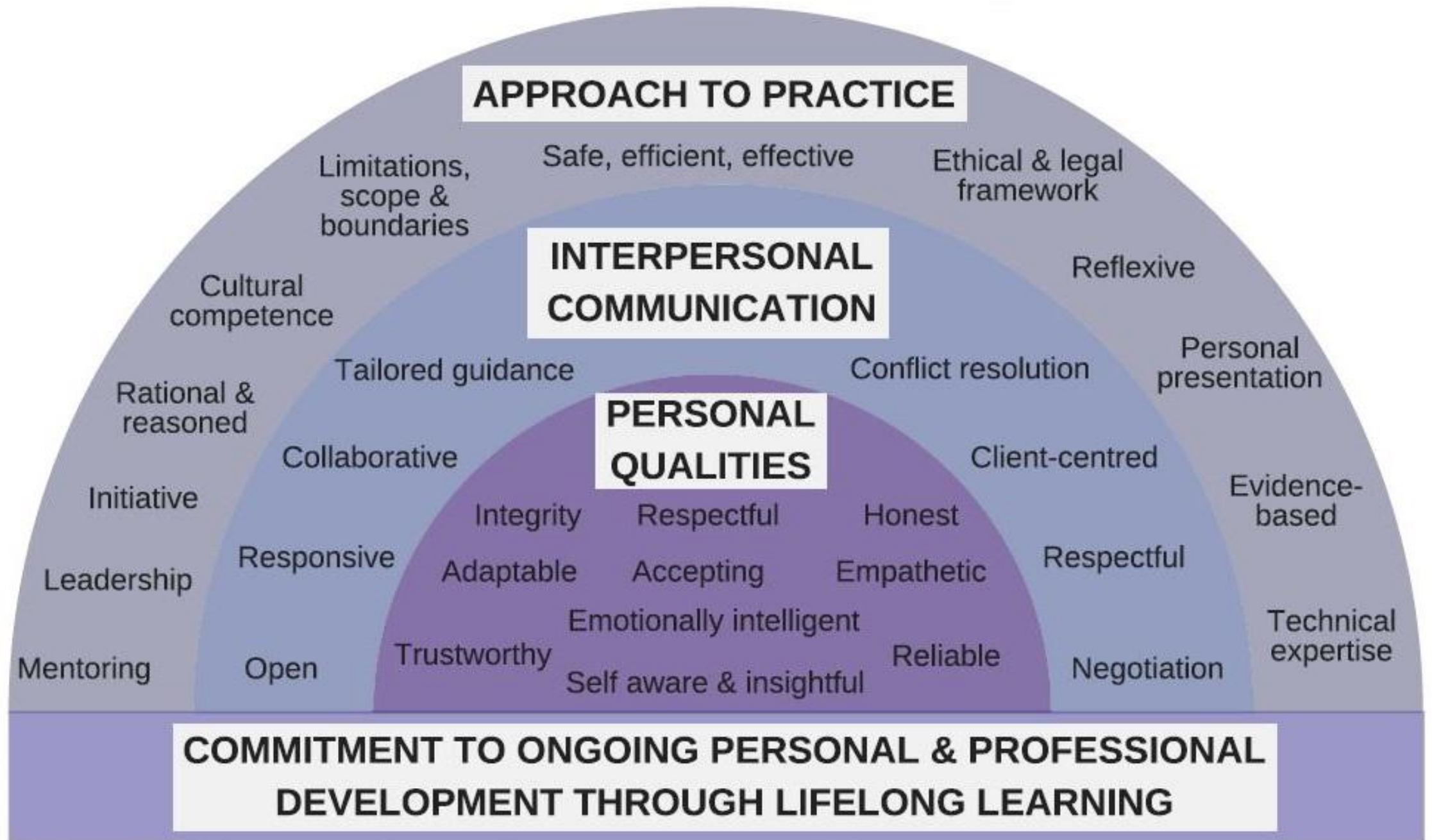


Figure 3. A conceptual model defining professionalism in nutrition and dietetics.

Social Media⁴

Forms of electronic communication

Websites & Apps

where users create **online communities** to share

Online Groups | Blogs | Discussion Forums | **Messaging Apps***

information, ideas, personal messages & other content

Text | Image | Audio | Video



**Registered
Dietitian¹
Nutritionist**

“Food Counselor”

“Diet Consultant”

“Nutrition Coach”

“Nutritional therapist”

41%

Are you part of the hiring process & use social media is scouting*⁵

scout candidates?

or

research applicants?

70%

they utilize candidates*⁵

Standards of Professionalism ⁶

& Examples



FROM THE ACADEMY

Practice Paper



Practice Paper of the Academy of Nutrition and Dietetics: Social Media and the Dietetics Practitioner: Opportunities, Challenges, and Best Practices



ABSTRACT

Social media tools, including blogs, social networks, and media-sharing sites, help nutrition and dietetics practitioners reach broader audiences and connect directly with the public. In many ways, social media has transformed the practice of dietetics and has opened up new avenues for communicating food and nutrition information. Social media has been an effective tool for virtual nutrition counseling, patient education, peer-to-peer support, and public health campaigns. Increasingly, nutrition and dietetics practitioners are using social media to network and collaborate with colleagues, conduct a job search, stay current with new research, champion a cause, promote products or services, and build a business. The potential role of social media in the profession is far reaching, yet there are important guidelines to follow related to ethics and professionalism. When using social media, nutrition and dietetics practitioners must remember that they are governed by the same Code of Ethics that guides all other aspects of practice. In addition, it is critical to have a thorough understanding of all the factors related to social media professionalism, including disclosure rules from the Federal Trade Commission, patient/client privacy and confidentiality as covered by the Health Insurance Portability and Accountability Act, and copyright laws that protect intellectual property. In today's digital age, it is essential for nutrition and dietetics practitioners to recognize the professional opportunities and challenges of social media. Failing to effectively and ethically use social media can reflect poorly on the individual practitioner and the profession. Certain violations may have legal implications. The purpose of this Academy of Nutrition and Dietetics Practice Paper is to provide guidance to practitioners on the use of social media in the profession.



Self-Identification⁶

Disclose **credentials** or **title**

Disclose **employer** when needed

Avoid **anonymous posts**

Disclose **Academy position(s)** during election campaigning



“Handle”

Name


Bio / About

Website & Links

Profile photos

Source: Twitter / X

"African food culture is a big part of African heritage"
@URBANDIETITIAN



Follow


Mbali Mapholi - Dietitian (RD.SA)
@urbandietitian

Media, Corporate & Brand Enquiries :
info@mbalimapholiinc.co.za
One-on-One bookings -Link below.

South Africa linktr.ee/urbandietitian

Source: Instagram

← **buffalodietitian** ⋮



8,315 Posts 12.7K Followers 1,854 Following

Rachel Simson | Dietitian & Blogger
Health & wellness website
Helping you find a realistic approach to a healthy lifestyle 🍕
Mama to Theodore 🧒 Lincoln 🧒 & 🧒 ... more
linktr.ee/buffalodietitian

← **letschat.nutrition** 🔔 ⋮




92 Posts 272 Followers 374 Following

Accredited Practising Dietitian | Gold Coast she/her
B Nutri&diet 🎓
Weight inclusive | food first | healthy cooking
✨ This week's tip ✨
Include veggies in at least two meals each day

Source: Instagram

Source: Instagram



cancer_lymphedema_dietit...

641 posts 2,264 followers 1,514 following

Jean LaMantia RD
Author
🦋 Helping people with lymphedema, & lipedema use nutrition to improve their health 🍏 Assisting my fellow cancer survivors through treatment and beyond
prodigious-author-5708.ck.page/jeanlamantia
Followed by krista_goncalves_writer, the_geriatric_dietitian, eatrightne + 12 more

Personal Conduct⁶

Avoid offensive & inappropriate behavior

Cyber-bullying

Threats

Profanity

Defamation



The Washington Post

There's drama on dietitian Twitter, and it's exposing deep rifts in nutrition doctrine

By **Caitlin Dewey**

November 28, 2017 at 7:00 a.m. EST

Rebecca Subbiah remembers times when dietitians on Twitter made her cry.

They mocked her intellect. They called her names. They circulated criticisms of her online.

All this happened because Subbiah, who is also a registered dietitian, unwittingly stepped into an online debate about industrial farming practices. She tweeted that she personally prefers organic foods because she believes they're better for the environment.

"It was terrible," Subbiah said. "Very toxic."

Misconduct

- Shaming others
- Name calling & harassment
- Defamation of character



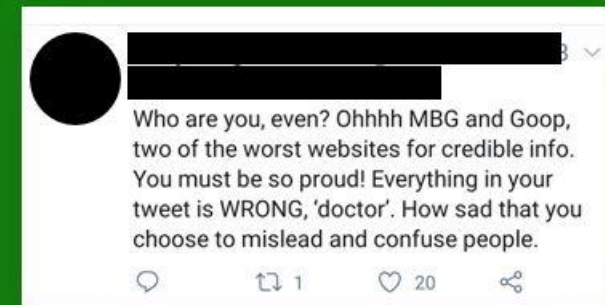
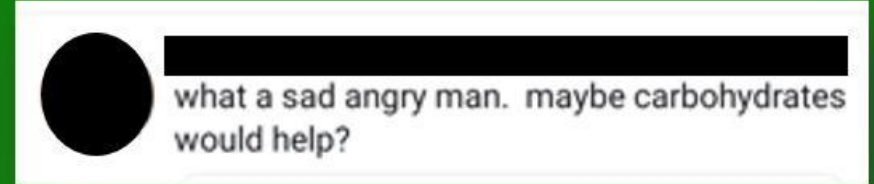
1 g: Act in a caring & respectful manner



3 b: Respect the values, rights, knowledge & skills of colleagues...

3 c: Demonstrate respect, constructive dialogue, civility & professionalism...

3 f: Refrain from...harassment.



Deviate from Damaging Dialogue



[Reaction video]

VS

Why *lemon water* probably won't change your life

Supporting the body's existing *detox* process

How a *superfood* mentality may lead to an *eating disorder*

Professional Boundaries⁶

A top-down perspective of a person's feet. At the top, a pair of white sneakers with white laces is visible. At the bottom, a pair of dark-colored sneakers with white laces is visible. A horizontal yellow line, resembling a painted curb or boundary, runs across the middle of the frame on a grey, textured surface.

Employment policies

Separate accounts & client connections

WHO AM I?

**Once you're confident in
identifying the person,**

**Raise your hand!
(shhh, don't give it away!)**

Privacy & Confidentiality⁶

Obtain **written consent**

Use a **respectful tone**

Include a **privacy statement & cookies settings option** on websites

Privacy & Confidentiality

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Subject: I'm looking for a dietician

Comments: I am a [REDACTED] year old [REDACTED] with a lifelong history of [REDACTED]
[REDACTED]
[REDACTED] I live near [REDACTED]
[REDACTED] and I both cook healthy from scratch. We are [REDACTED]. We have staved off high BP and prediabetes without medications. We are trying to eat a lower and slower carbohydrate diet using the work of [REDACTED]. But we are old and fat and need to be old and not fat. Can you help? Thanks a lot.

Source: Facebook

- name
- e-mail
- age
- sex & gender
- medical history
- residential information
- specific lifestyle info
- relationships



1 g: Act in a caring & respectful manner...



2 b: Comply with all applicable laws & regulations...



3 c: Demonstrate respect, constructive dialogue, civility & professionalism...

Content Credibility⁶

Provide **accurate** information

Distinguish & disclose **science vs opinion**

Put research into **context**

Use & cite **credible** sources

Address **misinformation & inaccuracies***

Content Credibility

- Misleading or inaccurate info?
- Lacks context, is a personal opinion?
- Lacks substantial evidence?



1 c: Assess evidence validity & applicability...

1 d: Interpret & apply research...



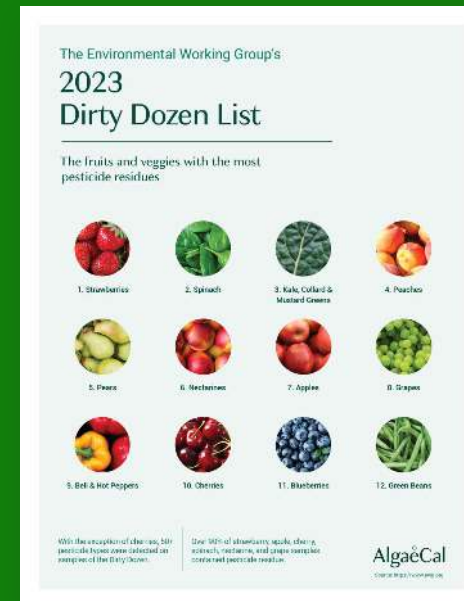
2 e: Provide accurate & truthful info...

HELP



3 d: Refrain from false, fraudulent, deceptive, misleading statements or claims.

3 i: Contribute to the competence of others...



Source: Instagram



CONTEXT & CARE

Food composition & science

Research context, implications

- mice/rats vs humans
- clinical dose used vs reality
- systematic reviews

Medical considerations

- food sensitivities
- IBS & trigger foods
- ↑ palatability & intake;
↓ malnutrition risk

Food environments

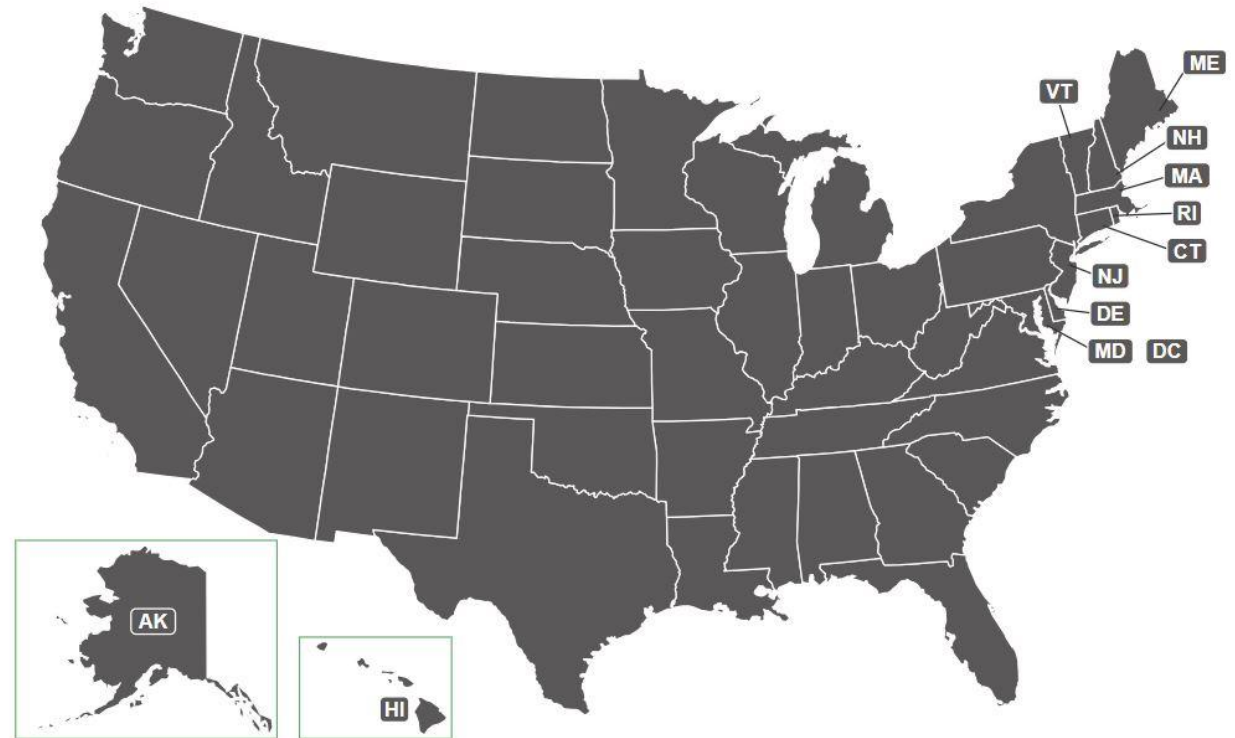
- access
- cultural practices

Professional Liability⁶

Disclaimers

- Educational Purposes Only
- Medical
- Testimonials
- Assumption of Risk
- Errors & Omissions
- Endorsement & Affiliations

Licensure restrictions⁸



Intellectual Property⁶

Follow **Copyright** laws (state, country, social media platform)

copyright.gov

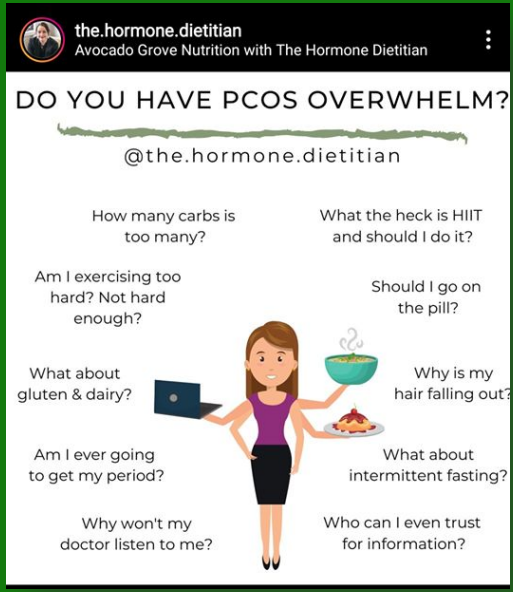
Follow **Fair Use & Creative Commons** guidelines

creativecommonsusa.org

Obtain **permission** to share and/or use content

Credit the author

*



*



Copyright Infringement

- Permission not obtained to use, modify & share original content
- Credit not provided



- 2 b: Comply with all applicable laws & regulations...
- 2 d: Respect intellectual property rights...

Disclosure & Transparency⁶



conflicts of interest

editorial vs ad content

financial relationships

#ad

“Paid partnership with...”

#sponsored

The food industry pays ‘influencer’ dietitians to shape your eating habits

Registered dietitians are being paid to post videos that promote diet soda, sugar and supplements on Instagram and TikTok

By [Anahad O'Connor](#), [Caitlin Gilbert](#) and [Sasha Chavkin](#)

September 13, 2023 at 5:00 a.m. EDT

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TORONTO STAR

HOME / NEWS / INVESTIGATIONS

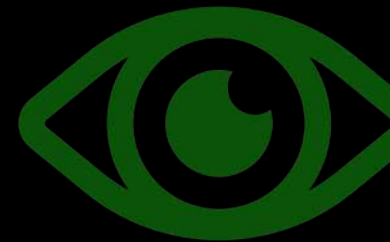
‘Let them eat as much as they want.’ Big Sugar sponsors dietitians’ favourable posts on social media. Experts say Canadian regulators need to intervene

24

financial relationships



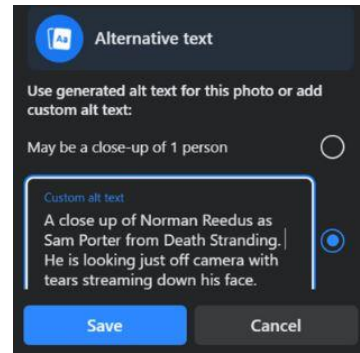
Content Accessibility



Content Accessibility Checklist¹⁰⁻¹²

☐ Alt text

<https://later.com/blog/alt-text/>



☐ Image descriptions

Guideline: **Object-Action-Context**

[ID: A screenshot of Facebook's alternative text programming menu with a typed out image description, for ID example demonstration.]

<https://accessibleweb.com/color-contrast-checker/>



☐ Open & closed captions

<https://www.3playmedia.com/blog/open-captioning-use/>

<https://www.accessible-social.com/copy-and-formatting/hashtags>

☐ Font type

<https://www.accessibilitychecker.org/blog/accessible-fonts/>

Most accessible fonts:

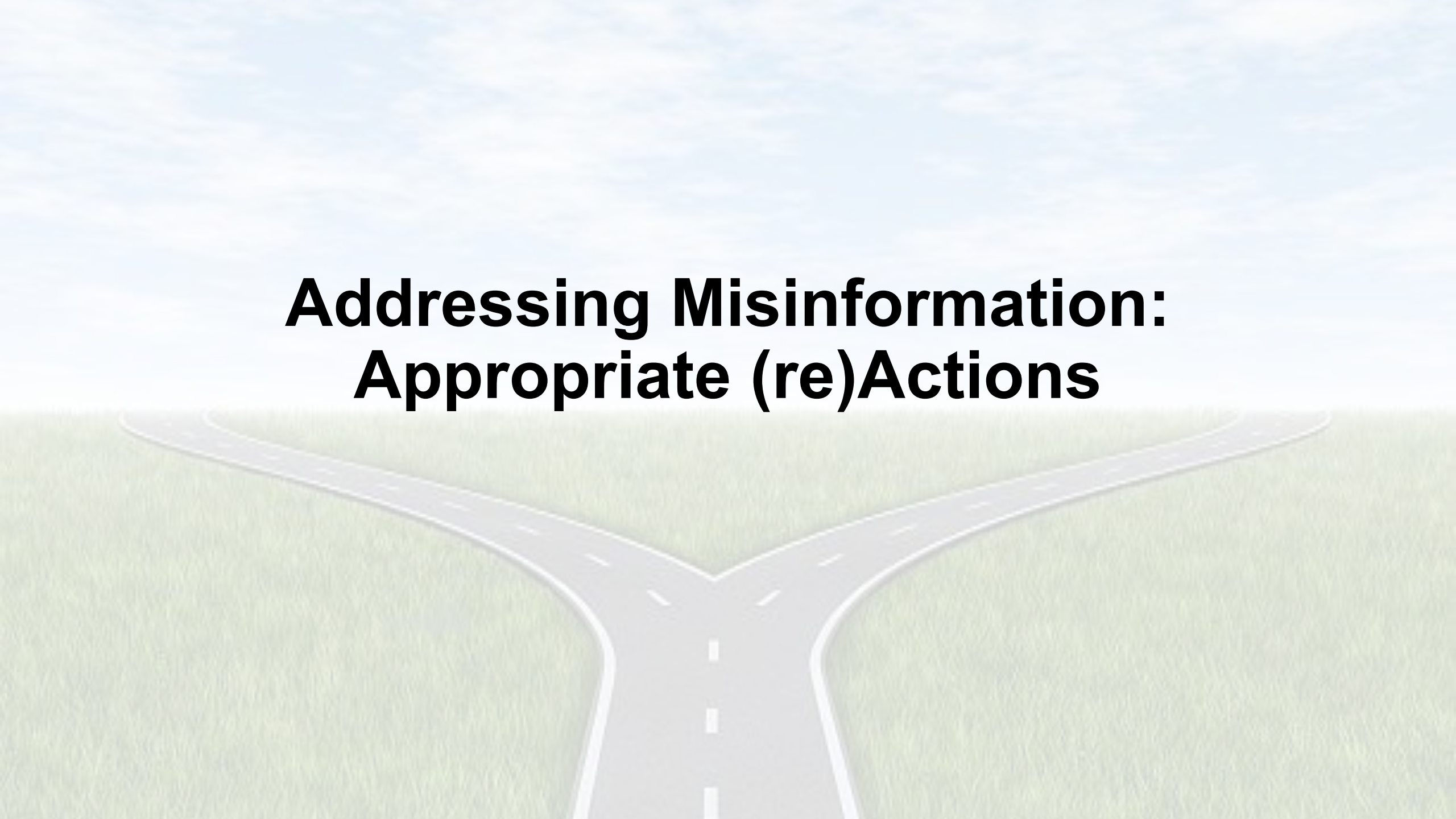
Calibri, Times New Roman, Tahoma, Arial, Helvetica, Verdana

<https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines.pdf>

<https://www.pexels.com/>, <https://pixabay.com/>, <https://unsplash.com/>

☐ Email & names

Addressing Misinformation: Appropriate (re)Actions





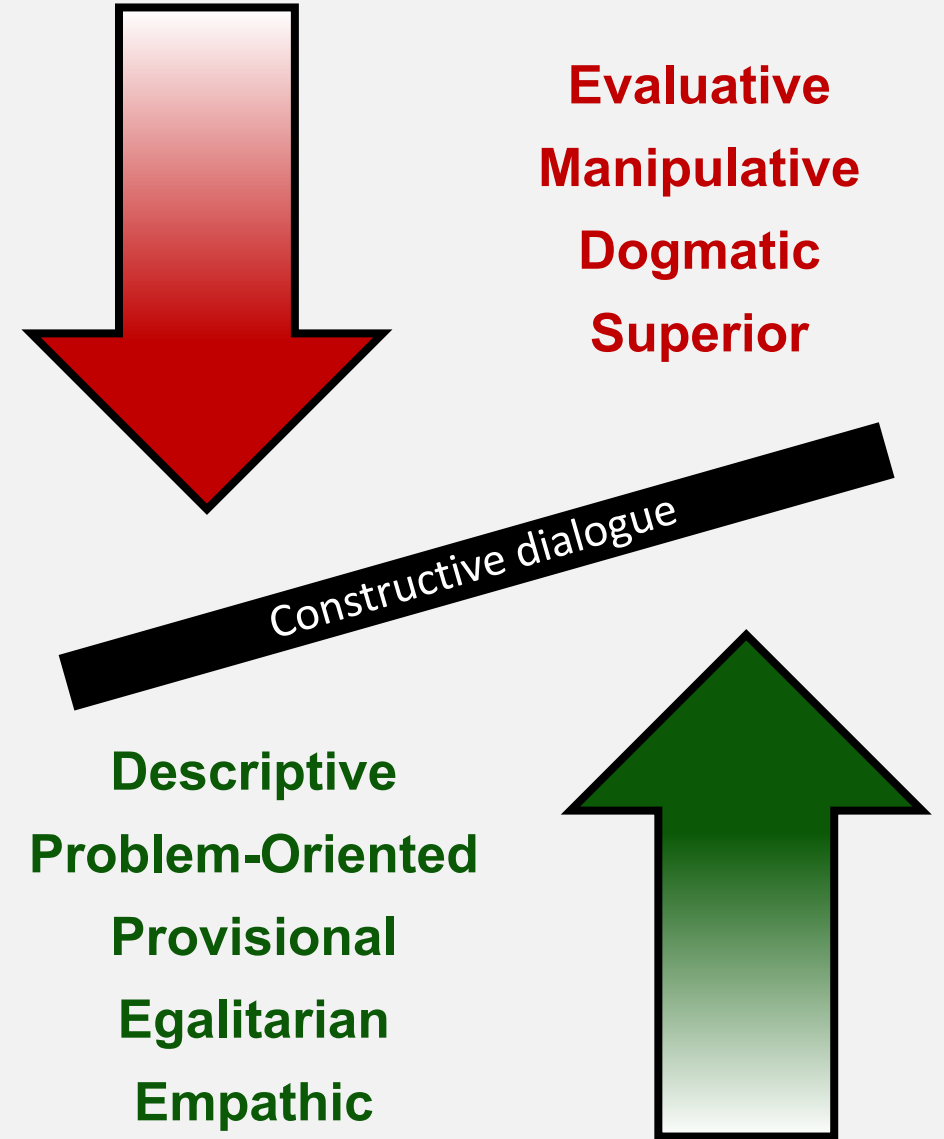
“Texting is a brilliant way to
miscommunicate how you feel, and
misinterpret what other people mean.”

Communication 101¹³

*What's my **intention**?*

*What's my **tone**?*

*Who's the **receiver**?*



Descriptive

*Hi John! Thanks for sharing. I noticed
the study included a fairly small sample size
but the research itself is the first of its kind,
which is really exciting to learn about!*

Problem-Oriented

*What are your thoughts on the
limited cohort & conducted research itself,
& how it applies to the general public?*

**Evaluative,
Superior &
Dogmatic**

This is just plain false.

You need to take this content down.

You're wrong!

Descriptive

Thanks for sharing – I took a look at the data used and noticed someone would have to eat hundreds of servings of strawberries in a day to come close to the amount of pesticide residuals that may impose risks to human health.

Empathic

Data and can be easily overlooked and misinterpreted, especially when quickly swiping through information on social media.

Provisional

Problem-Oriented

I'm wondering what your thoughts are about the dirty dozen's messaging and the general public's perceived risks. I think it may deter people from eating fruits & veggies, especially those who can't afford organic items. The term "dirty" might create fear, perhaps?

Egalitarian

What're your thoughts about the reported significantly low pesticide residue on produce?

The points of view of fellow RDs are very important to me since we all represent an important profession that protects the public.

Your thoughts are appreciated.



OOPS!

The 5 A's of Atonement¹⁹

1. **Admit**
2. **Acknowledge**
3. **Apologize**
4. **Act**
5. **Accept**

Ethics Resources

Academy Practice Paper

Journal Article Link:

[https://www.jandonline.org/article/S2212-2672\(16\)31071-1/fulltext](https://www.jandonline.org/article/S2212-2672(16)31071-1/fulltext)

- Opportunities & Benefits
- Ethics & Professionalism
- Standards of Professionalism
- Challenges & Risks
- Best Practices



Code of Ethics

1. Eatrightpro.org > Practice
2. Code of Ethics > Code of Ethics for the Nutrition & Dietetics Profession
3. Code of Ethics – practitioner handout (PDF)

PDF Link:

<https://www.eatrightpro.org/-/media/files/eatrightpro/practice/code-of-ethics/codeofethicshandout.pdf>

eat right Academy of Nutrition and Dietetics

Code of Ethics for the Nutrition and Dietetics Profession

Effective Date: June 1, 2018

Commission on Dietetic Registration
the credentialing agency for the Academy of Nutrition and Dietetics

Preamble:
When providing services the nutrition and dietetics practitioner adheres to the core values of customer focus, integrity, innovation, social responsibility, and diversity. Science-based decisions, derived from the best available research and evidence, are the underpinnings of ethical conduct and practice.
This Code applies to nutrition and dietetics practitioners who act in a wide variety of capacities, provides general principles and specific ethical standards for situations frequently encountered in daily practice. The primary goal is the protection of the individuals, groups, organizations, communities, or populations with whom the practitioner works and interacts.
The nutrition and dietetics practitioner has the obligation to protect clients, the public and its credentialing agency the Commission on Dietetic Registration; and shall report perceived violations.
The Academy/CDR Code of Ethics standards that underlie the nutrition and dietetics profession are referred to as "nutrition and dietetics" and maintaining CDR credentials, all nutrition and dietetics practitioners shall adhere to these standards.

Principles and Standards:

1. **Competence and professional development**
Nutrition and dietetics practitioners shall:
 - a. Practice using an evidence-based approach, and recognize limits of expertise.
 - b. Demonstrate in depth scientific knowledge.
 - c. Assess the validity and applicability of research.
 - d. Interpret, apply, participate in research.
 - e. Make evidence-based practice decisions.
 - f. Recognize and exercise professional judgment.
 - g. Act in a caring and respectful manner.
 - h. Practice within the limits of their competence.
2. **Integrity in personal and organizational relationships**
Nutrition and dietetics practitioners shall:
 - a. Disclose any conflicts of interest.
 - b. Refrain from a appearance of influencing professional judgment.
 - c. Comply with all applicable laws and regulations.
 - d. Maintain and appropriately use credentials.
 - e. Respect intellectual property rights.
 - f. Report inappropriate behavior of other professionals.
 - g. Document, code and bill to maintain confidentiality.
 - h. Respect patient/client's autonomy and laws.
 - i. Implement appropriate measures to protect confidentiality (e.g., encryption).
3. **Professionalism (Beneficence)**
Nutrition and dietetics practitioners shall:
 - a. Participate in and contribute to the advancement of the profession.

The **Academy of Nutrition and Dietetics** (Academy) and its credentialing agency, the **Commission on Dietetic Registration** (CDR), believe it is in the best interest of the profession and the public it serves to have a **Code of Ethics** in place that provides guidance to nutrition and dietetics practitioners in their professional practice and conduct. Nutrition and dietetics practitioners have voluntarily adopted this Code of Ethics to reflect the values and ethical principles guiding the profession and to set forth commitments and obligations of the nutrition and dietetics practitioner to the public, clients, the profession, colleagues, and all others to which they provide service. The updated Code of Ethics was approved by the Academy Board of Directors and the Commission on Dietetic Registration, effective June 1, 2018.

THE CODE OF ETHICS APPLIES TO THE FOLLOWING PRACTITIONERS:

- All members of the Academy who are credentialed by CDR
- All members of the Academy who are not credentialed by CDR
- All CDR credentialed practitioners whether or not they are members of the Academy

The Code is overseen by a three-person Ethics Committee, with representation from the Board of Directors, Commission on Dietetic Registration and House of Delegates. The term of office is three years.

Additional Resources

1. Eatrightpro.org > Practice
2. Code of Ethics > Code of Ethics for the Nutrition & Dietetics Profession
3. Ethics Reading List

Link:

<https://www.eatrightpro.org/practice/code-of-ethics/code-of-ethics-for-the-nutrition-and-dietetics-profession/ethics-reading-list>

Ethics Literature

- International Code of Ethics
- Guidance for Professional Use of Social Media
- Billing
- Before Filing an Ethics Complaint
- Encouraging Ethical Behavior in Students
- HIPAA Compliance & Ethics
- Dietary Supplement Sales
- Conflicts of Interest
- Telehealth
- Bullying
- Gift-Giving
- Professional Boundaries
- Complaint Process
- Practice Applications

Ethics Education Facilitation Guide

The screenshot shows the website for the Academy of Nutrition and Dietetics (Eat Right Pro). The top navigation bar includes links for Membership, Join/Renew, MyAcademy, and a Sign Out button. Below this is a secondary navigation bar with dropdown menus for Advocacy, Leadership, Practice, Career, and News Center, along with a search bar. The main content area is titled 'Ethics Reading List' and features a list of articles from the *Journal of the Academy of Nutrition and Dietetics*. The sidebar on the left contains a 'Code of Ethics' section with links to the Code of Ethics for the Nutrition and Dietetics Profession, Ethics Complaints and Violations, and the Ethics Reading List. A red arrow points from the 'Ethics Education Facilitation Guide' text to the 'Ethics Reading List' link in the sidebar.

eat right PRO Academy of Nutrition and Dietetics

Membership Join/Renew MyAcademy Sign Out

Advocacy Leadership Practice Career News Center

Search by keyword...

Code of Ethics

Code of Ethics for the Nutrition and Dietetics Profession

Ethics Complaints and Violations

Code of Ethics for the Nutrition and Dietetics Profession

Code of Ethics - practitioner handout (PDF)

Ethics Reading List

Appraise Your Knowledge Quiz 1

Appraise Your Knowledge Quiz 2

Appraise Your Knowledge Quiz 3

Ethics Education Guide for Facilitators

Ethics in Practice: Applications for the Nutrition and Dietetics Practitioner (Self Study)

Home > Practice > Code of Ethics > Code of Ethics for the Nutrition and Dietetics Profession >

Ethics Reading List

The following "Ethics in Practice" articles have been published in the *Journal of the Academy of Nutrition and Dietetics* to educate Academy members on ethical practice related to the Code of Ethics for the Nutrition and Dietetics Profession.

- Retired Credentialed Practitioners Exhibit Lifelong Commitment to Competency (January 2023)
- Current Topics in Health Care Law (September 2022)
- Ethics: Health Equity and Dietetics-Related Inequalities (August 2022)
- The Ethics of Competence, a Self-Assessment is Key (May 2022)
- Guidance for Professional Use of Social Media in Nutrition and Dietetics Practice (November 14, 2021)
- Navigating the Continuum of Ethical Billing (November 2021)
- Before You File an Ethics Complaint: What You Need to Know (July 2021)
- Encouraging Ethical Behavior of Students (June 25, 2021)
- Social Determinants of Health Enhancing Health Equity (April 13, 2021)
- Managing HIPAA Compliance Includes Legal and Ethical Considerations (February 2021)
- Guidance Regarding the Recommendation and Sale of Dietary Supplements (July 2020)
- Identifying and Managing Conflicts of Interest (March 2020)
- Telehealth Is Transforming Health Care: What You Need to Know to Practice Telenutrition (November 2019)



www.eatrightpro.org/

Nutrition and Social Media: A Tool to Spread Positivity and Evidence-Based Information

🕒 May 6, 2021 👤 Amanda Boswell

How to Make Your Social Media Presence More Professional

🕒 May 12, 2016 👤 EJ Otto

SocialPro: How to Recover from a Social Media Faux Pas

🕒 July 17, 2016 👤 Matt Alderton

SocialPro: Tips for Dealing with Troublemakers, Trolls and other Online Antagonists

🕒 June 29, 2015 👤 Lauren Fox



Image via Getty Images

A Primer for Dietetics Students: Social Media and Ethical Practice



Drew Hemler, MSc, RD, CDN, FAND

CA us Nutrition Education Specialist, Consultant & Speaker, 10y Dietetics
Volunteer

April 20, 2021

Pledge of Professional Civility²³

Demonstrate respect

Support constructive dialogue

Discourage public belittling

Model professionalism



#PROcivility

FoodandNutrition.org/ProfessionalCivility

Let's Recap

Learning Outcomes

Standards of Professionalism

Conduct | Boundaries | P & C | Identification | Credibility | Liability | I.P. | Transparency

Examples of common unethical practices

Misconduct | Breach of P & C | Misinformation | Copyright Infringement

Develop content & engage others appropriately

Context & Care | Accessibility Awareness | Communications 101

Locate resources for further guidance

Practice Paper | Ethics Resources | F&N Magazine | Reporting Tools

References & Resources

1. <https://www.merriam-webster.com/ethics>
2. <https://pubmed.ncbi.nlm.nih.gov/30878401/>
3. www.eatrightpro.org/practice/code-of-ethics
4. <https://www.merriam-webster.com/dictionary/social%20media>
5. <https://www.expresspros.com/Newsroom/America-Employed/Documents/2023/5-10-23-EEP-Release-AE.aspx>
6. [https://www.jandonline.org/article/S2212-2672\(16\)31071-1/fulltext](https://www.jandonline.org/article/S2212-2672(16)31071-1/fulltext)
7. www.washingtonpost.com/news/wonk/wp/2017/11/28/theres-drama-on-dietitian-twitter-and-its-exposing-deep-rifts-in-nutrition-doctrine
8. <https://www.eatrightpro.org/advocacy/licensure/licensure-map-and-statutes-by-state>
9. <https://www.washingtonpost.com/wellness/2023/09/13/dietitian-instagram-tiktok-paid-food-industry/>
10. <https://blog.hootsuite.com/inclusive-design-social-media/>
11. <https://sproutsocial.com/insights/social-media-accessibility/#visual-content>
12. <https://www.sprinklr.com/blog/social-media-accessibility/>
13. https://www.openlibrary.org/books/OL25340064M/Nutrition_counseling_and_education_skills_for_dietetics_professionals
14. https://www.eatrightpro.org/-/media/files/eatrightpro/practice/code-of-ethics/ethics-reading-list/before-you-file-an-ethics-complaint-what-you-need-to-know_july2021_jan d.pdf
15. www.eatrightpro.org/practice/code-of-ethics/what-is-the-code-of-ethics/ethics-complaints-and-violations
16. <https://www.eatrightpro.org/-/media/eatrightpro-files/practice/code-of-ethics/complaint-form-for-violation-of-code-of-ethics---021621.pdf>
17. <https://www.eatrightpro.org/-/media/eatrightpro-files/practice/disciplinaryandethicscomplaints-policy.pdf>
18. <https://www.eatrightpro.org/irt> – The Academy’s IRT is no longer active 😞
19. foodandnutrition.org/blogs/stone-soup/socialpro-recover-social-media-faux-pas/
20. <https://www.eatrightpro.org/-/media/files/eatrightpro/practice/code-of-ethics/codeofethicshandout.pdf>
21. <https://www.eatrightpro.org/practice/code-of-ethics/code-of-ethics-for-the-nutrition-and-dietetics-profession/ethics-reading-list>
22. <https://www.linkedin.com/pulse/what-dietetics-students-need-know-ethics-social-media-drew/>
23. <https://foodandnutrition.org/ProfessionalCivility/>
24. https://www.thestar.com/news/investigations/let-them-eat-as-much-as-they-want-big-sugar-sponsors-dietitians-favourable-posts-on/article_3fe6e2f3-b774-51a2-b94d-e335381fe6cd.html

The background of the entire image is a dense, repeating pattern of blue circular icons, each containing a white thumbs-up gesture, similar to the Facebook 'like' button.

Happy Posting!

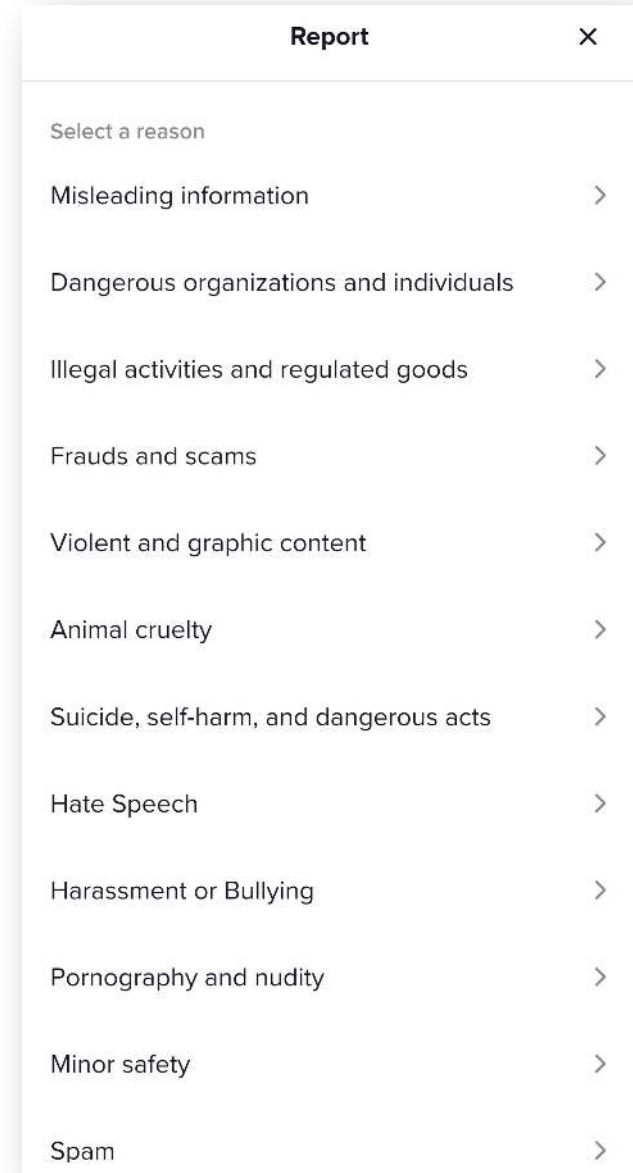
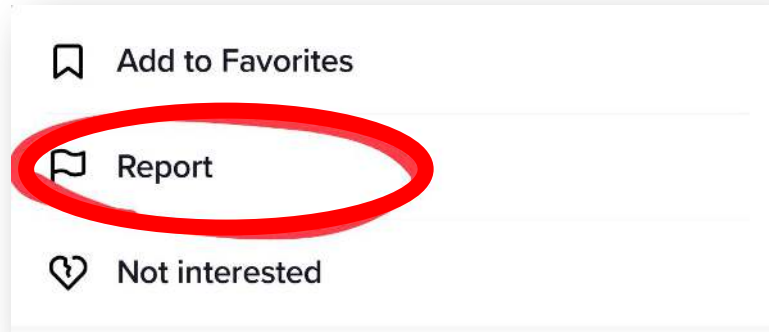
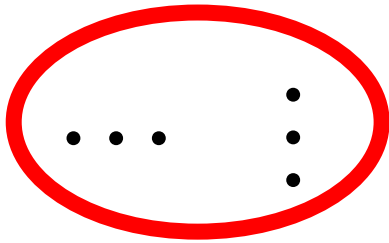
nutritionbydrew@gmail.com | hemlerdm@buffalostate.edu

Drew Hemler | Dietitian Drew



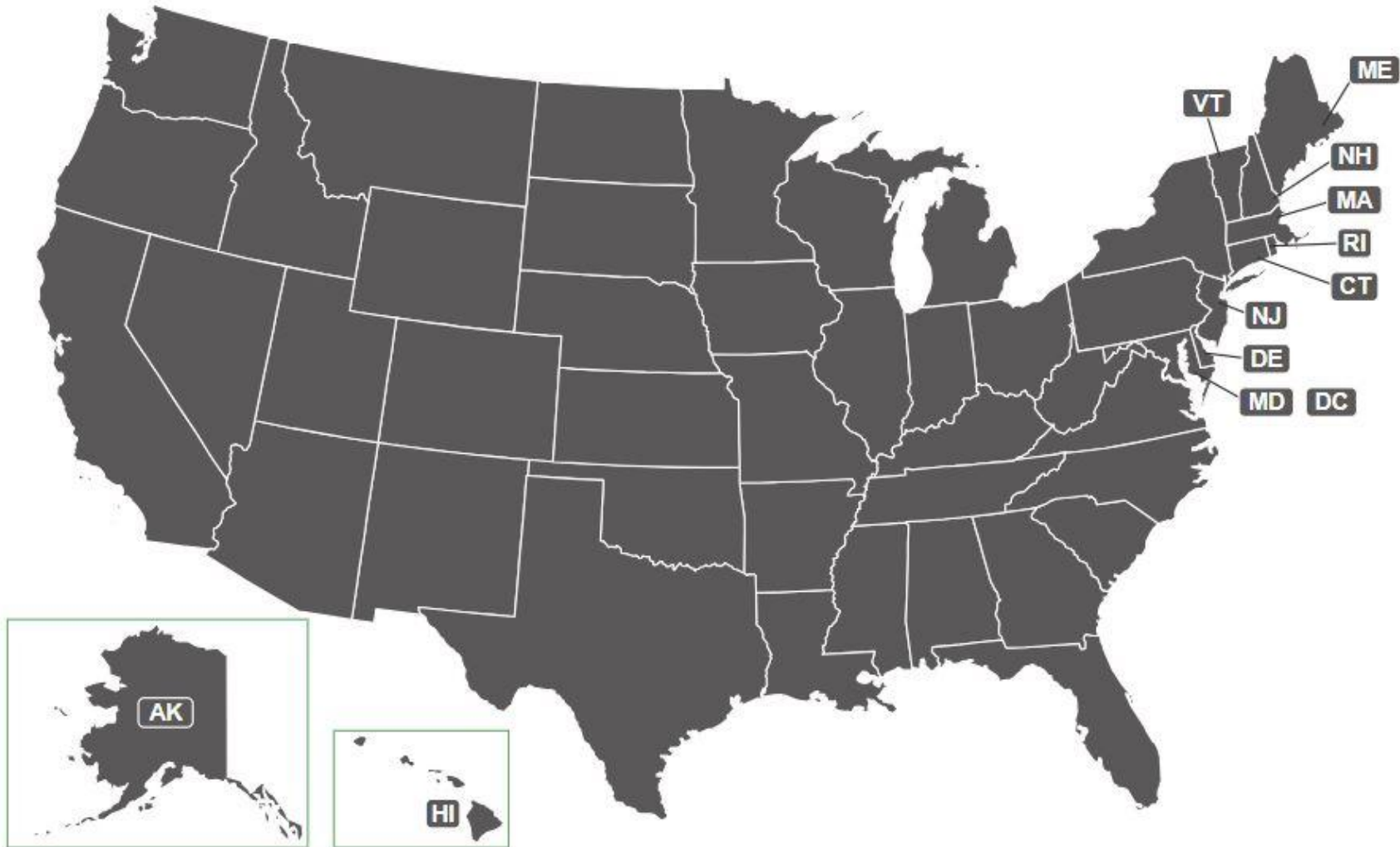
Reporting & Complaints

Reporting Tool on Social Media





Click on your state to access licensure boards, statutes and rules.



Before Filing a Complaint¹⁴

Personal Grievances

Not specific to
Principles & Standards

No focus

Before Filing a Complaint¹⁴

Legal

Not all violations apply

Applicable issues must
be resolved before
considered by Committee

Before Filing a Complaint¹⁴

Business

Business dispute

Breach of contract

Failure to provide
product/service

Before Filing a Complaint¹⁴

Employment

Disagreement on
conducting business

Time/hours worked

Misleading statements

Employer asset misuse

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Home > Practice

Practice

Stay up to date on developments in food and nutrition science , as well as the latest guidelines and evidence-based recommendations and resources for nutrition and dietetics practitioners.



Code of Ethics

The Academy and its Commission on Dietetic Registration believe it is in the best interest of the profession and the public it serves to have a Code of Ethics that guides professional practice and conduct.



Guidelines and Positions

The Academy develops practice guidelines, position papers and consensus statements to inform members of the latest research on specific topics in the field of nutrition and dietetics and to assist with implementing evidence-based



Dietetics Resources

Nutrition and dietetics practitioners, students and educators can find a plethora of resources for their work and studies, including scope and standards of practice, nutrition informatics and topics resources.



[Home](#) > [Practice](#) > [Code of Ethics](#)

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Code of Ethics for the Nutrition and Dietetics Profession

This Code provides general principles and specific ethical standards for the protection of the individuals, groups, organizations, communities, or populations with whom nutrition and dietetics practitioners work and interact.

[Learn About >](#)



Ethics Complaints and Violations

The Academy/CDR Disciplinary and Ethics Complaints Policy for the Code of Ethics establishes a fair system to deal with complaints about members and credentialed practitioners from peers or the public.

[Learn About >](#)



Professional Civility

An unprecedented ability to share information and perspectives brings exciting opportunities for practitioners. But with them come challenges, including reconciling social media best practices, principles of the code of ethics and professional courtesies and conduct.

[Learn About >](#)

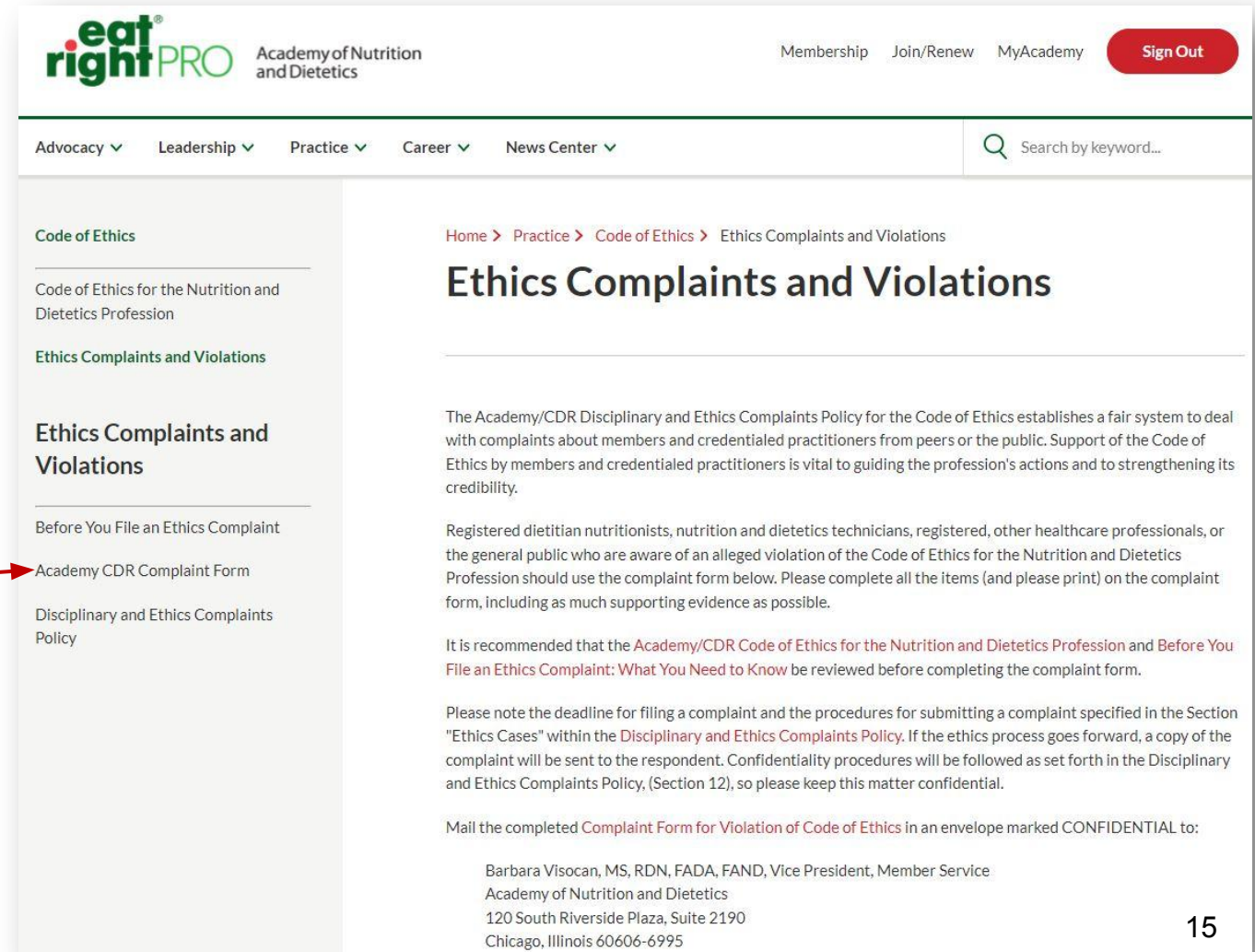
Complaint Form

1. Eatrightpro.org > Practice
2. Code of Ethics
3. **Ethics Complaints and Violations**

Link:

<https://www.eatrightpro.org/practice/code-of-ethics/ethics-complaints-and-violations>

- **Complaint Form**



The screenshot shows the website for the Academy of Nutrition and Dietetics (Eat Right Pro). The navigation bar includes links for Membership, Join/Renew, MyAcademy, and Sign Out. The main navigation menu has categories: Advocacy, Leadership, Practice, Career, and News Center. A search bar is located on the right. The left sidebar contains a 'Code of Ethics' section with links to the Code of Ethics for the Nutrition and Dietetics Profession, Ethics Complaints and Violations, and a link to the Academy CDR Complaint Form. The main content area displays the 'Ethics Complaints and Violations' page, which includes a breadcrumb trail: Home > Practice > Code of Ethics > Ethics Complaints and Violations. The page title is 'Ethics Complaints and Violations'. The text explains that the Academy/CDR Disciplinary and Ethics Complaints Policy establishes a fair system to deal with complaints about members and credentialed practitioners. It states that registered dietitian nutritionists, nutrition and dietetics technicians, registered, other healthcare professionals, or the general public who are aware of an alleged violation of the Code of Ethics for the Nutrition and Dietetics Profession should use the complaint form below. Please complete all the items (and please print) on the complaint form, including as much supporting evidence as possible. It is recommended that the Academy/CDR Code of Ethics for the Nutrition and Dietetics Profession and Before You File an Ethics Complaint: What You Need to Know be reviewed before completing the complaint form. Please note the deadline for filing a complaint and the procedures for submitting a complaint specified in the Section "Ethics Cases" within the Disciplinary and Ethics Complaints Policy. If the ethics process goes forward, a copy of the complaint will be sent to the respondent. Confidentiality procedures will be followed as set forth in the Disciplinary and Ethics Complaints Policy, (Section 12), so please keep this matter confidential. Mail the completed Complaint Form for Violation of Code of Ethics in an envelope marked CONFIDENTIAL to: Barbara Visocan, MS, RDN, FADA, FAND, Vice President, Member Service, Academy of Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2190, Chicago, Illinois 60606-6995.

1. Legal/business/employment issue? (**Stop!**)
2. Submitter info
3. Ethics violator info
4. Ethics violation description
5. **Ethics principles & standards**
6. **Supportive documentation**
7. Witness info
8. Court or State board filing info
9. Submitter & Notary Public signatures

Must submit within 1 year of:

- **becoming aware of violation**
- **Non-CDR complaint filing**

ACADEMY/CDR ETHICS COMPLAINT FORM

COMPLAINT OF ALLEGED VIOLATION OF THE
ACADEMY/CDR CODE OF ETHICS FOR THE NUTRITION
AND DIETETICS PROFESSION



Please return this completed form in an
envelope marked **Confidential** to:

Barbara Visocan, MS, RDN, FADA, FAND
Vice President, Member Services
Academy of Nutrition and Dietetics
120 South Riverside Plaza, Suite 2190
Chicago, IL 60606-6995

This form must be completed to file a complaint under the Academy of Nutrition and Dietetics (Academy)/Commission on Dietetic Registration (CDR) Code of Ethics for the Nutrition and Dietetics Profession (Code).

To ensure public protection and maintain the credibility of CDR certificants and Academy members, the Commission and the Academy have adopted a fair and equitable process to allow individuals to bring forth issues or complaints concerning the conduct of a CDR certificant and/or an Academy member to the Commission and the Academy.

The ethics complaint procedures are intended to permit a fair resolution of Code of Ethics complaints in a manner that protects the rights of individuals while promoting understanding and ethical practice. The Ethics Committee (Committee) has the authority and flexibility to determine the best way to address violations of the Code of Ethics, including educational means where appropriate.

Preliminary Review

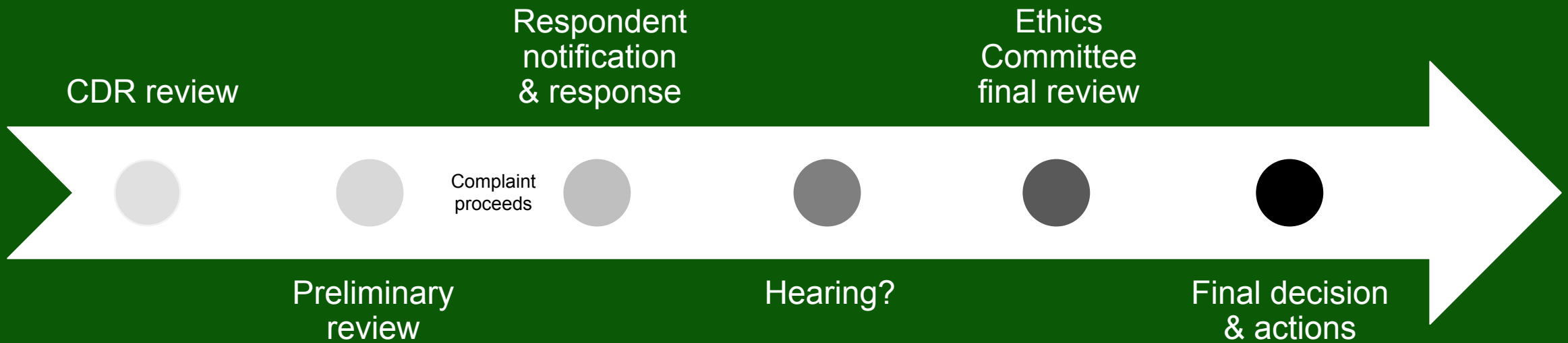
Upon receipt of the complaint, a preliminary review is performed. The chair of the Ethics Committee, legal counsel for the Academy of Nutrition and Dietetics, and appropriate staff will review the complaint and all submitted materials to determine if all the required information has been submitted by the Complainant and whether an ethics issue is involved. This preliminary review may, or may not, result in a Complaint proceeding under the Code of Ethics.

In the Ethics Committee's experience, many of the matters submitted as possible Code of Ethics matters are not ethics matters. Instead, the matters presented are personal, business, or employment disputes or legal matters that are not within the scope of the Code of Ethics.

If the preliminary review determines that the process should proceed, the Academy staff or chair of the Ethics Committee shall notify the Respondent (person against whom the complaint is made) that a complaint has been made and provide the Respondent with a copy of the complaint and all submitted materials.

The Ethics Committee drafted the below questions to assist you in thinking through whether an ethics complaint is appropriate based on your knowledge of the Academy/CDR Code of Ethics and the facts and circumstances of the potential ethics matter as you know them.

What Happens Next?¹⁷



Grievances Against Other Practitioners

Is the individual or account owner certified or licensed?



State licensure board
or regulatory agency

National agency
(Federation, Academy, Association)



National agency?

Bureau of Consumer Protection