

BenFit Manual

BENFIT
your foodcoach

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1. Login & change password

1.1 First time logging in and changing password.

Every coach receives their password by email.

You can use this to log in at www.benefit.info

Go to the top right of the website to [/ LOGIN](#)

Enter your credentials (Figure 1)

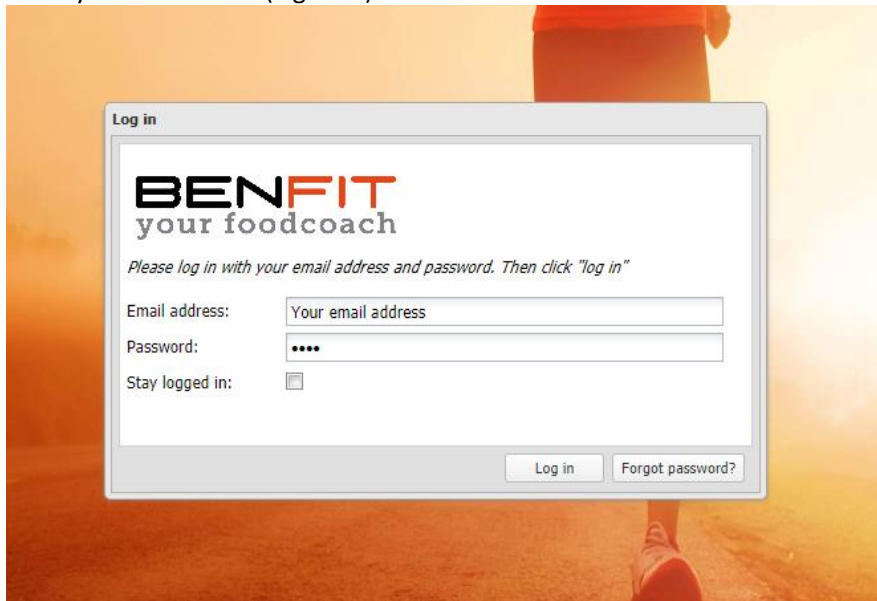


FIGURE 1

After you are logged in, you can change your password to a password of your choice.

Click on "Change password", in the top right corner (Figure 2). A new screen will open where you must enter the old password, and then enter your new password twice.

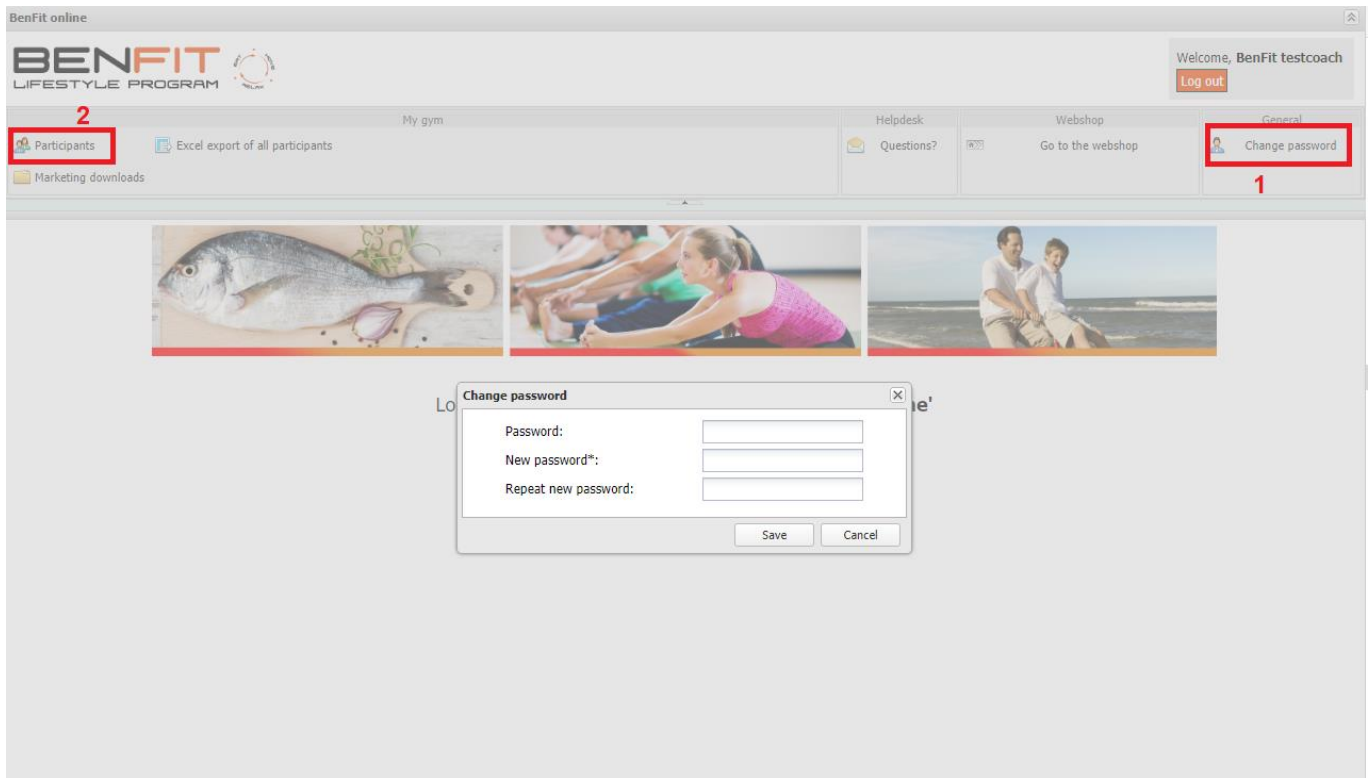


FIGURE 2

Now your password has been changed, you can start with entering your first participant. In the top left corner, click “Participants” to go to the main view.

1.2 Forgot password?

It happens that a coach forgets or loses their password. A new password can be requested from the login screen.

A new password will be sent to the e-mail address you have provided BenFit with. Click on “forgot password?”

Enter your email address and click on “forgot password”.

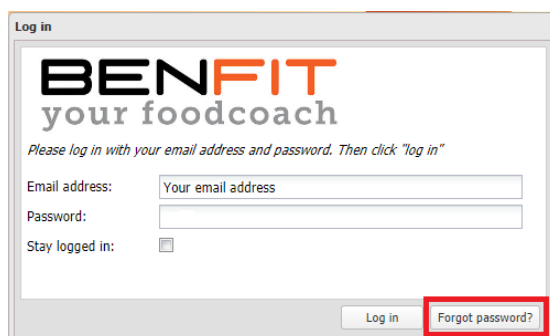


FIGURE 3

2. The intake

Take your time for the first intake (45-60 minutes).

Before you can begin entering the questions you need a profile for your participant.


2.1 Create participant & General information.

1. Open the tab Participants on the top left of the screen.

Click on the green plus at the top (Figure 4). An empty form will open.

2. As coach, find your name and start entering the personal details of this participant.

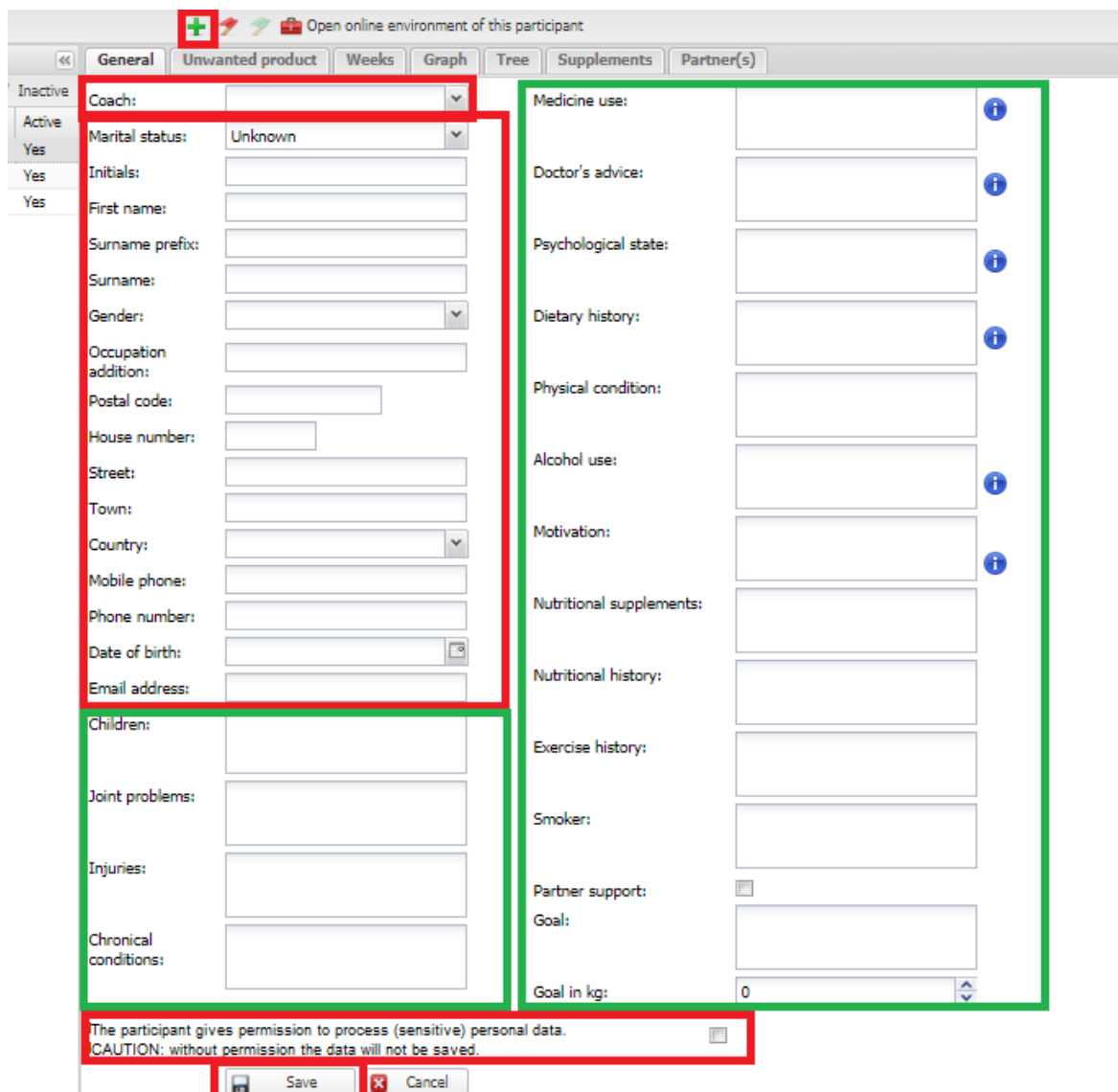
3. Enter the information carefully. The better you know the person, the higher the chances of success are.

Next to some questions is a  sign. When you hover your pointer over it, a message appears with a bit of information about this question.

4. **Because of the privacy laws, it is mandatory to ask permission from your participant to save personal details in this system. Check the box after this message: *The participant gives permission to process (sensitive) personal data.***

CAUTION: without permission the data is not saved.

5. Don't forget to click "Save", otherwise you will have to re-enter everything.



Open online environment of this participant

General Unwanted product Weeks Graph Tree Supplements Partner(s)

Inactive
Active
Yes
Yes
Yes

Coach:

Marital status: Unknown

Initials:

First name:

Surname prefix:

Surname:

Gender:

Occupation addition:

Postal code:

House number:

Street:

Town:

Country:

Mobile phone:

Phone numbers:

Date of birth:

Email address:

Children:

Joint problems:

Injuries:

Chronical conditions:

Medicine use:

Doctor's advice:

Psychological state:

Dietary history:

Physical condition:

Alcohol use:

Motivation:

Nutritional supplements:

Nutritional history:

Exercise history:

Smoker:

Partner support:

Goal:

Goal in kg: 0

The participant gives permission to process (sensitive) personal data. CAUTION: without permission the data will not be saved.

Save Cancel

FIGURE 4

2.2 Medical issues and medication.

During the intake, always ask about the medical and dietary history, and check if there are health issues. Always notify a general practitioner and check if you have enough knowledge as a coach to help this participant. It is possible you are not qualified to help this participant.

Inform the participant that medicine use can influence weight and weight loss/gain. Keep this in mind when setting a realistic goal and expectations. Some examples of relevant medication that can hinder weight loss: antidepressants, antipsychotics, betablockers, corticosteroids (like Prednisone) and insulin. Also see Chapter 5: Doctor's advice.

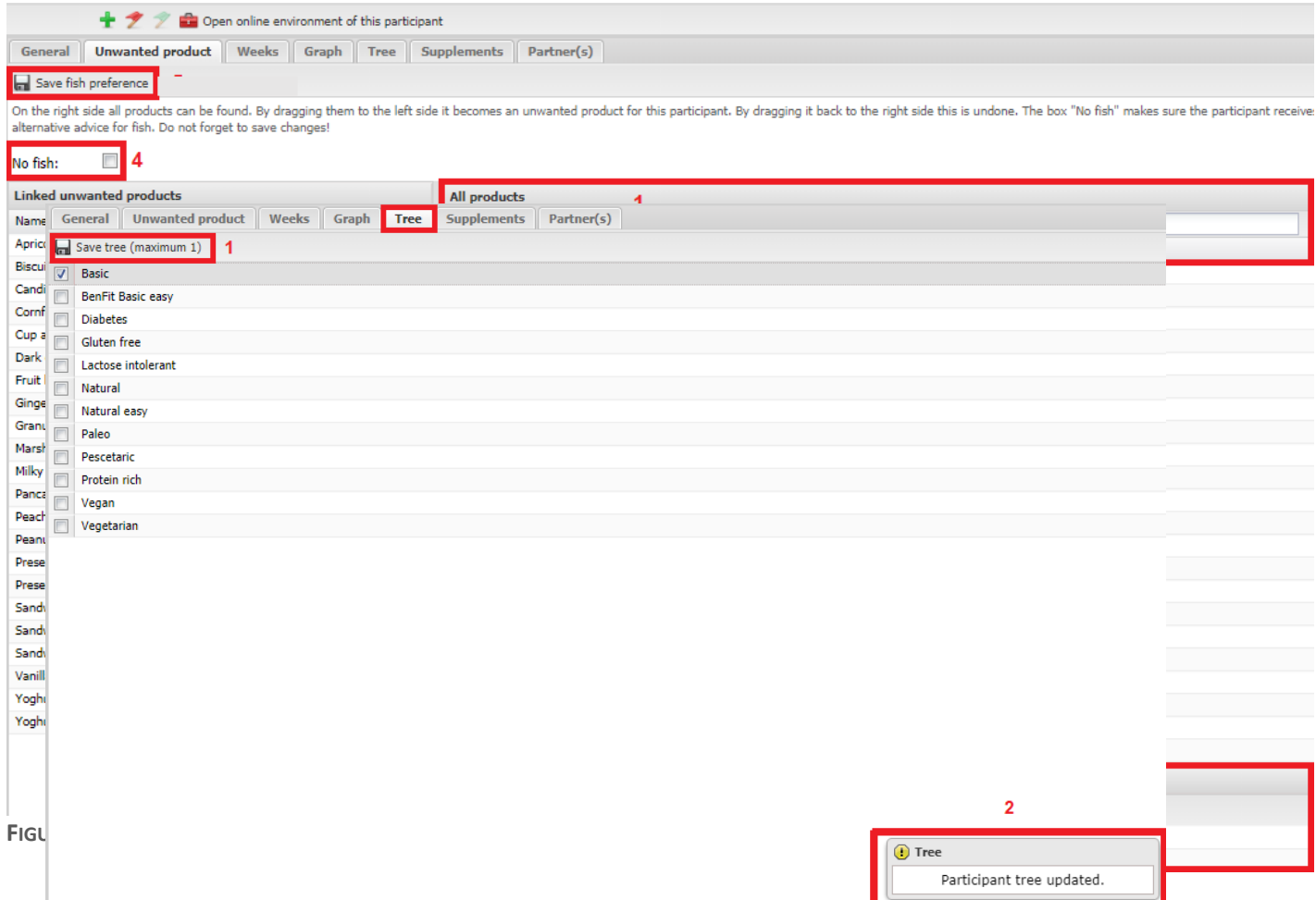
2.3 Unwanted products

Do not go through the entire list of products to see what your participant might not like. Ask *"Are there products you are allergic to, or absolutely cannot eat?"*.

Then do the following:

1. If these are just a few products, enter them in the search field, (Figure 5, box 1).
2. Drag these products to the left, to "linked unwanted products", (Figure 5, box 2)
3. Check entire food groups at once, like: Added Sugar, Nuts & Peanuts, Pork. Click on "On" or "Off" to filter them, or to put them back in the nutrition plans (Figure 5, box 3). The recipes with products that are on the left, in the "linked unwanted products" cannot be chosen.
CAUTION: It is often better NOT to put everything the participant does not like, this limits the number of recipes drastically. It is possible that the participant himself learns how to switch products. For example, pine nuts in a mixed salad.
4. If someone does not eat fish, check the box "No fish" (Figure 5, box 4). You should not look up all fish products and drag them to the left.
5. After that, don't forget to click "save fish preference" (Figure 5, box 5).

6. Some products cannot be set to unwanted. See Chapter 9. Frequently Asked Questions question



9.9 The meal plan where the macronutrients and calories are visible cannot be downloaded for the coach. Why not?.

2.4 Choose a tree

After selecting the unwanted products, a tree must be chosen for the participant. In Chapter 3. the options are listed. Every tree represents a different way of eating and a different kind of meal plan. Consider sensitivities or allergies, and the participant's lifestyle. Some trees require a longer preparation time for dishes and are not suited for everyone.

Choose a tree and click on "Save tree" (Figure 7, box 1).

Always wait until you see a notification "participant tree updated" (Figure 7, box 2).

A tree can be changed every week.

If you wish to do so, click on the new tree and click "Save tree" again.

2.5 Weeks

In the tab "weeks", you enter the results of measurements and the body composition every week. With that information the number of calories is calculated, and the meal plan is created.

1. Click on the green plus where it says "New week". You can see a new week appear, (Figure 8)
2. Double click on the week and a new screen opens.

FIGURE 6

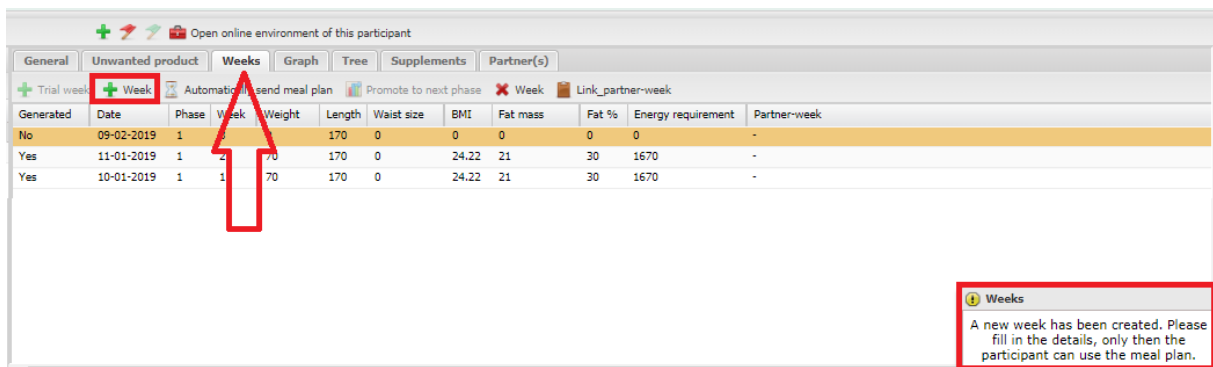


FIGURE 7

3. Enter the required information.

Explanation "Occupation addition":

None: No job.

Light work: Office job.

Medium work: Nurse

Heavy work: Builder.

Explanation "Sport addition":

Start with entering 1 hour, because the intensity the participant exercises at will not be 100%. If the participant loses weight quickly, then you can increase the sport addition in steps, (Figure 9, box 3). When you are sure the participant will exercise intensely with you, you can put the addition a bit higher.

Length is entered in centimetres, not meters.

Note the waist size in centimetres. It is not necessary to do this every week. But it could give you more information about the progress.

Don't forget to put in a "Personal message". This will make your connection with your participant better, and it is always good to read something motivational, (Figure 9, box 4)

With "Standard message" you can choose a standard message which link to the workbook assignments. (The workbook is not available in English yet.)

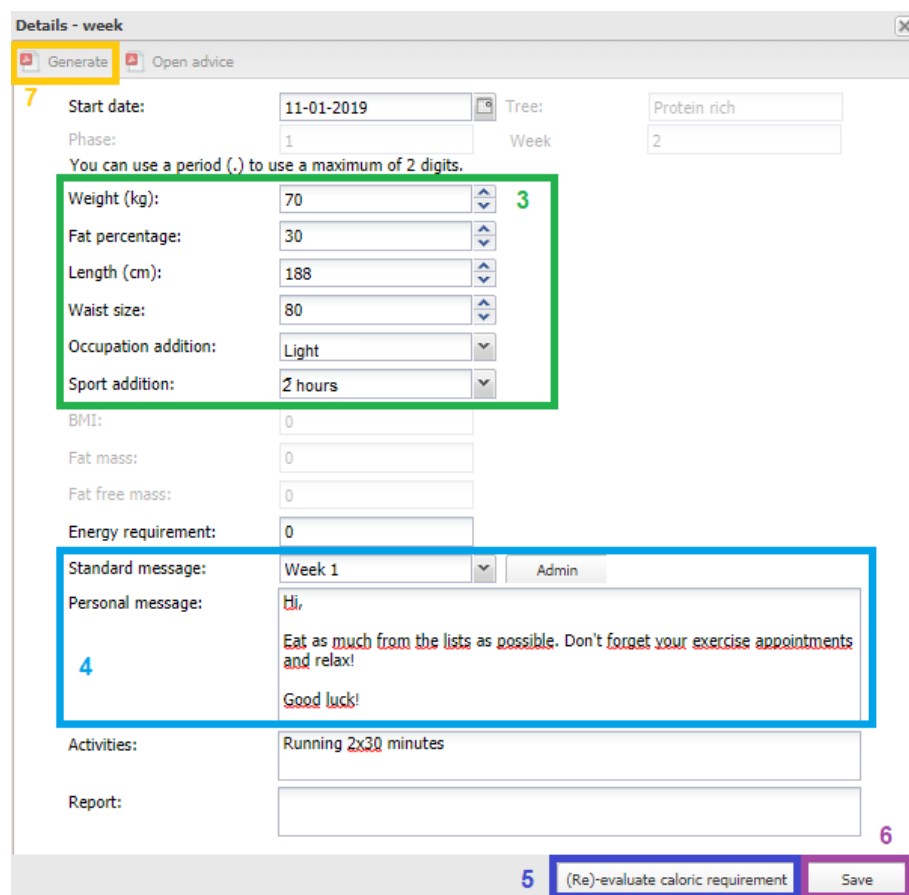


FIGURE 8

Under "Admin" you can make your own personal messages. Also see Chapter 6.3 .

In the personal message the text [deelnemernaam] can be used (include the brackets). The programme will automatically fill in the participant's name on the meal plan and in the app.

Click on "(Re)-evaluate caloric requirement". You see the number of calories appear for this specific participant. Doublecheck this! If necessary, change this manually, (Figure 9, box 5). Click on "Save" (Figure 9, box 6).

3. In the top left there is a button “Generate” (Figure 9, box 7), click on it. With this button a meal plan is created.
4. You are automatically sent to another page.

2.5.1 Generate and send a week.

After clicking on “Generate” (Figure 9, box 7) you are rerouted to another page. This might take a few minutes. The programme now generates a meal plan with all the information you have put into the system. When the programme generates a meal plan, you can view the meal plan.

Meal plan generated

Below this page you can generate the meal plan in PDF-format.

You can view the meal plan now. If you would like another meal plan, with backspace or with the “back” button you can generate a new list. Do not click send yet! There are thousands of options! Check the meal plan well, as coach you are responsible for what you send to the participant.

Not happy, or is there something wrong? Make a new meal plan. Only send the meal plan when you are satisfied.

There are the following options:



FIGURE 9

1: With this option the meal plan is only downloaded, and you can save it as a PDF file. The assignments from the book are added to the meal plan. The meal plan is **not** emailed to your participant.

2: With this option the meal plan is just downloaded, and you can save it as a PDF file. The assignments are not added to the meal plan. The meal plan is **not** emailed to your participant.

3*: With this option the meal plan is downloaded, you can save it as a PDF file and the meal plan is emailed directly to your participant. The assignments from the book are added to the meal plan.

*Only with this option the link for the app is activated. When your participant would like an account for the app you need to use this third button.

2.5 Graphs

You can see a graph with results (10.1) You can see the progress of this participant. The weight and fat mass can be viewed for every track. Click on the button “Open participant’s graph” (Figure 10, box 2). The graph opens in a new screen.

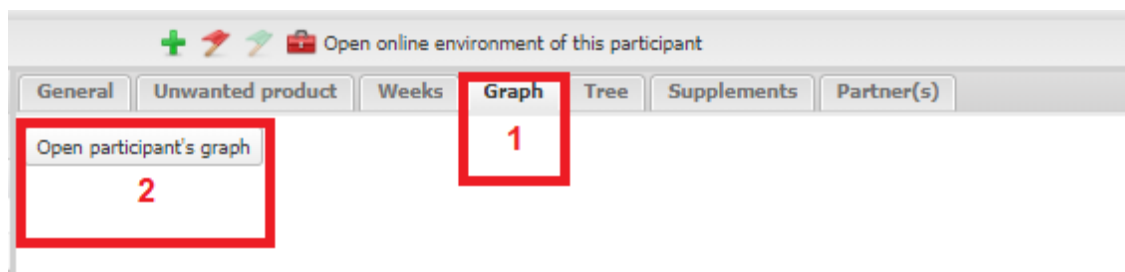


FIGURE 10

Example:

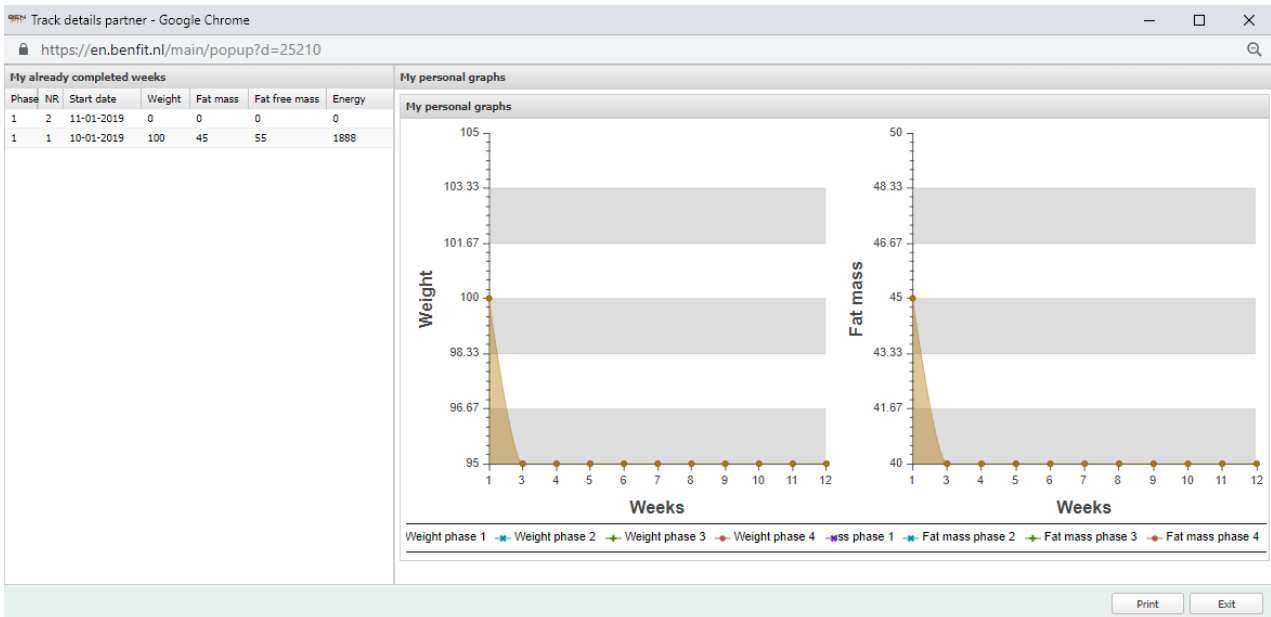
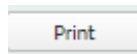


FIGURE 11

On the left you can see the results that are visualized on the right side in the form of a graph. This graph is also visible for the participant if they log in to the app. The participant can print this graph. On the left side of the screen is the button:



2.7 Delete week

When data was entered incorrectly the faulty week can be deleted.

This is only possible for the week that was most recently generated. Be cautious when filling in the data.

Click on the most recent week (). Click on **X** week (Figure 12, box 1). You get a pop-up to confirm you want to delete the week forever (Figure 12, box 3). Older weeks in between cannot be deleted.

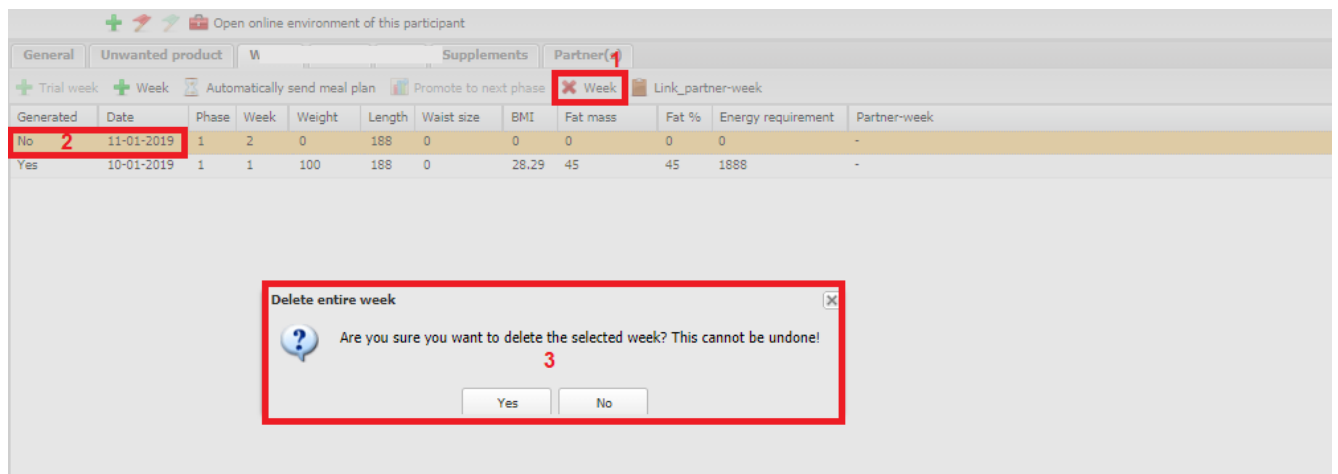
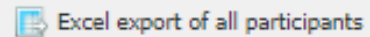


FIGURE 12

2.8 Export participant data to Excel.

The data from your participants can be put into an overview in Excel sheet. This is possible when you click on:

Excel-export of all participants.



The following data from your participants is used in the file:

Initials, First name, Surname prefix, Last name, Address, Postal code, Town, Country, Phone number, Mobile phone, Email address, Gender, Date of Birth, Phase/week.

There is 1 tab with active participants and 1 tab with nonactive participants.

3. Trees

A tree has several branches, just like nutrition has different branches.

This is where the name “tree” comes from. The different branches reflect the different eating habits. On every branch is a selection of leaves, that is the database with recipes and products which can be chosen by the software. When selecting products as unwanted you limit the choice in recipes, think about what you disable, “prune” with caution.

The different trees in BenFit are:

Basic

BenFit Basic easy

Diabetes

Gluten free

Gluten free and lactose intolerant

Lactose intolerant

Low Carb

Natural

Natural easy

Paleo

Pescetarian

Protein rich

Vegan

Vegetarian

Every tree consists of six meal times per day, and 1 vegetarian day per week.

Basic:

It's all in the name: this is a basic eating pattern. Nothing is filtered, it is a “usual, normal” way of eating. Product groups that are used: dairy, (breakfast) cereals, bread, fruit, raw vegetables, potatoes, pasta, rice, oil, spread etc. In this category there is fish for dinner at least twice a week.

Basic easy:

In this category the same products are used as in the “basic” tree. This is a basic eating pattern, but with less variation. Nothing is filtered, and the shopping list is simpler. In this category there is fish for dinner at least once a week. This eating pattern is suited for someone with a long history of dieting. This meal plan requires shorter preparation times than the “Basic” tree.

Diabetes:

This tree is only used when a participant has (pre-)diabetes.

The carbohydrates with a high Glycemic Index will be filtered. In this category per meal the amount of carbohydrates is mentioned. This makes it easier for a participant to know how much medication to take. In this category there are six meal times per day. Products that are used are: bread, potatoes, rice, pasta, fruit, raw vegetables, vegetables, dairy, (breakfast) cereals, nuts etc. In this category there is fish for

dinner at least twice a week. If your participant has diabetes, always consult their doctor. Never start with this participant without a written approval from their doctor. The diabetes nurse and/or doctor must always be consulted during a track.

Gluten free:

There are many people who self-diagnose and arrive to the conclusion that they are gluten-intolerant or allergic. In reality only 5-15% of people have this. Try to only use this tree when the allergy or intolerance is confirmed by a doctor.

If you think gluten are an issue with this participant, never use this tree as a test. You are not allowed to make a diagnosis, and always refer the participant to a doctor to get a diagnosis. In this tree only gluten free products are used. A participant must always confirm a chosen product contains no gluten.

Gluten free and lactose intolerant

This tree combines gluten free and lactose intolerant. In this tree there are neither gluten or lactose. For more information, read the information under Gluten free and Lactose intolerant. Plant/based dairy and gluten free bread are used. Only use this tree with a participant who has a diagnosed gluten and lactose intolerance. Always consult their doctor or dietician when guiding a participant with this tree.

Lactose intolerant:

For lactose intolerance method is used as for Gluten free. Always give an example of the meal plan to a participant so a doctor can give their approval. Keep in mind that people from Asian descent have lactose intolerance more often than people of European descent. In this tree no dairy products are used but instead, plant-based dairy products, lactose free bread, nuts, raw vegetables, fruit, potatoes, pasta, rice etc. At least twice a week there is fish for dinner. This tree can be suitable for people with Irritable Bowel Syndrome. A participant must always confirm a chosen product contains no lactose.

Low Carb

This tree is low in carbohydrates, but not entirely without carbohydrates. This means there is less bread, rice, potatoes and pasta. Your participant needs to prepare more and cannot just bring a sandwich to work. There are more salads, but also special low-carb bread is used to make it easier. Dinner contains fish twice a week.

Natural:

With this tree all meal plans are generated based on organic products.

This will increase the cost of the meal plan, compared to the Basic tree. Dishes in this tree are for example breakfast smoothies, nuts, fruit, (raw) vegetables, egg, dairy, butter, quinoa, coconut oil, soups, salads etc. Dinner is vegetarian at least twice a week and there are at least two dinners a week with fish. Salads are chosen more often. This category needs more preparation time.

Natural Easy:

The Natural Easy tree is comparable with the Natural tree. Organic and natural products. Smoothies, salads, vegetarian. The choice of products is a bit smaller here. Less variation, and the shopping list is smaller than with the Natural tree. With this bridge between Basic and Natural healthy and natural eating is attainable for everyone.

Paleo:

Only unrefined food like humans ate thousands of years ago. Simply put, the eating habits of our ancestors.

Only use this tree when the participant specifically requests this or wants to bring their eating habits to another level. This requires extra planning to prepare meals and is an aberrant way of eating. In this tree no bread, rice or pasta is chosen. This is not allowed in the Paleo view of food. Products and dishes from this category are breakfast smoothies, nuts and seeds, fruit, raw vegetables, egg, coconut oil, avocado, banana pancakes, salads etc. Note: this is one of the stricter gradations in the Paleo views.

In short, Paleo consists of: vegetables, fruit, nuts, seeds, meat, fish.

Pescetarian:

A vegetarian tree with the addition of fish. The prefix pesce of pescio is used to clarify that someone will eat fish next to an otherwise vegetarian diet.

This tree is suited for the aware participant and the pescetarian. Plant-based products are used more often, like almond milk and chickpeas. In this category there is fish for dinner at least twice a week.

Protein rich:

The tree Protein Rich is suitable for many different goals. For resistance training and sports where protein is required. For the elderly in combination with resistance training to prevent muscle atrophy, for people who are recovering from burns, when participants have a history of dieting and previously low carb nutrition.

Protein Rich is for participants who would like less bread, or for the “aware” participant who says he does not “eat sugar”. In this tree some newer products are used, like skyr, lentil pasta, quinoa etc.

Keep in mind the maximum amounts of protein for diabetics.

In this tree there is a protein shake every day, you can exclude the shake via the tab “Unwanted products”.

Vegan:

This tree is entirely vegan. No meat, fish, egg or animal products. We use almond- and rice drink, a lot of vegetables and fruit, avocado, chickpeas, coconut oil and plant-based spreads. This tree is suitable for the aware and advanced eater. The recipes need more preparation time because of the use of healthy green smoothies, elaborate sandwiches and salads.

Vegetarian:

In this tree all meat products are filtered out. No fish is used in this category. Use when the participant is a vegetarian. Products and dishes in this category are: (breakfast) cereals, dairy, fruit, raw vegetables, nuts, meat substitutes, bread, pasta, rice, potatoes, egg, fruit juice etc.

After selecting the tree, click on “Save tree” and continue to the next tab. See Figure 7.

3.1 Link partner(s)

With this functionality you can link multiple people from the same household, so the meal plans are synchronized. A maximum of 2 people can be reliably linked.

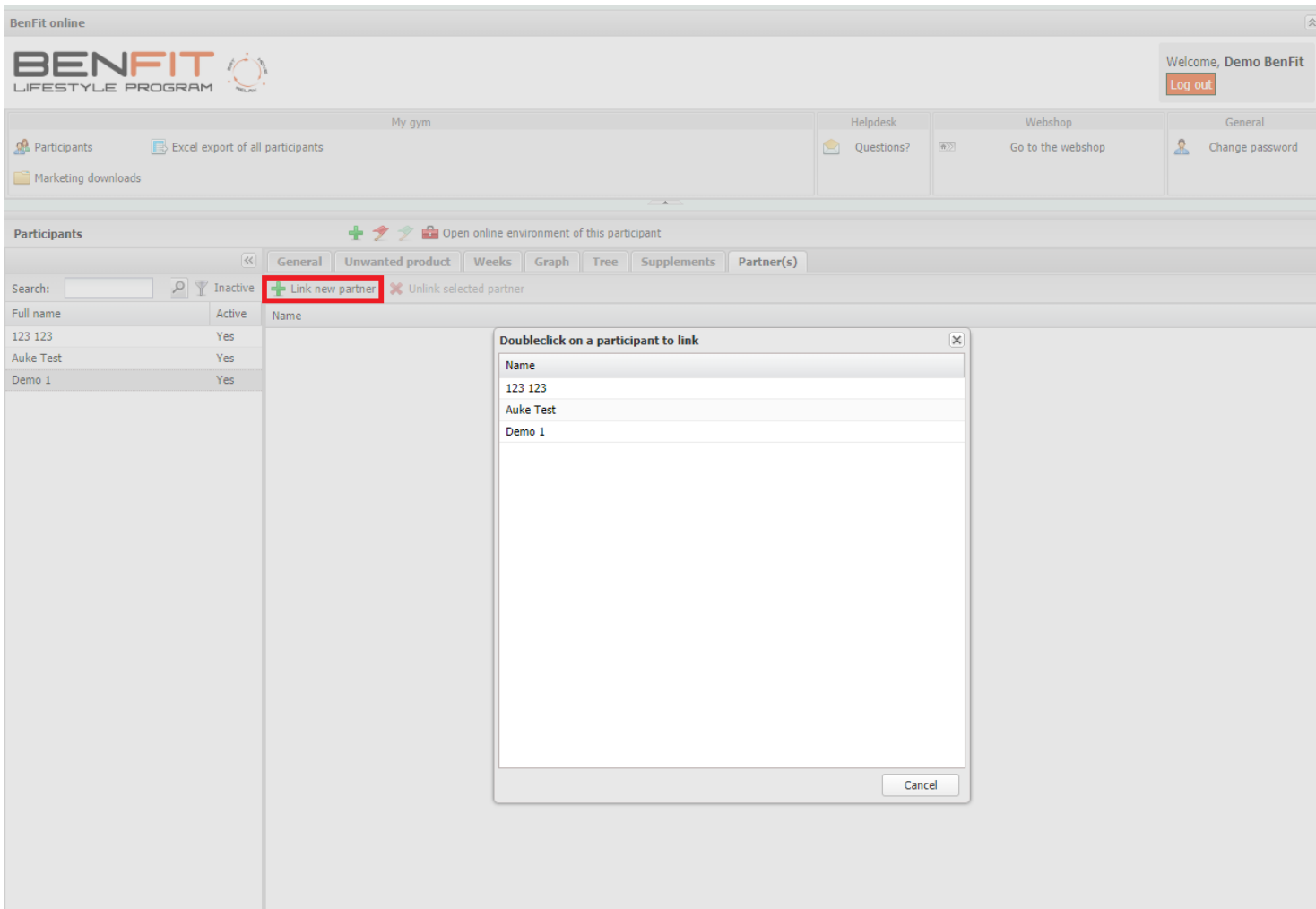


FIGURE 13

1. Make an entry for both participants.
2. At 1 of the two participants, go to the tab "Partners". Click on "Link new partner" (Figure 13).
3. A new screen opens with all names (nonactive participants as well)
4. Double click on the person with whom the participant wants to be linked.
5. A maximum of 2 people can be linked reliably.
6. Link the partners via the tab "Partners" like in Figure 13 only has to be done once per track.
7. First, enter the measurements of both partners and save them. Check which partner has the lowest calories, start with that partner.
8. **Caution! First generate the meal plan from the partner with the lowest daily calorie requirement.** Download and/or send the meal plan. Go to the other partner, the person with the highest calorie requirement, and do not generate the week yet. First, select the week that needs to be linked. Click on "Link partner week" (in yellow), (Figure 14)
9. Find the name and the right week of the partner, that meal plan has already been generated. Double click on the right name and week. The weeks are linked now.
10. After this, generate the meal plan for the partner with the higher number of calories. This partner gets the same meal plan as the partner, but with higher amounts and maybe some

Full name	Active	Generated	Date	Phase	Week	Kg	Length	Waist size	BMI	Fat mas	Fat %	kCal	Cmt	Partner-week
123 123	Yes	Yes	15-02-2019	2	5	120	165	10	44.08	12	10	3707	-	-
Auke Test	Yes	No	15-02-2019	2	4	0	165	0	0	0	0	0	-	-
Lize Test	Yes	No	15-02-2019	2	3	0	165	0	0	0	0	0	-	-

FIGURE 14

more products. After generating this second meal plan, all the evening meals are the same as the partner.

- The meal plans of the partners need to be linked every week, like in Figure 14.
- When the partners are linked, they also get a combined shopping list next to a personal shopping list. So, adding shopping lists is not necessary. The partner for whom the meal plan was generated last has the combined shopping list.

4. The weekly re-test

4.1 Create new week

For the weekly re-test follow the steps below.

- Click the green plus where it says “new week”. You see the new week appear.
- Double-click on the week and a new screen opens.
- Enter the required information.

Explanation “Occupation addition”:

None: No job.

Light work: Office job.

Medium work: Nurse

Heavy work: Builder.

Explanation “Sport addition”:

Increase the sport addition in steps, (Figure 15, box 3).

Length and waist size are entered in centimetres, not meters.

Don’t forget to put in a “Personal message”. This will make your connection with your participant better, and it is always good to read something motivational, (Figure 15, box 4)

FIGURE 15

Click on “(Re)-evaluate caloric requirement”. You see the number of calories appear for this specific participant. Doublecheck this! If necessary, change this manually, (Figure 15, box 5).

Click on “Save” (Figure 15, box 6).

- In the top left there is a button “Generate” (Figure 15, box 7), click on it. With this button a meal plan is created. You are automatically sent to another page.

During this follow-up it is important to ask how the week went. Questions like “how often did you exercise”, “were you able to follow the entire meal plan”, “did anything special happen” will return every week. This is your moment to coach!

If a participant strays from the path, it is your job to course-correct them by giving them a small push in the right direction.

You can open the data from the week and the personal message of all weeks by double-clicking the week. The generated meal plans cannot be opened if they were made longer than 12 weeks ago.

4.2 Marking a participant as nonactive

You can archive a participant by clicking on the red flag, above the green +. This participant is now removed from the participant list.

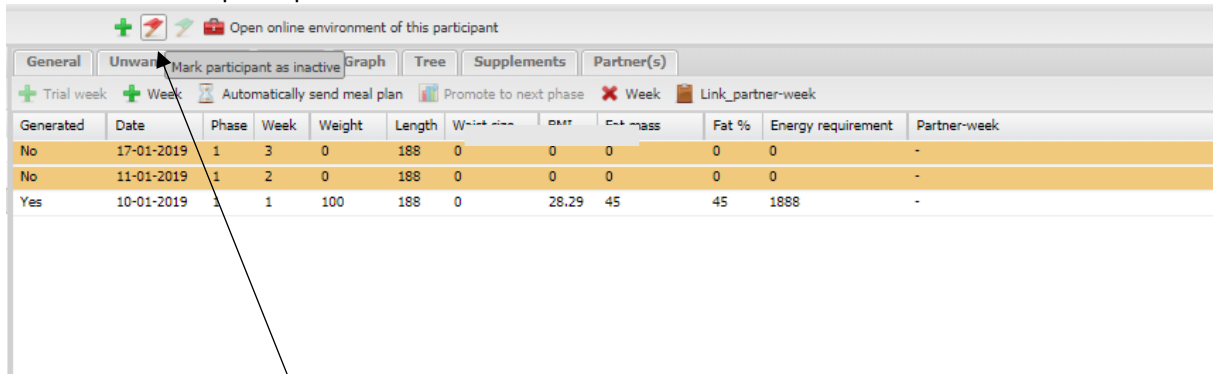
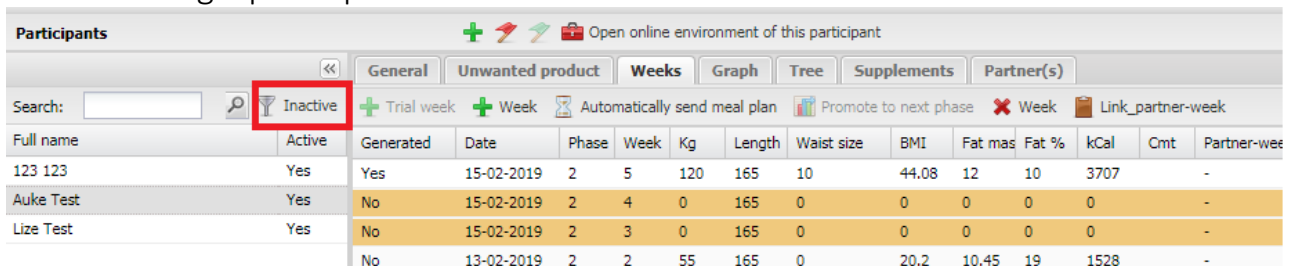


FIGURE 16

4.2.1 Marking a participant as active



The participants marked as nonactive can be found under the button: Nonactive. (Figure 17)

When you would like to re-activate the participant; click on the green flag; mark participant as active. (Figure 18)

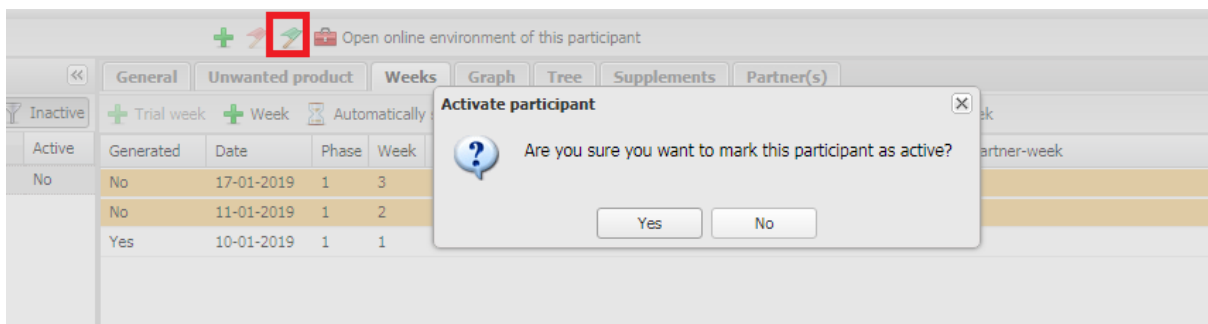


FIGURE 18

4.3 Fold participant list

The participant list can be folded to guarantee privacy. Names of other active participants are (temporarily) invisible. Use this when you do not need the other names.

Never leave a computer where you use the BenFit-system behind unguarded. Use the arrow to fold the participant list.

See Figure 19 for folding in the list and Figure 20 for folding out the list.

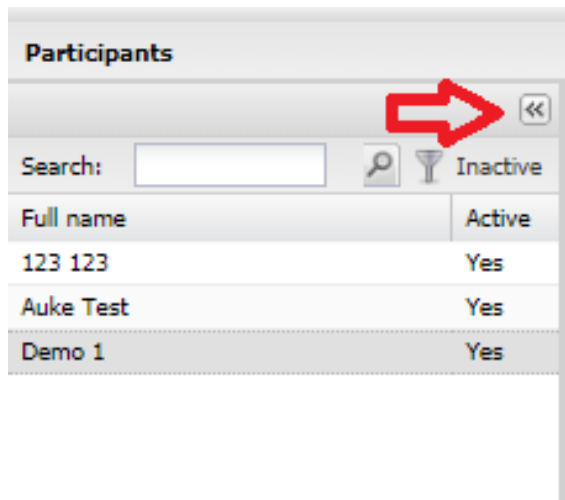


FIGURE 19

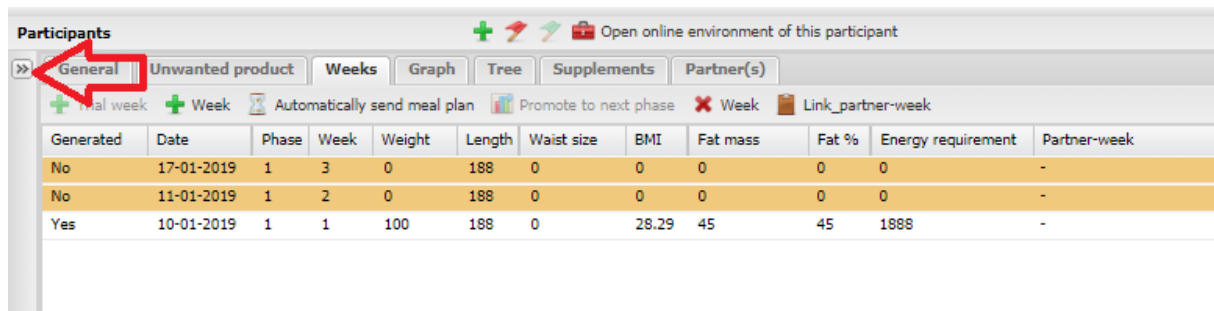


FIGURE 20

4.4 Promoting to the next phase

If a participant followed BenFit for 12 weeks, you need to promote the participant to the next phase to be able to continue. The 2nd phase is the next phase for the weight-loss program for people who are not ready to go on independently with (or without) the meal plans, but who are going towards their goal weight.

The button “promote to next phase” becomes active when a participant has had 12 weeks of meal plans (Figure 21 box 1). After 12 weeks this button can be used (Figure 21 box 2). When in phase 2 there have been 12 more weeks, in week 12 the promote button becomes active again.

Phase 2 should be an extension of the first 12 weeks, but the coaching is put on the back burner. Phasing out to the moment where people can do it without a coach. Maybe your participant is already at their goal weight. Then the next phase is a phase to make sure the weight stays stable.

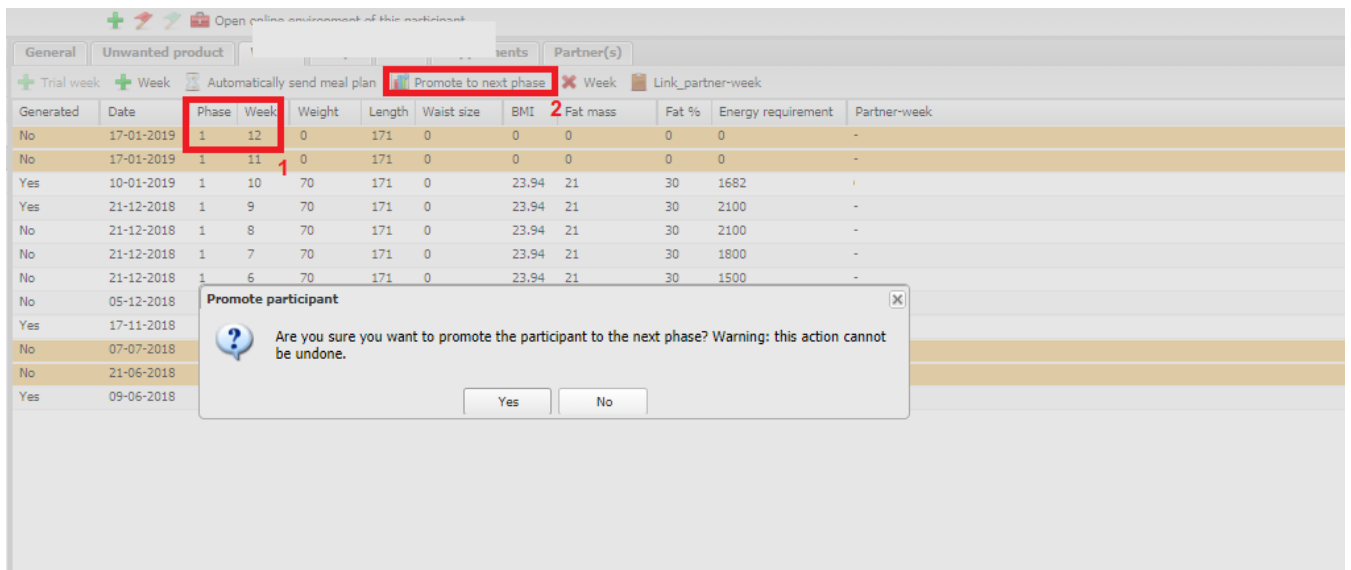


FIGURE 21

Together with the participant you can determine how much time goes between the appointments. In this 2nd phase you can lower your price.

In the second phase, other assignments are added to the meal plans. In phase 1 the participant has made all the assignments in the BenFit workbook, in the second phase there will be more assignments that focus on “coach yourself”. (The workbook is not available in English yet.)

4.5 Automatically send meal plans

You can send meal plans automatically for 2,3 or 4 weeks. Then you cannot edit the participant’s weeks for [x] weeks.

- the meal plans are sent the night before the starting date, keep this in mind for when your participant wants to do their grocery shopping.
- So, choose the starting date a day before, so your participant has enough time to do shopping.
- In the meantime, no changes can be made.

The participants expect personal coaching and an appointment every week with their coach to talk about how it’s going and evaluate the meal plans.

When generating a new meal plan you can walk through the meal plan and make a new one if you wish.

Weekly contact is the method of choice.

The automatic mailer is a different method.

Open the participant where you want to enable the automatic mailer.

Go to the tab “weeks”.

Click on “Automatically send meal plan” (Figure 22)

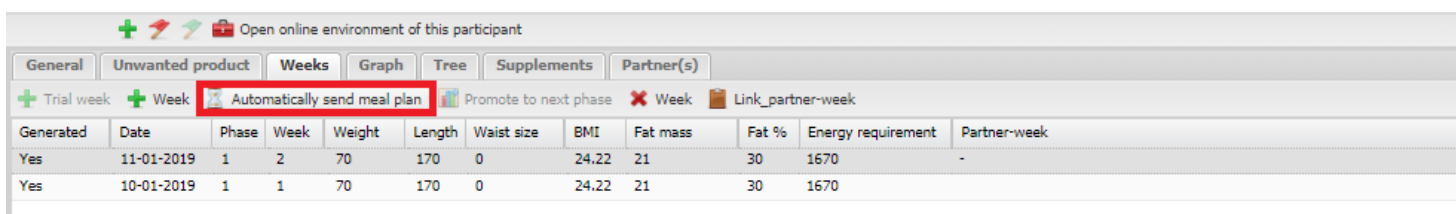


FIGURE 22

A POP-UP OPENS WHERE YOU CAN CHOOSE THE NUMBER OF WEEKS YOU WANT TO AUTOMATICALLY SEND MEAL PLANS: 2,3 OR 4 WEEKS (BASED ON HOW MANY WEEKS ARE LEFT IN THIS PHASE) (FIGURE 23)

). When someone is in week 2, you can easily choose the 4-week option. But when they are in week 10 you can only choose 2 weeks because after that the phase is finished.

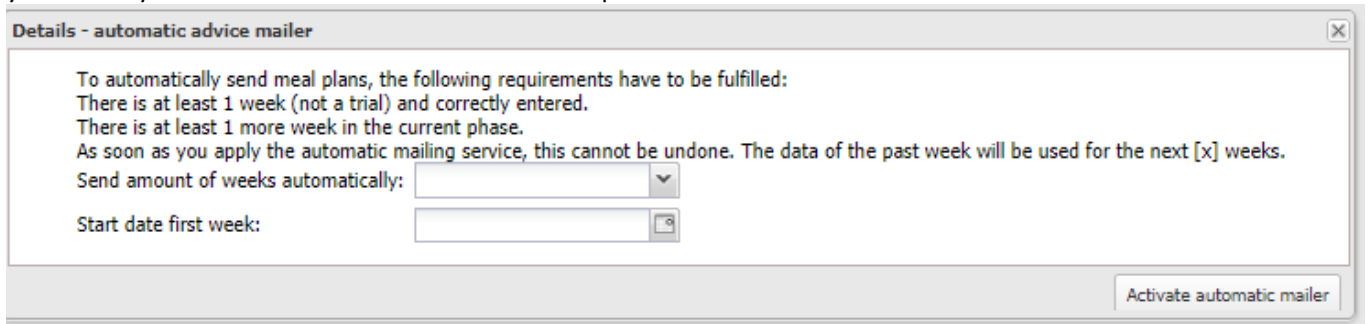


FIGURE 23

Checks before sending meal plans automatically

The automatic mailer can only be used when no new phase has to be started. There needs to be at least one week already generated so the details can be copied.

When the automatic mailer is used, the following functionalities are blocked:

- Add new week
- Promote phase
- Delete week
- Link partner

Caution; the assignments from the BenFit workbook are sent with the meal plans. Give the participant the workbook to support them. (Not available in English yet.)

The automatic mailer for meal plans can be stopped. Click the button: Stop automatic mailer.

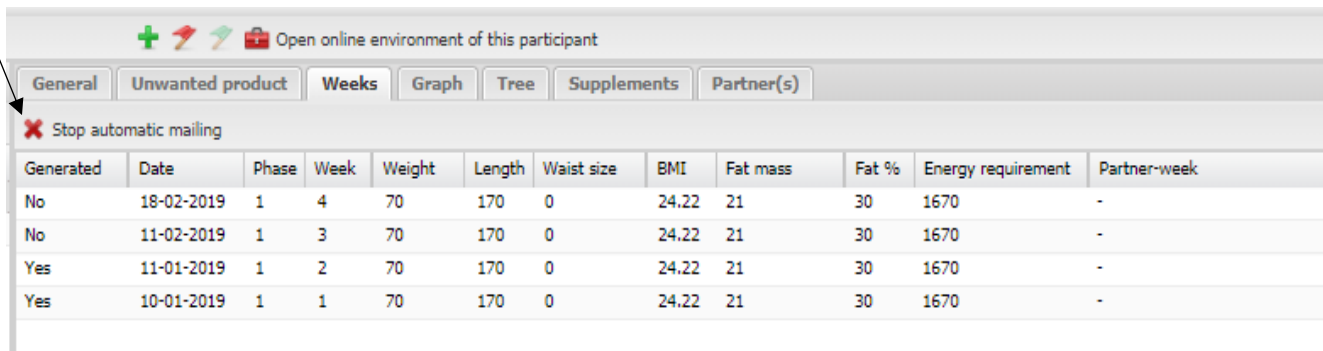


FIGURE 24

5. Tips

To set the goal as realistic as possible for the participant it is of the utmost importance to ask the right questions during the intake. This can be hard.

For the intake we mention some tips.

It is your task as the coach to make sure the participant talks. Let them give the answers and ask questions about their answers. Ask open questions.

An open question always starts with: Who, What, Where, When and How.

Example:

Question: When does your knee bother you?

You may notice that "why" is not in this list. This is because it can sound very accusatory.

Example:

Why did you do it that way? The underlying tone can be “you could have known that wouldn’t work”

This is a basic method you can use for all your questions. The tips in here are meant to be a guide and serve as an example on how to handle this.

Let’s review the questions on the intake form.

Occupation:

Ask questions about your client’s occupation.

Do they work as a team or individually?

People in high places or jobs that have strong deadlines can mean a high work pressure, this can add stress for the participant.

Ask if a participant works part-time or fulltime and if they have a physically active job with a lot of standing/walking or if they work at an office.

Ask how much (hours) the participant works a week. Night shifts or shift work can be relevant to get a good image of their work.

Children:

Ask if, and how many children the participant has, and of what age. When they have young children, you can ask if they are easy or if they require a lot of attention, or if there are other special circumstances.

Adolescent children can give stress because of bad grades. Ask what the children are like at home, is their behaviour problematic? Also think about drug use, going out, spending free time.

When the children are adults, things you can ask about: do they still live at home, do you talk to them often or see them often?

Ask if this creates stress. Don’t just put down: children, 2. Ask more questions.

Joint problems:

Ask about injuries or sore joints, the kind of pain and which movements are painful, and which are okay.

Ask about joint problems in the past.

Ask if the pain is chronic or intermittent, in the case of intermittent pain, when the pain is present.

If a participant has a prosthesis, keep that in mind when designing a training schedule and focus on the possibilities, not the impossibilities.

Goals:

Many people are focused on the weight when losing weight. Try to write down a goal to decrease this focus. Don’t write down kilograms, but the “goal behind the goal”. The wish to lose weight can originate from things the participant was able to do, but not anymore.

Excited participants might strive to register to a “mudmasters-event”, use these as motivation.

Goal in KG:

The goal in kilograms can never exceed 12 kilograms in 12 weeks.

With the information from the intake you change the goal in kilograms. Explain to the participant that there are a lot of factors that can help them achieve their goal or prevent them.

Example: the participant does not want to leave out their daily glass of wine and has 3 children. They are 6,12,15 years old. To achieve a goal of 12 kg. in 12 weeks will be very hard because of a possible lack of focus and/or time. Lower the goal to, for example, 7 kg.

Try to set this goal a bit lower than the participant would like to, the expectation you set is easier to achieve and exceed.

Injuries:

When there are injuries, it is important to ask which ones are relevant now, and which were in the past.

Ask what kind of injuries they were, how long ago, how the participant exercised in the meantime, and if they still have pain sometimes. If yes, where, and is it an obstacle for exercise?

Chronic conditions:

For chronic conditions you need to know which conditions these are, and during which exercises the participant is bothered by them.

Examples: high blood pressure, painful joints or muscles. Usually, people with chronic conditions use medicines. **Always ask for approval from their doctor when the participant has a chronic condition.** Print a meal plan and give this to the participant for approval from the doctor.

Medicine use:

Medicine use is usually linked to chronic conditions, ask about them.

Some medications influence weight. It is usually harder to lose weight.

By adapting a healthy lifestyle and starting to exercise and eat healthy in daily life, medications can be changed after consulting a doctor. This could be a great motivator. When the participant uses medications, or if there are chronic conditions, always consult with their doctor.

With participants who have diabetes, they can feel worse during the first few weeks of the program. In this case it is recommended to consult their doctor. This might mean that their cells are more sensitive and a change in medication is necessary.

Always ask why people take some medications. Find out the cause. Let the participant tell you what the effects are when they continue in their old, unhealthy lifestyle. **Always ask approval from their doctor.** Print a meal plan and give this to the participant to get a doctor's approval.

Doctor's advice:

When following BenFit because of doctor's advice, of course take note of the two subjects mentioned before.

The participants who are sent by their doctor are usually not ready for the process yet. It is important to ask them what they think about it, exercising, what will happen when they continue this lifestyle, what the effect is of their current lifestyle, does the participant worry about that. BenFit is not a specific diet, does not have a medical background and is not used by doctor's and/or specialists. We recommend everyone with a (chronic) condition, to always go to the regular medical authorities and start with BenFit after their regular doctor has given their approval.

With these participants it is important to slowly start the process. Always get approval from the doctor. You can do this by printing a meal plan and giving it to the participant. Ask for a signature from their doctor.

Psychological state:

This is a question you do not ask directly, but the answer comes from your interpretation from all the other questions.

For example, a divorce, how long ago was that? Does it have a lot of impact?

Also use information about medication. When it says antidepressants, their mood might vary, and this medicine can affect the results. Their situation at work is important. Is this stressful, how does the participant cope with this?

Dietary history:

What diets have been tried?

Did they keep the diet well? (Why did they go to BenFit?)

What is the reason they failed?

What does the participant expect from this program?

"Are you ready for this?"

These are questions you can ask, the answers can allow for criticism, but also give pointers to keep in mind when helping this person.

When a participant did many crash diets, be alert when setting the caloric requirement. Do not set this too high in the beginning.

Physical condition:

Ask if there are daily tasks that are harder than they used to be. For example, walking the stairs, bicycling, getting up from bed or the couch.

Adapt the training, focus on improvement.

Alcohol use:

How often do they drink alcohol? When you ask this, you will probably get a vague answer, like “sometimes”.

Try to make it specific. What does sometimes mean: once a week, one a month, once a year?

Tell them what alcohol does to the body.

Tell them that alcohol is a fast form of energy, you get hungrier and it lowers the barrier to start “snacking”.

That is not bad, but is it the result they want?

Let the participant tell you how they could do it differently, or lower their alcohol consumption.

If the daily glass of wine stays, lower the goal.

Motivation:

Ask:

“On a scale of 1 to 10, how motivated are you?”

The participant might say: “8”

You can go in two directions. You could ask: what makes the 8 an 8 and not a 7?

Or what do you need from me as a coach to make the 8 a 9.

Try to ask these questions several times during the program.

Nutritional supplements:

Which supplements do they take now, and which did they use to take.

Women over 50 years old, men over 70 and participants with a dark skin might need a vitamin D supplement. Women who would like to get pregnant often take folic acid. Supplements can never be a substitute for food. Watch out for abnormally high doses of vitamins, this could lead to damage.

Participants who eat according to Paleo or Vegan meal plans most likely need extra vitamins. For example, iodine, iron, vitamin b12. Always consult a doctor.

Nutritional history:

The nutritional history can be done in several ways.

You could ask the participant to write down what they eat for a few days, the times and the amounts, including “snack moments”

Ask if they can describe a regular day of eating, (the first option describes what someone eats in a day better).

When you have a participant, who does not use breakfast, as coach you can ask them to start trying it. Build this up to 1 or 2 days a week and ask them which day.

Exercise history:

Ask which sports the participant tried during their life, or still enjoys.

6. Extra options

6.1 Supplements

THE COACH CAN ADD SUPPLEMENTS TO THE MEAL PLANS. THE COACH CAN ADD FOLIC ACID, VITAMIN B12 AND VITAMIN D. FOR EXAMPLE, FOR PARTICIPANTS WHO EAT VEGAN (VITAMIN B12), WOMEN OVER 50 YEARS OLD AND MEN OVER 70 (VITAMIN D), OR PARTICIPANTS WHO WOULD LIKE TO GET PREGNANT (FOLIC ACID). CHOOSE A DAY AND MEAL WHERE THE SUPPLEMENT SHOULD BE ADDED. CHOOSING A DAY AND MEAL ONLY NEEDS TO BE DONE ONCE AND WILL BE APPLIED FOR ALL FOLLOWING WEEKS (FIGURE 25

).

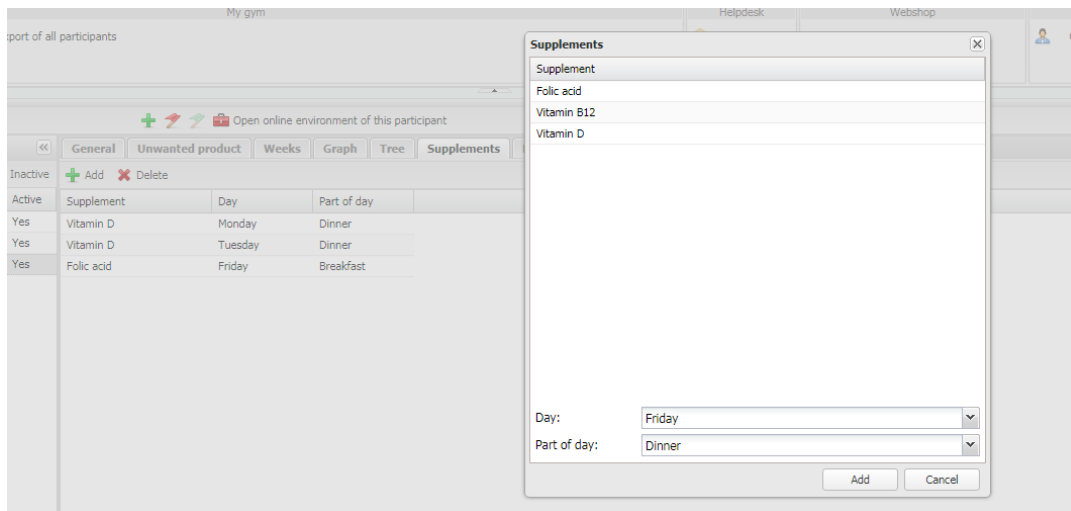


FIGURE 25

6.2 Standard message

The coach can choose from several standard personal messages when generating a meal plan. These are based on the assignments from the workbook (not available in English yet). At Standard Message a week can be chosen. The name of the participant is automatically filled in where the *tag* [deelnemersnaam] is used. Here a text is automatically added with information. A coach edits this information. This standard message is placed at “personal message”. Caution, “this field always needs to contain text, otherwise the week cannot be saved.

Always read the standard messages yourself. This way you know what you send the participant. For the standard messages, see Chapter 6.2 Standard message.

How to use the standard message in a 12-week BenFit program?

*The “standard message” is added to the field “personal message”, there you could edit the message.

*The standard messages match the assignments from the BenFit workbook. If you do not use the workbook, edit the text manually. (The workbook is not available in English yet.)

* The standard messages assume the participant wants to lose weight. If this is not the case, you need to edit some of the messages. There are people who use the BenFit system because they want a healthy lifestyle but do not need to lose weight.

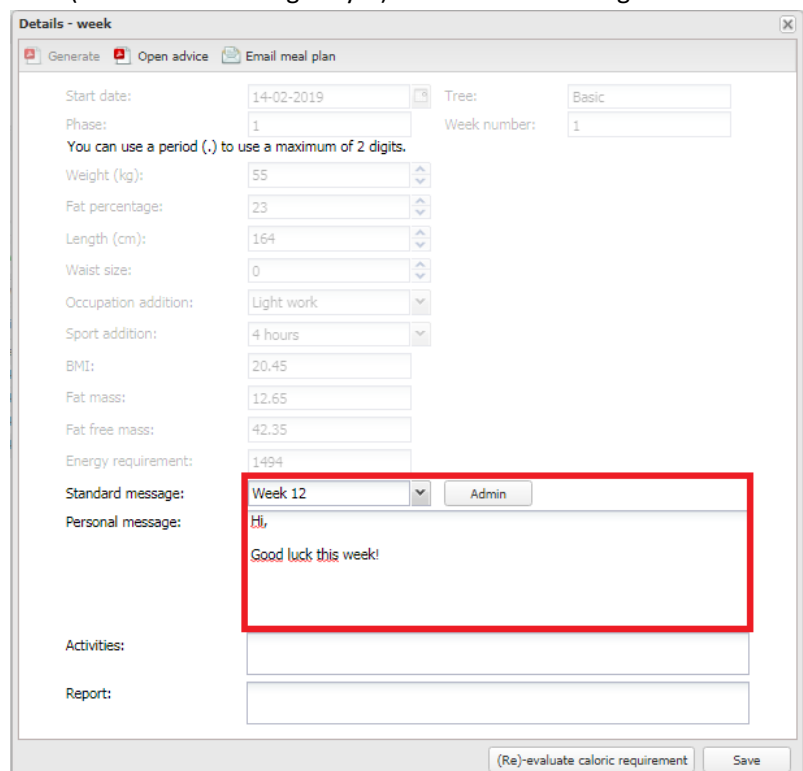


FIGURE 26

* The messages also assume a person loses weight and feels better. When losing weight does not go as planned, check the messages to see what you can use, to avoid disappointment.

The texts are meant as a tool and can be adapted to the situation.

6.2.1 standard messages

Week 1

Hi, Eat as much of your list as you can. When you really can't finish something, try to eat it later. When you would like to eat a certain meal at another day, switch the entire day and not just that meal. At each meal there is always 1 glass of water, but you can also get any other low-calorie drink, like tea without sugar. Even if you are not thirsty it is important to drink enough. Being thirsty is a signal you already haven't hydrated enough, so try to make sure you are never thirsty. Good luck!

Week 2

Hi, At the dinner meal you can always switch cooked potatoes with: home made mashed potato or jacket potato. Check with the other days for the right amount for you. Make whatever you feel like eating at that time, or whatever saves you the most time on a busy day. It is not recommended to switch to brown rice or wholegrain pasta every time. Potatoes are a good source of vitamin C, which pasta and brown rice does not contain. Good luck this week!

Week 3

Hi, When you couldn't finish your breakfast at first, you were allowed to make up for it at another time during the day. Try to limit doing this. At the end of this week you should be able to eat everything mentioned at that time. When that is still too hard, let me know! The best of luck!

Week 4

Hi, Please finish assignment #9 from the workbook and compare it to the same test from week #1. After a few weeks of healthy eating habits and exercising you might feel a lot fitter, maybe you sleep better or your stamina is better. These are reasons to keep going, even at difficult times. Please also finish assignment #10 to prevent a fallback. Good luck!

Week 5

Hi, You have already changed a lot about your eating pattern and you have started to exercise more. The result of that is that you have lost weight and everything else you wrote down at assignment #9. When you are having a difficult time, check your workbook and read what has changed in your life. Also finish assignment #12. It is important to prepare how you handle a difficult moment and mostly: what you are not going to do. Another tip: fill your pantry with healthy snacks. When you do get unhealthy snacks for visitors, try to put them in another place from the healthy snacks. This way you will not be tempted as much. Good luck next week!

Week 6

Hi, This week, take the time to work on assignment #13: things that relax you. Can you write 10 things down? Especially when you have a busy life, relaxation is important. Daily stress makes your body create more of the hormone cortisol. This hormone makes your body deposit fat around your waist: visceral fat. When you want to have a tighter stomach, relaxing is a must! You can lower your stress level by relaxing daily, even if it's only 10 minutes. Don't feel guilty when taking the time for a good book or a hobby. Your

body needs to relax to recharge. Remember the quote from Thomas Harris (an American writer): 'The time to relax is when you don't have time for it'. Good luck!

Week 7

Hi, In your workbook you are already at assignment #14, thinking about your end goal. This is how you would like to be. You have already lost some pounds and probably feel better. Act how you feel! Try to tighten your navel and raise your chest. Show people you are healthy! You might have to get used to walking up straight. Maybe it feels like you are overdoing it, but this only feels that way. From the outside you look beautiful and confident. Take care of your posture everywhere: at home, in the car, at work, everywhere! Good luck!

Week 8

Hi, In the workbook this week is about calories. (Almost) all products contain calories, and we need them. Maybe you are checking the label more lately, keep doing this. Reading labels takes time, but it's important. A lot of things are added to products, to keep it longer, to give it a prettier colour, to make it spread better, and so on and so on. When you are trying to choose between two similar products, it is usually best to go for the one with the least additives. Another tip: The ingredient that is mentioned first in the list is the ingredient that makes up most of the product. The ingredient that is mentioned last is contained in the smallest amount. Good luck next week!

Week 9

Hi, Try being aware of how you feel now. What has changed compared to a few weeks ago? How did you feel last year around this time? These changes are positive, be proud of them! How you exercise, eat and relax is your 'new lifestyle'. It should be possible for you to keep this new lifestyle. Some things are easier, some things are harder. Everyone has difficult moments. It is normal to not want to exercise every once in a while. But remember why you should do better. When there are things you are really struggling with, let me know! I might have a solution. Good luck this week!

Week 10

Hi, Would you like to eat more fish than you are currently eating, or would like to try a meat substitute? You can! The advice is to eat fish twice a week, of which 1 time should be fatty fish. You can switch meat to lean fish more often, when you like. You can switch 3,5 oz meat to the same amount of meat substitute, 1,5 oz nuts or seeds, 2 eggs or 2,5 oz of legumes. Good luck this week!

Week 11

Hi, Your body burns through a lot of energy each day. A 40-year old woman of 5'7" weighing 11 st and 11 lbs has a BMR of around 1450 kcal. A man of 5'9 weighing 12 st and 8 lbs has a BMR of around 1750 kcal. The BMR or Basal Metabolic Rate is how many calories your body burns when resting.* Your activity, like work, exercise and moving around should be added to this. When you eat too little, this will hurt your functioning. Your body will receive too little energy from food and will try to get it from your muscles. Your body will 'eat' your muscles, as it were. This muscle mass you are training so hard for to get! So it is important to give your body enough nutrition, with healthy foods. Even when you are sick. When you are sick it is still important to eat 6 times a day, even though it is hard. It takes a lot of energy for your body to heal itself. When your body doesn't receive this energy through food, it will get it from your muscles. This will make you feel washed-out and it will take longer to get healthy. *The BMR is an indication, this will vary depending on the person. Good luck this week!

Week 12

Hi, After twelve weeks of working hard on a new lifestyle, will you continue living like this? That is perfect! The longer you eat, exercise and relax like you have been doing these weeks, the smaller the chance you will fall back into your old patterns. Phase 2 of this program can help you with this. In this phase you will learn to coach yourself. The most important thing is to keep eating 6 meals a day and eating enough. The right nutrition in the right amounts will nourish your body and keep you fit. Make sure you keep having a good, varied and healthy breakfast. When you start your day right, the chance of feeling peckish during the day is a lot smaller. There is a lot of news about nutrition, exercise and relaxation. There are new products, new kinds of sports and a lot more. Follow us so you can keep up-to-date!

6.3 Manage standard messages

IF YOU WOULD LIKE TO CREATE YOUR OWN PERSONAL MESSAGES, THIS IS POSSIBLE (FIGURE 27

).

BY USING THIS BUTTON A NEW POP-UP IS OPENED.

WHEN YOU OPEN THIS POP-UP YOU CAN MAKE YOUR OWN PERSONAL MESSAGES. THESE CAN BE SET FOR EVERY WEEK. YOU CAN CHANGE AND SAVE THIS IN THE POP-UP (FIGURE 28

).

If the coach has no own standard messages, the standard messages are enabled.

You can set the system to automatically enter the participant's name.

The screenshot shows a window titled 'Details - week' with a close button (X) in the top right corner. Below the title bar are two buttons: 'Genermeer' and 'Open advies'. The main content area contains the following fields and controls:

- Start datum: 04-05-2016 (calendar icon)
- Fase: 1 (input field) Weeknummer: 6 (input field)
- Je kunt met een punt (.) maximaal 2 cijfers achter de komma gebruiken
- Gewicht (kg): 66.1 (spinners)
- Vetpercentage: 39.3 (spinners)
- Lengte (cm): 166 (spinners)
- Beroeps toeslag: Licht werk (dropdown)
- Sport toeslag: 2 uur (dropdown)
- BMI: 23.99 (input field)
- Vetmassa: 25.98 (input field)
- Vetvrijmassa: 40.12 (input field)
- Energiebehoefte: 1500 (input field)
- Standaard boodschap: (dropdown menu)
- Persoonlijke boodschap: x (text area)
- Activiteiten: (text area)
- Rapportage: (text area)

At the bottom right, there are two buttons: '(her)bereken energie behoefte' and 'Opslaan'. A black arrow points from the right side of the window to the 'Beheer' button located next to the 'Standaard boodschap' dropdown.

FIGURE 27

Standaard boodschappen

Standaard boodschap opslaan

Titel	Weeknummer
Week 1	1
Week 2	2
Week 3	3
Week 4	4
Week 5	5
Week 6	6
Week 7	7
Week 8	8
Week 9	9
Week 10	10
Week 11	11
Week 12	12

Weeknummer: 2

Titel: Week 2

Omschrijving:

Hoi,

Bij het diner mag je altijd gekookte aardappelen vervangen door: zelfgemaakte aardappelpuree, of pofaardappel. Kijk bij een andere dag voor de hoeveelheden die je mag hebben. Maak voor jezelf dat klaar waar je op dat moment het meeste zin in hebt of wat eventueel weinig tijd kost op een drukke dag. Het is niet aan te raden om iedere keer aardappelen te vervangen door zilvervliesrijst of pasta. Aardappelen zijn een bron van o.a. vitamine C; deze vitamine is in rijst en pasta niet terug te vinden.

Ik wens je heel veel succes komende week!

FIGURE 28

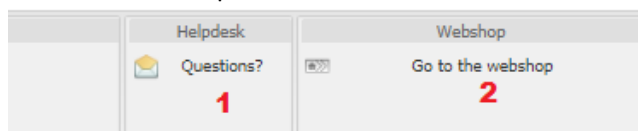
7. Ask BenFit a question

Always ask your questions through the form under “questions”. (Figure, box 1)

Questions that are submitted through this form go to the “helpdesk”. They make sure the question goes to the right department, this way you get an answer as soon as possible.

Also use this form for questions about your participant, the next coach training, questions about your license etc.

Always use this form “Questions?” and not other email addresses or phone numbers.



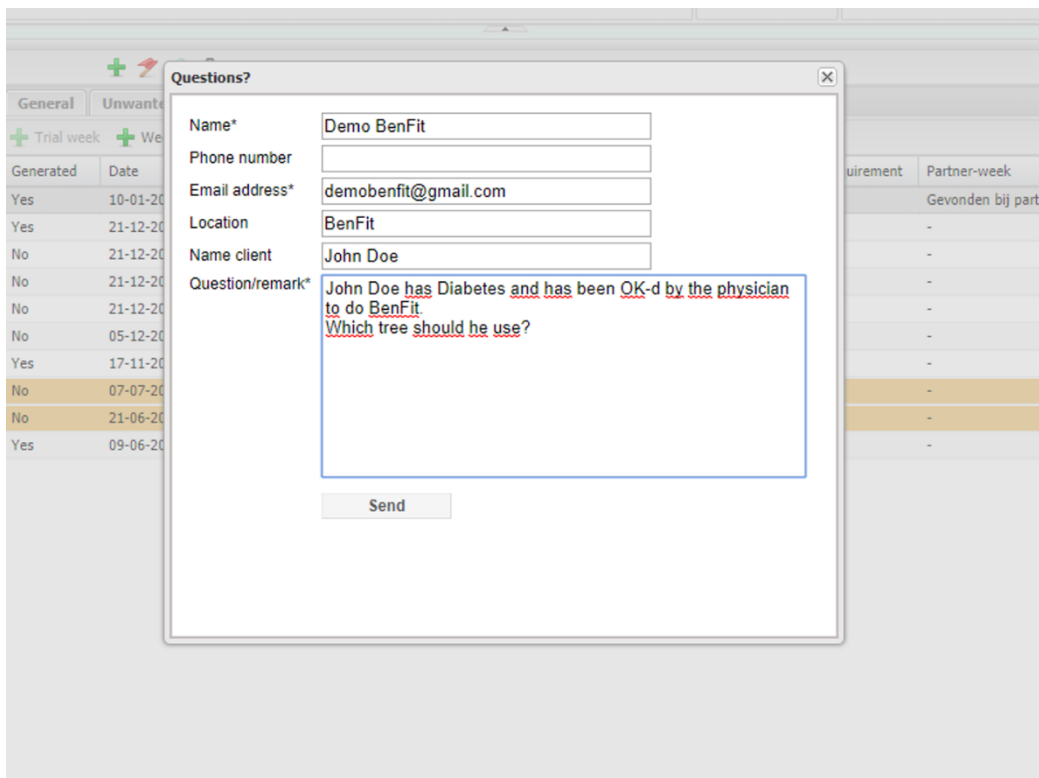


FIGURE 29

Enter all the information correctly.

Make the Question/remark as specific as possible, with all the information you already have so the answer can be as specific as possible.

7.1 Webshop

BenFit has a webshop where you can get folders, books, posters, banners and binders. Click on “Go to the BenFit webshop” (Figure, box 2).

In the webshop, choose the needed products and click on **add to basket**. Click on Order. BenFit will send the orders. BenFit will always send the invoice afterwards.

Would you like to order BenFit sport water? Send an e-mail to dietiste@benfit.nl with your order.

8. Marketing-downloads

Would you like to do more with BenFit marketing in your club? You can do that with the marketing-downloads link.

Click on the link “marketing-downloads” and log in with the password **“online”**.

> [Logo's](#)

> [Images](#)

> [Web images](#)

- > [Adverts](#)
- > [Flyers](#)
- > [Posters](#)
- > [Other](#)

Visit these pages and download all the images, documents and logo's you need.

9. Frequently Asked Questions

9.1 When someone has a lactose intolerance, with can they use instead of dairy?

With a lactose intolerance there are many options.

Lactose free milk is freely available.

There are also many products made of soy: yoghurt, milk, etc. Ask your participants to use the non-sweetened, or the natural, non-flavoured variants (those usually contain a lot of sugar). They can use this in the morning.

There is also almond milk/hazelnut milk/rice milk etc. but those have less protein and are inferior alternatives to regular milk.

When your participant wishes to minimize their discomfort, it is best to switch to lactose free products or start using lactase analogues. This is a supplement that can temporarily make someone lactose tolerant. This is usually the more expensive option.

9.2 Can I use the Diabetes tree for participants with high blood sugar?

The products in the Diabetes tree are selected for having a low Glycemic Index. This can improve their blood sugar. It is also important to keep in mind that eating enough fibre (extra raw vegetables and whole grains/brown rice) so the absorption of carbohydrates in the blood goes as slow as possible. Also, use as little coffee, cola and energy drinks as possible. The meal plans are not a medical aid, so make sure the participant consults their doctor/ dietician/ diabetes-specialized nurse when there are problems with hyperglycaemia or hypoglycaemia. Print a BenFit meal plan and give it to the participant for the doctor or diabetes-specialized nurse for approval. **Never start without approval from the doctor.** The diabetes-specialized nurse should always be involved in their program.

9.3 I have two partners that are linked, but there is a different meal for dinner, what went wrong?

Check if the participants are linked correctly. Create a new week for the with the lowest caloric requirement. Do not generate the meal plan yet. Then create a new week for the person with the higher caloric requirement. Now generate the meal plan for the participant with the lowest caloric requirement. Go the partner and click "link partner week". Now link the meal plans with the right week number and generate the second meal plan.

It is possible that the partner of the participant has some products in their dinners that are also in the list of Unwanted Products of the other person. The meal plan is generated, based on the products of the first partner (with the lowest caloric requirement). If the other person does not eat those products, alternative recipes are chosen.

Possible solutions:

-Mark the same products as unwanted for both partners.

-Unmark the Unwanted products and teach them to change the products themselves with the List of alternatives.

9.4 Can my participant claim a BenFit program with the insurance?

This is certainly possible; if a participant received the BenFit coaching from a registered consultant or dietician. What this means can differ for every insurance company.

9.5 Are there seasonal dishes in the meal plans?

BenFit uses many recipes that are only used in certain months of the year, for example in winter and summer. There are also special seasonal products:

Winter vegetables:

Endive: November

Kale: November

Parsnip: October

Cabbage and mushrooms: October

Pumpkin and squash: November

Brussels sprouts: September

Chicory: October

Turnip: September

Sauerkraut: October

These vegetables are an extra option in the system.

Other seasonal products, such as mushrooms, cabbage and carrots can occur through the entire year, there are no filtered dates.

Kale recipes appear after November 1st, carrot mash after October 1st.

Summer vegetables:

BenFit uses products in the right season as much as possible.

Cherries, from 21-06 to 21-09

Water melon, from 21-06 to 1-10

Nectarines, from 21-06 to 21-09

Peaches, from 21-06 to 21-09

Berries, from 1-06 to 1-09

Blackberries, from 21-06 to 21-09

When these products are not in the season mentioned above, they will not appear in the meal plans.

9.6 Why are some data mandatory to fill in the intake form? For example, marital status. This does not seem important for the intake.

The intake takes some time, and it is necessary to get a good image of the participant and their background. Marital status can be important when the participant cohabitates, and if their following a BenFit program is or isn't supported by the partner.

Eating together with family members can be motivating.

A participant who just broke off a relationship can have a distorted eating pattern, and people who are single do not always take good care of themselves.

These are factors to consider during the BenFit program.

9.7 Is it possible to mark some products as unwanted for all my participants at once?

Because everyone can choose a different eating pattern, without the coach pushing their ideologies to a large group of participants, it is only possible to mark products as unwanted for specific individuals.

Trying to control eating habits too much limits the learning process and learning how to get healthy eating habits. BenFit helps the participants get on the road to awareness, but they can choose to go further themselves.

9.8 Certain products are in every tree but cannot be marked as unwanted. For example, broth and buttery spread.

Working with the "List of alternatives" is an important part of the program.

The participants can switch products themselves and see that some products are easy alternatives. This way they learn an apple and an orange have almost the same number of calories, and that quinoa can be an alternative to rice.

Broth is usually part of a recipe, a bouillon cube with water as seasoning, but participants can leave the cube out or use herbs.

When we mark the bouillon cube as unwanted, hundreds of recipes cannot be chosen, which limits the generator, variation can be made impossible.

Buttery spread can be changed to another "butter product", do not leave it out because of the extra vitamins that are added to it.

Vitamin D is an important nutrient and deficiencies become more and more common.

When leaving out baking and cooking fats, butter, etc. a vitamin D supplement should be recommended.

9.9 The meal plan where the macronutrients and calories are visible cannot be downloaded for the coach. Why not?

The macronutrients are visible before sending the meal plan.

Printing this version is not profitable, analysis of these numbers does not make the participant lose more weight.

A lot of time can go into analysing these numbers, more attention for the participants during their coaching moment makes their program more successful.

When your participant would like to see the macronutrients, they can use the app to make a food diary. Then they can view the macronutrients.

9.10 Do I need to lower the caloric requirement the system recommends?

The system calculates the calories needed to lose weight, so you do not need to adjust it, but it is possible. The caloric requirement the system provides you with is always calculated in such a way a participant should lose weight. When a participant does not lose weight, you might need to lower the caloric requirement.

It is recommended for participants from a crash diet (Cambridge, Prodimed etc.) to start at a slightly lower calorie requirement and build up for a few weeks.

I.e. someone who used to eat 800 kcal, do not set them at 1800 kcal in the first week, that would obviously be too much.

9.11 I would like to give meal plans to a couple, they both use one email address. How can I do this?

It is not possible to enter the same email address into the system more than once.

The best thing you can do is to enter an alternative email address for your participants, for example an alias email address.