

EatRight Ontario Health Intermediaries Survey 2017

Dear Colleague

EatRight Ontario (ERO) is a program of Dietitians of Canada with annual funding from the Ontario Ministry of Health and Long-Term Care. The EatRight Ontario contact centre provides easy access to nutrition advice from Registered Dietitians to improve health for all Ontarians. Increased access to credible nutrition advice enables Ontarians to develop the personal skills required to support healthy eating, healthy weights, and the prevention of chronic disease.

Dietitians of Canada and EatRight Ontario have contracted an independent evaluation team (Jeanne Legare and Associates) to conduct an impact evaluation of the ERO service. Practitioners, program administrators and policymakers support critical aspects of Ontario's health system, and your views on the impact of ERO are an important part of the evaluation focus. Please take a few minutes to complete this survey, regardless of whether or not you have used the ERO service. Your participation is appreciated but voluntary. Your responses will be kept confidential and no identifying information will be released.

The survey will take approximately 10 minutes to complete. We appreciate your response by [insert date].

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1. Where do you or your organization usually provide service?

- Ontario
- Other Canadian provinces or territories
- Outside of Canada

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This study is focused on nutrition service delivery in Canada. Your response indicates that you provide service outside of Canada only. If this is incorrect, click "Previous" and change your answer. Otherwise, click on "Next" to end the survey.

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2. In which Ontario region(s) does your organization provide service? (check all that apply)

- All Ontario regions
- South West
- Central West
- Toronto/Central East
- Eastern
- North

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3. In which other provinces or territories does your organization provide service? (check all that apply)

- All provinces and territories
- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Quebec
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Newfoundland and Labrador
- Yukon
- Northwest Territories
- Nunavut

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4. Which statement BEST describes your role? (check one only)

- I am a dietitian/nutrition professional
- I am a physician
- I am a health service provider, but not a physician or dietitian
- I am a non-medical professional (e.g., fitness or social service professional, teacher)
- I am a program administrator or public policy maker
- Other (please specify)

5. Which sector BEST describes your work? (check one only)

- Public health
- Primary care
- Acute care
- Employee wellness
- Education
- Private sector (e.g., grocery/pharmacy retail, private consulting)
- Other (please specify)

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6. Have you used EatRight Ontario or recommended it to colleagues or clients? (check all that apply)

- I have used EatRight Ontario for professional reasons.
- I have recommended EatRight Ontario to a colleague.
- I have recommended EatRight Ontario to a client.
- I have used EatRight Ontario for personal reasons.
- I have not used or recommended EatRight Ontario.

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7. Is there a reason you have not used or recommended EatRight Ontario?

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8. What features or services of EatRight Ontario have you used or recommended for professional reasons?
(check all that apply)

- The EatRight Ontario telephone service
- The EatRight Ontario web-based "Email a Dietitian" service.
- The EatRight Ontario eNewsletter
- The EatRight Ontario nutrition information website (www.eatrightontario.ca)
- EatRight Ontario web-based tools (e.g., My Meal Planner and Food Portions Toolkit)
- I have ordered promotional items (e.g., recipe booklets, portion toolkit)
- Social media (Facebook, etc.)
- Don't know/Not applicable

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9. Please rate the value of each EatRight Ontario mode of service for your organization.

	Excellent	Good	Fair	Poor	Don't know or N/A
The EatRight Ontario telephone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EatRight Ontario web-based "Email a Dietitian" service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EatRight Ontario nutrition information website (www.eatrightontario.ca)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EatRight Ontario eNewsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EatRight Ontario web-based tools (e.g., My Meal Planner and Portion Toolkit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Nutri-eSTEP or Nutri-eSCREEN screening tool and support resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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10. Please rate your level of agreement with each of the following statements regarding EatRight Ontario.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know or N/A
EatRight Ontario provides trustworthy nutrition information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EatRight Ontario complements or supports my work and/or my organization's work in supporting healthy eating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EatRight Ontario provides a service that I or my organization would not normally be able to provide (e.g., due to time, lack of funding, scope of services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EatRight Ontario competes with my services or those of my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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11. Please explain how EatRight Ontario competes with your services or those of your organization.

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12. What impact do you think EatRight Ontario has had on the following?

	A major impact	A minor impact	Little or no impact	Don't know	Not applicable
Providing Ontarians with increased access to credible, evidence-based nutrition advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing public access to RDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing access to evidence-based healthy eating resource and behaviour change supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting me/my sector in delivering nutrition-related services for our clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting Ontario's screening program for preschoolers with Nutri-eSTEP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting Ontario's school food and beverage policy (PPM 150) implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supporting Ontarians from diverse cultures with relevant information in their preferred language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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13. What impacts, positive or negative, has EatRight Ontario had on your organization, professional practice, or your clients?

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14. If the EatRight Ontario program was not offered, what aspect(s) of service would be missed most in your sector?

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15. Where would you go, or what you use to fill that gap?

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16. Are there any other services that you would like to see offered from a Registered Dietitian call centre?

17. Do you have any final comments?

Thank you for your time and feedback. Information from this survey will be used to inform planning of future services.