

STEPPING FORWARD

GREETINGS FROM RAC CHAIR



Carol Faguy, Chair of the RAC Board of Directors, was RAC Certified in 1996 and as a teacher in 2001. She has an active practice and teaches foot and hand reflexology, in both French and English, in the Montreal area and the eastern townships of Quebec. Carol has been on the RAC board, as its Chair, since February 2002.

RAC has recently celebrated its 30th anniversary during the conference and AGM in beautiful Kelowna, B.C. – an event that marks a turning point for RAC as we move toward a bright future for reflexology in Canada.

I am pleased to introduce you to our new Executive Director, Mr. Marcus Summersfield, who joined RAC in July 2006. Marcus has an extensive business background and is brimming with ideas for expanding member services and giving RAC and reflexology a strong position in the public health domain. He brings great strength to RAC and has lots of ideas for the future. Feel free to call on Marcus with your suggestions – our goal is to work with you as a team and Marcus is eager to hear your viewpoints.

It is with great sadness that we said *au revoir* and thank you to Fil Lander, who completed his mandate as Executive Director in September. Fil has carried a heavy load for the past three years. Since accepting the challenge of leading the reconstruction of RAC, from the ground up, he has contributed immeasurably to RAC's success. While Fil is going to take some much deserved time to pursue his personal passions, he has agreed to stay involved with RAC. He will work on the PCT subsidiary board, as well as continue board training using the Policy Governance® model that was begun years ago.

Continued on page 2

LOOKING BACK ON 30 YEARS OF RAC



In honour of the 30th anniversary celebrations this year, this issue is dedicated to the founders of RAC and the teachers who, over the years, have upheld RAC's commitment to teaching quality reflexology courses across Canada.

RAC was delighted and honoured to be able to get in touch with some of **those who attended the first meetings of RAC back in 1976.** They were all eager to talk about their experiences in those early days when reflexology was in its infancy here in Canada. Their interesting perspectives and experiences have been shared on **page 14.**

Continued on page 14

TABLE OF CONTENTS

Executive Director's Greetings	3
(Salutations du Directeur Executif)	
Letting Go	
By: Phil Lander	4
30th Anniversary Conference & AGM ..	6
Ce n'est qu'un au revoir... Until we meet again	
By: Carol Faguy	7
Tribute to Phil Lander	8
Reflexology Research of Post Operative Pain Reduction	12
National Unity	13
Portrait d'un membre -- Soeur Marie-Jeanne Dumas	18
Insurance Corner	18
Grow Your Career by Teaching Reflexology	
By: Linda Hugan	20
Copy It Right	21
RiEN Conference	
By: Chiquita Hessels	22
Chapter Update	
By: France Trudeau	23
NEW Canadian Journal of Reflexology..	23
Nouvelles sur les Chapitres	24
BC Chapter Update	25
(Le Chapitre ACR de la Colombie Britannique)	
Reproduire Mais	28

RAC – The Association that unifies reflexologists through professional programs and services – since 1976

ACR – L'Association qui unit les réflexologues par des programmes et des services professionnels – depuis 1976

PM40950509



Official publication of Reflexology Association of Canada
www.ReflexologyCanada.ca





SALUTATIONS DE LA PRÉSIDENTE DE L'ACR



Madame Carol Faguy est la présidente de l'ACR. Elle est devenue réflexologue diplômée en 1996 et formatrice en 2001. Elle offre de la formation (pieds/mains) dans les deux langues officielles à Montréal et dans les Cantons de l'Est. Elle est membre du CA depuis février 2002.

Salutations à vous tous!

Nous venons de fêter notre 30e anniversaire lors de l'AGA/conférence dans la magnifique ville de Kelowna, C.-B. Kelowna marque un point tournant dans la vie de l'ACR et nous anticipons un avenir fructueux rempli de beaux projets.

Permettez-moi de vous présenter d'abord notre nouveau directeur-général, monsieur Marcus Summersfield qui fait équipe avec nous depuis juillet 2006. Monsieur Summersfield a une vaste expérience dans le domaine des affaires et possède beaucoup d'idées pour nous promouvoir auprès du système de la santé ainsi que comment on peut mieux desservir la membriété.

Nous regrettons le départ de monsieur Fil Lander qui vient de compléter son mandat comme directeur-général de l'ACR. Il a travaillé avec acharnement pour nous aider à remettre l'ACR sur bon pied. Bien qu'il va prendre du temps personnel bien mérité, il a accepté de siéger sur le comité du Service de la Formation professionnelle et de la Certification (SFPC). Il continuera à faire de la formation ponctuelle des membres du C.A.

Adieu et merci aussi à madame Chiquita Hessels qui ne renouvelle pas son mandat comme vice-présidente. Sa contribution au succès de l'ACR est très reconnue. Elle aussi a accepté de faire partie du SFPC. Elle planifie devenir formatrice pour l'ACR. Nous lui souhaitons un avenir fructueux.

Nous souhaitons que cette édition spéciale de l'info-bulletin sache vous plaire. Il est dédié aux membres fondateurs. Merci encore une fois de votre support.

Carol Faguy, présidente/l'ACR

*Le masculin est utilisé sans discrimination.

GREETINGS FROM RAC CHAIR CONT.

Another farewell and thank you goes to Chiquita Hessels, who has stepped down as Vice-Chair of the Board of Directors. Chiquita's dedication to RAC over the last four years has contributed greatly to the Association's success thus far. Luckily for us, Chiquita will also stay on to help with the PCT subsidiary board and plans to pursue her dream of becoming a RAC teacher. We offer our gratitude and wish her luck in her future endeavours.

We hope you enjoy this Special Edition newsletter, dedicated to those who began the adventure 30 years ago.

Thank you for your support,

Carol Faguy, Chair, RAC



BOARD OF DIRECTORS / MEMBRES DU CONSEIL

Chair / Présidente

Carol Faguy (QC)

Vice-Chair / Vice-Présidente

Marco Arruda (ON)

Treasurer / Trésorier

Don Cater (BC)

Secretary / Secrétaire

Susan Lippert (AB)

Directors / Directeurs

Beverly McGee (ON)

Marie McLelland-Leger (ON)

Karen McNeill (BC)

STAFF / PERSONNEL

Executive Director / Directeur exécutif

Marcus Summersfield (MB)

Office Assistants / Assistantes

Alana Friesen (MB)

Ya (Julia) Zhou (MB)

Business Manager / Comptabilité

Valerie Taylor (BC)

Education Coordinator /

Coordonatrice de l'éducation

Linda Hughan (NS)

Education Assistant / Assistante

Carol Steeves (NS)

For change of address or membership enquiries contact / Pour toutes questions concernant votre adhésion, contactez nous :

RAC/ACR – Membership / cotisation

304-414 Graham Avenue

Winnipeg MB R3C 0L8

Toll free / Sans Frais: 877.722.3338

Fax: 204.477-4955

memberservices@reflexolog.org

For training and education enquiries /

Questions concernant la formation :

RAC/ACR – Professional Certification and

Training (PCT) / Certification

professionnel et formation (CPF)

15 Carriageway Crt

Wolfville NS B4P 2N2

Toll free / San Frais: 888.379.2111

Fax: 902.542.3159

education@reflexolog.org



GREETINGS FROM THE EXECUTIVE DIRECTOR



M a r c u s Summersfield joined RAC in July 2006 following a number of years with not-for-profit organizations in Canada. Prior to that he was a successful international entrepreneur. When not working he likes to write, travel and simply enjoy life.

It is extremely pleasing and gratifying to have been offered the opportunity and the challenge that the coming months and years will give to me as the new Executive Director (ED) of RAC.

I know that there have been some difficult times in RAC's past, but now is the moment to draw a line in the sand and to look forward to a productive and profitable future. We need to learn from the past, but look to the future for the amazing potential that lies before us.

I believe that I bring a wide range of strengths to RAC. As an entrepreneur with two successful international businesses to my credit I bring the knowledge and understanding of what a business needs to grow and develop. I see RAC as a business – one that is dedicated to offering its members a range of quality services that make membership a must and RAC the reflexology leader in Canada.

I also bring a great deal of not for profit experience to RAC. I have served as both a Board member and an ED for not for profit organizations and was often brought in to create stability and an environment for future growth. Thanks to departing ED, Fil Lander, and the Board of Directors this environment has already been created for RAC, but my experience helps me understand what was involved in creating this environment and the challenges that face not for profit agencies, not just corporate entities. That knowledge will likely prove invaluable now and in the future.

I already have a vision of RAC's future that, in the coming weeks and months, I will share with you all. To me it is exciting and compelling... and I believe it will meet with your approval.

Advocacy will be key in the coming months as we negotiate with governments and insurance companies in order to gain the recognition and acceptance I believe is so important to RAC's future. I believe in strong communication at all times, and that includes listening to colleagues and members in order to understand their needs, their concerns and their vision for RAC.

TEAM RAC is now open and ready for business. I hope that each and every one of you will join the team and help us achieve the goals and objectives that are being, and will continue to be, set.

I plan to visit Chapters and hope to meet as many of you as possible. I look forward to sitting down together and sharing our aspirations for the future.

Thank you, in advance, for your support. I am here for each and every one of you. Please do not hesitate to contact me at Marcus.Summersfield@reflexolog.org.

Regards,
Marcus Summersfield

SALUTATIONS DU DIRECTEUR EXÉCUTIF

Monsieur Summerfield fait partie de nos rangs depuis juillet 2006. Il a oeuvré avec plusieurs organismes canadiennes à but non-lucratif. Il a connu aussi beaucoup de succès dans l'entrepreneuriat international. Ses passetemps sont l'écriture, les voyages et il croit que l'on doit vivre pleinement sa vie.

C'est tout un plaisir et un beau défi de me trouver comme nouveau directeur-général (d.-g.) dans les mois (voire même les années) qui suivent.

Je sais que l'ACR a vécu des moments difficiles dans le passé mais je vous invite de tourner la page et d'entrevoir un avenir prospère et plein de vitalité. Le passé balisera l'avenir extraordinaire qui nous attend.

Je mets sur table des expériences qui m'aideront à bien gérer l'ACR. J'ai eu le plaisir comme entrepreneur de voir la naissance de deux entreprises internationales qui ont connu beaucoup de succès. Je sais ce dont a besoin une entreprise pour croître et se développer. Je porte les lunettes d'un entrepreneur quand je vois l'ACR, c'est à dire, je vois un organisme qui offre à ses membres de bons services qui fait en sorte que l'ACR joue un rôle clef de leadership au Canada.

J'ai aussi travaillé avec les organismes à but non-lucratifs. J'ai été à tour de rôle conseiller et directeur-général de ces organismes qui cherchaient à créer un environnement stable et fructueux. Grâce à Fil Lander et le CA, ce travail de stabilité a été réalisé.

Mon expérience me permet de reconnaître ce qu'ils ont vécu pour créer ce climat de confiance devant un organisme à but non-lucratif indépendamment des entités corporatives. Cette expérience que je possède va sûrement m'être utile dans mon nouveau travail.

J'ai déjà en tête un plan stratégique pour l'ACR que je partagerai avec vous tous dans un avenir rapproché. Ce plan, je crois, saura vous plaire et rencontrera vos attentes.

Comme groupe de pression, il est très important pour notre avenir que nous puissions nous faire reconnaître par les différentes instances gouvernementales ainsi que les compagnies d'assurances. Je crois dans une communication efficace qui voit à ce que les membres soient

Continued on page 12



Philip Lander was RAC's Interim ED from October 2003 to September 2006. He was RAC certified, in Toronto, in 1981 and now practices on Vancouver Island. He leaves RAC in much better shape than he found it and, now that he has stepped down as ED, he will be spending more time with family and friends and re-acquainting himself with the freedom of sailing.

After 3 years of extremely challenging work, and many successes as RAC's Executive Director, it is time for me to step aside and allow others in the association to assume the leadership role.

Thank you for the allowing me the privilege of serving the RAC membership and the opportunity to meet many of you and to spend time discussing important issues facing our organization and reflexology in Canada. The support and respect I have been provided made each day as your Executive Director a memorable experience. I have formed important friendships that I will cherish into the future.

One of our achievements has been the development of a strong Board of Directors, supported by clear and concise policies that will enable effective governance. The policies have been designed to allow staff as much flexibility, and opportunity for creativity, as possible while, at the same time, giving the Board of Directors sufficient tools to effectively monitor staff activities. An important policy – Treatment of Members and Customers – is outlined below.

POLICY OF THE BOARD OF DIRECTORS EXECUTIVE LIMITATIONS POLICY

Treatment of Members and Customers

With respect to interactions with members and customers or those applying to be members, the ED will not cause or allow conditions, procedures, or decisions that are unsafe, undignified, unnecessarily intrusive, or that fail to provide appropriate confidentiality or privacy.

The ED will not:

- Use application forms that elicit information for which there is no clear necessity.
- Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material elicited.
- Maintain facilities that fail to provide a reasonable level of privacy, both visual and aural, and consistent with the Federal Privacy Act.
- Fail to establish with members and customers a clear understanding of what may be expected and what may not be expected from the service offered.
- Fail to inform members and customers of this policy.
- Fail to provide a quality assurance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

Works that we began together and that are still in progress are:

- the rebuilding of a network of vibrant Chapters;
- the foundational framework for a free-standing RAC school; and
- a marketing and communications program with a re-vitalized newsletter and website as its central component.

The process of transitioning the responsibility for the day-to-day operations of RAC, from myself to your new ED, has been carefully planned to be as seamless as possible. Any change in leadership is bound to bring about a change in style, direction and emphasis. To me, that is the sign of a healthy organization and, as a RAC member, I look forward to these changes. Knowing the challenges ahead for reflexology – working toward acceptance by the mainstream health, insurance and government regulators – the RAC Board has chosen your new Executive Director very carefully and wisely.

Marcus Summersfield has my complete support and confidence. I hope you will welcome him with all the faith you have shown me during my time with RAC.



Courtesy R. Meilleur.

Fil in his favourite pose and his favourite place on earth

PASSER LE FLAMBEAU PAR PHIL LANDER

Monsieur Lander est le directeur général par intérim depuis octobre 2003. Il est réflexologue diplômé depuis 1981 (Toronto). Il pratique présentement la réflexologie à l'île de Vancouver. Il quitte son poste de direction après avoir oeuvré à remettre l'ACR sur bon pied. Il compte passer plus de temps avec sa famille et ses amis et de reprendre sa passion pour la voile.

Après avoir relevé le défi de faire renaître le phénix et avoir réalisé plusieurs projets, il est temps pour moi de passer le flambeau de leadership aux autres.

Je vous remercie beaucoup de tout l'appui que vous m'avez accordé lors de mon périple au sein de l'ACR. J'ai beaucoup apprécié discuter avec vous au sujet des importants dossiers de l'association. Votre coopération et le respect que vous m'avez témoigné me fait dire «Quelle belle expérience mémorable!» Je me suis fait de nouveaux amis que je tiendrai toujours à coeur.

Un des défi que nous avons relevé fut le développement d'un conseil d'administration fort appuyé par des politiques bien énoncées afin de permettre une gouvernance efficace. Les politiques mise en place permettaient au personnel de la flexibilité et de la créativité dans leur travail ainsi que les outils indispensables au C.A. pour bien administrer le tout. Je cite comme exemple la politique sur la communication auprès des membres et des clients.



POLITIQUES ENCADRANTES DU CONSEIL D'ADMINISTRATION

COMMUNICATIONS AVEC LES MEMBRES ET LES CLIENTS.

En ce qui touche les communications avec les membres et les clients ou ceux en voie de devenir membre, le directeur général ne permettra pas les conditions, les procédures administratives ou des décisions à risque, indignes ou encore intrusives atteindre la confidentialité et la vie privée de la personne.

Le directeur général en aucun temps :

- utilisera des formulaires cherchant des renseignements inutiles.
- utilisera des méthodes de saisies ou de transmission de données au sujet des clients qui pourraient être susceptible de saisies non autorisées et nuire à la vie privée du client.
- verra au maintien d'installations qui ne favorisent aucunement une certaine discrétion visuelle et auditive et qui ne

sont pas conformes à la Loi sur la protection des renseignements personnels.

- verra au non-établissement avec les membres et les clients une communication efficace qui n'indique pas les attentes ou les non-attentes des services offerts.
- verra à ne pas renseigner les membres et les clients au sujet de cette politique.
- verra à ne pas offrir et assurer un processus équitable de qualité et d'interprétation des politiques à tous ceux croyant qu'ils n'ont pas été entendus au sujet de leurs droits sous cette politique.

**Le masculin est utilisé sans discrimination.*

Les projets que nous avons entamés et qu'on poursuit toujours sont :

- le rétablissement d'un réseau dynamique de chapitres locaux;
- un plan référentiel pour l'établissement d'une école de formation autonome; et
- un plan de marketing et de

communication avec un info-bulletin revitalisé sans oublier comme pièce de résistance le site web.

Afin de permettre un passage à la douce la transition de ma plume à la plume du nouveau d.g. a été soigneusement planifiée. Le nouveau d.g y apportera ses compétences particulières au poste. Cela signifie pour moi, en tant que membre, que nous sommes sur des bases solides. Je vous signale comme défis la reconnaissance de la réflexologie par le système de santé, les cie d'assurances et les instances gouvernementales. C'est avec ces défis en tête que le C. A. a minutieusement pris le temps de bien choisir un d.g à la hauteur des tâches qui nous attend.

Monsieur Marcus Summersfield a mon appui inconditionnel. Je vous invite donc, comme vous l'avez fait pour moi, de bien vouloir appuyer chaleureusement votre nouveau directeur général. ▽

"I have doubled my income..."



"...since I graduated in May. I am a Reflexologist and I have found that since I now offer chair massage, I have increased my exposure exponentially. This gives me the opportunity to educate my clients on the benefits of reflexology. I'm very happy. Thanks for everything."

— Marie Leonard, Reflexologist

Expand your services and increase your clientele by providing chair massage. An excellent tool to improve your business. Try this short, affordable certification course in chair massage. **You'll love it or you don't pay.**

- The most comprehensive program available in North America.
- Convenient weekend classes throughout **Ontario**, and **British Columbia**.
- Two-week intensive programs also available.
- Small classes for personal attention and accelerated learning.
- Lots of business and marketing support.

Call for your free info package and audiocassette

1-800-207-4013 (24-hour recorded message)

www.chairmassagetraining.com



THE 30TH ANNIVERSARY CONFERENCE AND AGM

RESUMÉ – FAITS SAILLANTS

La 30e AGM et conférence tenue à Kelowna a connu un vrai succès inédit avec une bonne représentation nationale.

Le clou de la conférence fut avec la renommée Hanne Marquardt. Ses ateliers étaient à guichet fermé. Elle s'est ensuite rendue à Toronto et Montréal pour offrir d'autres formations.

L'AGM s'est bien déroulée. C'est avec regret que nous disons aurevoir à madame Chiquita Hessels et monsieur Phil Lander qui tous les deux ont su contribuer au prompt rétablissement de l'ACR.

Madame Karen McNeill a été nommée au conseil d'administration. Son expérience dans le monde de la réflexologie saura continuer le travail entamé par l'ACR.

Monsieur Marcus Summersfield, le nouveau directeur-général de l'ACR anticipe que l'ACR devienne une véritable association nationale. Il prévoit plusieurs plans d'actions afin d'arriver à cette vision.

La prochaine conférence nationale aura lieu à Montréal en 2008. Nous vous tiendrons au courant avec les détails.



Delegates traveled from all over Canada and the US to attend this very successful event.



Attendees at Hanne's Study Day

One of the major highlights of the conference was the presence of teacher Hanne Marquardt, from Germany, who presented the opening night keynote address and a very popular reflexotherapy study day. Hanne later traveled to Toronto and Montreal to host additional study days.

Other sessions included hot stone reflexology, bach flower remedies, and a workshop on walking. All sessions were extremely well attended and RAC is investigating the possibility of hosting similar seminars and workshops in various locations across Canada.

The event also featured a very successful Annual General Meeting (AGM) organized by one of RAC's newer Board members, Marco Arruda. At the AGM

The RAC 30th Anniversary Conference and AGM, September 22 to 24, 2006 in Kelowna, BC, attracted over 100 people and became one of the largest conferences in RAC's history.



Marco Arruda on the table while Hanne Marquardt teaches

RAC bid farewell to two very committed RAC members – Chiquita Hessels has finished her term as Board member and Phil Lander has completed his time as Interim Executive Director.

RAC welcomed Karen McNeill to the Board. Karen runs her own mobile reflexology business and brings extensive knowledge and new ideas to the Board.

RAC welcomed Marcus Summersfield in to the role of Executive Director. Marcus is a successful entrepreneur who will be working to take RAC forward in to a future as a high-profile, strong, national association that leads, and sets standards, for all reflexologists in Canada.

New programs, plans, and initiatives were discussed and will be talked about



New Board Member Karen McNeill



CE N'EST QU'UN AU REVOIR... UNTIL WE MEET AGAIN

Author: Carol Faguy, RAC Chair

On behalf of the board and RAC members, I would like to pay special tribute to a beloved board member and friend – Chiquita Hessels – who stepped down from her position as RAC Vice-Chair at the September AGM in Kelowna.

Allow me share with you what an honour and a joy it has been for the board and myself to work alongside someone of Chiquita's caliber these past four years.



Courtesy: C. Hessels

RAC Board of Directors & Executive Director in May 2006 (all L to R)

*Back: Marie Leger, Carol Faguy, Susan Lippert, Don Cater, Chiquita Hessels
Front: Marco Arruda, Fil Lander*

From the very beginning, with every fiber of her being, Chiquita owned and embraced the daunting task of re-building RAC into the vibrant entity it is today.

Despite many personal challenges, she could always be depended on to attend to the task at hand, in a manner that was both professional and caring.

Thankfully Chiquita continues to serve on the BC RAC chapter board and on several Board of Director committees! With her strong sense of integrity, and desire to truly make a difference, she continues to shine a light for others to follow.

We wish to thank her family John, Evan, Arden, & Asha for having given her the space to dedicate herself fully to her beloved RAC.

On behalf of all the members in RAC land, a heartfelt thank you, and a big virtual hug, Chiquita, for having given the best of yourself to us. ▽

Stepping Forward is published, on behalf of RAC, by Clockwork Communications Inc. / *Stepping Forward* est un bulletin publié pour l'ACR par Clockwork Communications Inc. :

Editor / Rédactrice

Deborah Murphy

Art Director / Responsable de l'art

Sherri Keenan

Translation / Traduction:

Carol Faguy

Allain St. Cyr

Jocelyn Vietz

For advertising rates or editorial guidelines / Pour les tarifs ou les conseils éditoriaux:

Clockwork Communications Inc.

PO Box / C.P. 33145

Halifax NS B3L 4T6

Tel: 902.442.3882 • Fax: 902.442.3881

contact@ClockworkCanada.com

www.ClockworkCanada.com



Courtesy: C. Hessels

Claudia Smith working on Linda Baril

more in the future. RAC officially announced its membership *Buddy Plan* – if an existing member encourages a new member, or member who's membership has lapsed for more than one year, to join RAC, both the existing and the new member receive a one-year reduced membership rate of \$50 each. The Buddy Plan is in effect for 2007 renewals as a 30th birthday present to members.

The next RAC conference will be held in Montreal in 2008 and plans are already underway to ensure the event continues to grow and thrive. RAC members can look forward to exciting times ahead and to the opportunity to meet again in 2008. ▽

Mark your Calendar!!

**2008 RAC NATIONAL CONFERENCE
Montreal, Quebec**

October 2 to 4, 2008

See You There!



Courtesy: C. Hessels

Marcus Summersfeld and Fil Lander

Congratulations to the AGM and Conference Committee for a successful event.

RAC representatives on the committee were Carol Faguy, Chiquita Hessels, Fil Lander, Valerie Taylor, and Linda Hughan. Local RAC Members Diane Wiebe, Marie Sperling, and Carol Hagen were also on the committee. The event was hosted by the BC Chapter.



A TRIBUTE TO PHIL LANDER

EDITOR'S NOTE:

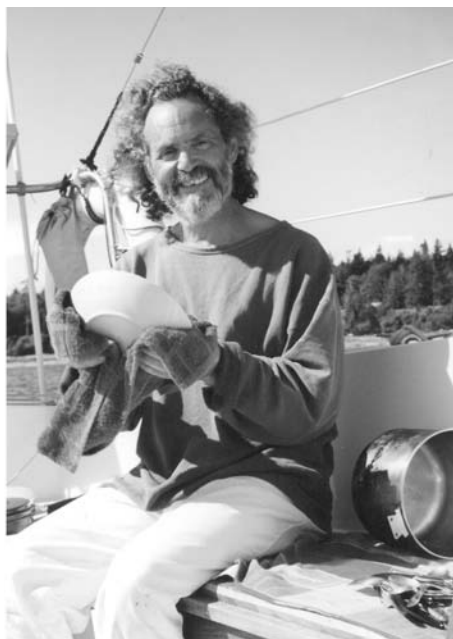
When the call went out to share your thoughts about Philip (Fil) Lander, who recently stepped down as RAC's Executive Director, we had no idea what we were in for... ok, we suspected!

Thank you to everyone who was so kind as to share your feelings about Fil and to expose his softer side through your photographs. Had we known how great the response would be we would have set aside an entire newsletter for this tribute!

**Farewell Fil – we will miss you!!
We hope you don't feel we
broke our word – no pens or
silly plaques...
just as promised!**

THE HOME-FRONT PERSPECTIVE FROM ROBERTA MEILLEUR, PHIL'S PARTNER

"To most people the outcome of Phil's efforts is the revival and financial turn-around of RAC. As Phil's partner, I had a view of the daily process (and price tag) of Phil's leadership as he guided RAC back to life.



Courtesy: R. Meilleur

Enjoying life on the boat.

Due to national time differences, Phil's RAC work began very early each day – every day. (If those dealing with Phil by email or phone could've seen what he was, or wasn't, wearing, RAC's future might still be in question). Phil checked his emails before, during and after every household task or social activity - on top of spending hours emailing responses and directives. During conference call 'meetings', he'd be attached to the phone and the computer... and still manage to stir the soup.

Phil's time with RAC would end when he went to bed – sometimes. RAC-based sleepless nights often meant perpetual emailing. Our conversations tended towards the state of RAC. Our relationship, for the most part, has had to mark time... and he never did get to work on his boat.

I could complain about the large chunk of time that RAC has claimed, but I'd rather invite RAC members to glimpse the dedication, faith and commitment that contributed to the turn-around of your association. RAC's back on its feet and your input is needed – because Phil needs to go sailing!"

THOUGHTS FROM PEOPLE PHIL HAS INSPIRED:

"Fil has a beautiful way of expressing feelings in the written word. His ability to recognize and validate differing viewpoints, and his skill at bringing those views together to form the greater vision, are what I will remember. It has been a pleasure to work with you for the past three years, Fil, and I'm only sorry that time won't be longer."

- Valerie Taylor, RAC Business Manager

"Having spoken to Fil many times on the phone, I knew him to be full of energy and excellent ideas, but I was in for a surprise when I met him for the first time at our A.G.M. in Toronto. After the first day I was exhausted, but Phil kept going – he's like the energizer bunny! All R.A.C. members owe Phil so much. It's mostly

due to his hard work, dedication and selflessness that RAC was able to pull through some very difficult times. Phil put his life on hold to give his all to RAC. Thank you hardly expresses my gratitude to Phil. We will miss you terribly, but wish you every happiness and success in what ever you do from here on in."

- Ettalie Inglis (former RAC board member)

"I have only worked with Fil for a few short years, but in that time he has inspired me with his ability to use humour to relieve stress in our hectic workdays. Fil has an uncanny ability to stay true to his professional goals and yet to know exactly when things are getting just a bit too serious – and to lighten the mood in a way that gets us all back on track. I will miss working with him but I don't plan to lose touch. Sorry Fil, you're not getting away that easily! Thank you for your inspiration... and for your faith."

- Deborah Murphy, Clockwork Communications Inc.

"My first impression of Fil was that he was a man on a mission ... aiming to do what was needed to ensure that all parts of RAC worked together, forming a stronger Association and creating a promising future for RAC and for reflexology in Canada. You have no choice but to be inspired by this man's ambition, his drive and his dedication. He gets you to focus harder and aim higher! What is truly interesting is that, in meeting him, you realize that there is SO much more to the man ... caring, friendly, nurturing, reassuring, sensitive, strong, self-sacrificing ... way too many admirable traits to list here. Though maybe not in stature (sorry Fil), I see him as a giant of a man.

I appreciate the man, I appreciate his mission and I can appreciate his need to move on. For all your efforts, your expertise, your patience and your support, hats off to you, my friend! I wish you all the best in everything that you do... but, that's not a problem for you!"

- Marco Arruda, RAC Board Member



Courtesy: C. Faguy

L to R Linda Hughan, Linda Baril, Tanya Murray-Freeman, and Phil Lander.

"As a resident of Phil Lander's home community on Vancouver Island, I have had the pleasure of knowing Phil as a friend, work colleague and community member. He has inspired me in many ways.

As a colleague, I worked with Phil on a committee to launch a non-profit society where his skills and leadership helped guide the group. His professional manner, combined with an ability to communicate clearly, kept the group focused and his high ethical standards gave us all something to model.

Phil believes in volunteerism and giving back to community. He is a natural caregiver (hospice volunteer) and generously gives of his time and energy to various causes. He is the kind of friend to turn to when you need help, useful advice or an empathetic ear. He has a great sense of humour and warmth and is one of the most gracious people I have ever met."

- David Stapley, former committee co-worker

P layful	L oving
H onourable	A dmirable
I nvaluable	N aturalist
L istener	D irect
I nnovative	E xcellence
P ersonable	R eflexive

"These are just a few of the qualities that I see in Philip (Fil) Lander. It has been quite the honour to work with Fil these last few years. His incredible work ethic helps those around him want to reach higher goals. Thank you Fil for being you, I will miss you! With love and Angels!"

- Chiquita R. Hessels, Former RAC Board Member

"Fil is one of those rare individuals who leave whatever space they inhabit not only better, but greatly improved. An encounter with him, no matter how brief, is usually intense and truly in the moment. I have observed Fil dealing with personal and professional challenges – attending to

the sick, coordinating teams, leading and training people with differing needs – and greatly admire the way he gives totally of himself in every situation.

RAC's current survival is in great measure due to his diligence and leadership. As he led us all, Fil seemed to represent that which is best in all of us. We miss him and wish him great success in his future endeavours."

- Carol Faguy, RAC Board Chair & Teacher

"As Education Coordinator I have been inspired by Fil's leadership style — he leads as part of a team by working side by side with other leaders and staff. You work with him, not for him! The outcome of this supportive leadership style has been one of affirmation and empowerment. His mentoring style has strengthened our abilities as leaders, in the daily decision making processes, and in the process of solidifying the direction of the PCT Program. There is much to learn from Fil's type of leadership! Thank you Fil for sharing your experience with us. It has made a difference in my RAC experience – I will miss you in a 'large' way friend."

- Linda Hughan, RAC PCT Coordinator

"This is just one of my wonderful memories of Fil. During the 2005 AGM/Conference in Halifax, he bought an arm's length of raffle tickets, came over



Courtesy: V. Taylor

Fishy Fil at the 2005 Halifax AGM

"One of the many qualities that I admire in Phil is his ability to state things in a way that is non-offensive and yet with a clear boundary. His non-violent communication is so rewarding to be a recipient of. Some times I have found myself wondering how Phil would say something. He inspires me to think beyond my habitual language and connect with people in the gentle way that he does. Blessings to him!!"

- Diane Wiebe, RAC teacher and BC Chapter Co-Chair

"I have known Fil for many years.... we both live in the Comox Valley on Vancouver Island. Long before he became RAC's Executive Director I was aware of the depth and sincerity of this man. The truth of the matter is that for years I had no idea of the wide range of skills he possessed. It wasn't until RAC needed an Executive Director with skill, tenacity and a belief in the organization that I realized just how far-reaching his skills are!

Fil has the ability to combine two worlds.... the world of business as well as that of the spirit. His gentle demeanor draws people to him, his business acumen fixes problems that are seemingly unfixable. Fil is one of the few people I have ever met who manages to manifest sincerity of spirit while juggling the demands business. Fil is incorruptable, he has integrity, and he has a kind and gentle heart. Thank you, Fil!"

- Linda Baril, RAC Teacher and former Board member



TRIBUTE TO PHIL LANDER CONT.

to my table, and casually placed some of his tickets with mine. I placed some of my tickets among his. After exchanging again and again we had fun losing track of our own tickets. The winning ticket was one of ours! After lightheartedly arguing over who should claim the \$140 prize, Fil graciously accepted – and then gave \$100 to the RAC Fund Raising Committee and shared the balance with me! His actions spoke louder than any words could ever praise him!

Be on the alert! If you spot a man who has curly hair pulled back into a ponytail, puppy dog eyes, and a constant smile...be very careful. His hugs are huge and contagious. He spreads respect, integrity, and generosity. He is a man to be recognized."

- Claudia J. Smith, reflexologist

"Fil Lander is a kind, and genuine soul, someone you can always ask for a hug. The long hours spent at the RAC office from spring to summer of 2004 are still fresh in my mind. Those were tough times for RAC, but Fil always had a strong presence in the office. One quality that I greatly admire in Fil is his ability to look at things from all angles, and hence no issue is ever too large for him to tackle. I feel truly honoured to have met and worked with him. He has become a dear friend. Thank you for all hard work and dedication and for the vision you had for RAC."

- Sherri Gunn, RAC Administrative Assistant and Manitoba Chapter President



Courtesy: C. Faguy

Fil and Irene Melnyk

"Phil is a kind and generous man who does not hesitate to share his wisdom with others. Phil smoothed the way, with his encouragement and excellent ideas, when the difficult task of creating NSARP, sister to RAC in Nova Scotia, threatened to overwhelm and defeat us. Phil played a valuable role in helping us to realize our ambitions. As a result, reflexology therapists will eventually be accepted as members of the health care team. A sincere thank you Phil and best wishes for the future in all of your pursuits."

- Cheryl Gaul, Director, Nova Scotia Association of Reflexology Practitioners (NSARP)

"Fil brings a touch of the spiritual, laughter and joy, and a sense of business and professionalism to all his work. Our discussions have ranged far and wide, but have always rested on the bottom line – "What would help the members?" In person he is just as thoughtful and considerate, but nothing prepared me for his wonderful curls, the warmth (and width) of his smile and his kind eyes!

When I think of the turnaround RAC made after its trials of the last few years, I think of Phil Lander's commitment. As I got to know Phil better over the last year, I saw a spirit of courage, togetherness, and compassion. Most of all, I saw a spirit who believes in people. What a legacy! Thank you Phil for your inspiration and wit. Thank you for being who you are! Blessings to you and yours!"

- France Trudeau, RAC Chapters Liaison

"I have only had the opportunity to come to know Phil from a business point of view. From this standpoint I have grown to appreciate him as a man of great patience and understanding. He has helped, in a very big way, to improve relationships between RAC various other reflexology groups. What he has accomplished for RAC alone is beyond description. The Grand River Reflexology Associates and the RRCO as well as Toronto's RAC Chapter have all had words of praise for him in recent months.

He has been described as a gentleman, a man of great accomplishments and a person who brings closer relationships to all reflexology groups."

- Rob Campbell, RAC Teacher and former Board member

"I have worked with Fil for the past two years as a member of the Teacher Committee. I have been inspired by his perceptiveness, understanding, encouragement, caring, and sensitivity to situations and individuals. I have been impressed with his ability to speak his mind kindly and clearly, taking time to ponder his answer. His wisdom and insight was a stabilizing force to me.

Fil's diligent and methodical approach in taking our association and school towards our vision for RAC impressed me. So did his patience, perseverance and self-sacrifice. Fil, you are awesome. I will miss working with you."

- Louise Luhmert, RAC Teacher and transition team member

"Fil is a person who looks for answers to questions, solutions to problems, resolutions to disputes. He is imbued with the desire to acknowledge each person's potential and contributions. His energy, integrity, commitment and mentoring constantly inspired the staff when RAC was struggling through uncertain times in 2004.

Fil fed not only our spirits but our bodies as well. Each day at the office saw him preparing fresh fruit and herbal teas, encouraging healthy living and providing – at appropriate intervals – that nourishment so essential in times of stress – CHOCOLATE! Thank you, Fil!"

- Dianne Vanstone, former RAC Office Manager

"I'd like to thank Fil for coming into my life. His integrity, his people skills, his knowledge of business, marketing and communication are all gifts. They are gifts he shares, without reservation, with everyone who asks. He can rest assured that the RAC he is passing on to the next



ED, with its improved financial position, is a wonderful legacy. Those who follow you will benefit from your years of service... even if they have big shoes to fill!

On the first day of the 2004 AGM Fil asked all attendees to form a circle and invited those individuals who had devoted a lot of time to RAC in to the centre. He asked everyone to move forward and hug those individuals. I am now picturing all RAC members joining hands in a giant circle, stepping forward, and giving you a giant hug of support and gratitude. Thank You Fil! I will miss you!"

- Jeanette Sarkissian, RAC Toronto Chapter President

"I started working for RAC in September of 2005, but it was a while before I actually met Fil. When I did eventually meet him during a brief visit to Winnipeg I was amazed at how warm and friendly he was! When I met him again this past May during the Board retreat I one day came across Fil in the mail room, on his hands and knees, crawling under the packing table. When I asked if everything was okay, he said "oh yeah, I've slept under this table many times in my ED days." I had a great laugh, and began to understand just how much Fil does to make RAC such a success – at times working himself to the point of exhaustion. Fil has meant a lot to RAC and I can see the evidence of that even in the short time I have been with the association."

- Alana Friesen, Administrative Assistant, RAC v



Courtesy: A. Friesen

RAC Office Assistant
Alana Friesen with Fil

Ode to Fil Lander

*Our colleague, friend
and brother
You are... like... No Other*

*Whether personal or
professional
You are.....exceptional*

*You mean what you say
And say what you mean*

*There really is
No in between*

*With fingers in RAC's
Numerous pies
You've been observed
By wonderous eyes*

*You have guided us
Through ups and downs
Too numerous to mention*

*The mega meetings
We have had
You supported
With clear intention*

*You will always be a part of us
No matter where you go
Your essence is embedded
In the Heart of all RAC's Souls*

- Claudia J. Smith

Farewell Phil!

LA FUMA RECLINING CHAIR

Endorsed by Reflexologists, Client Approved



- Zero gravity recliner offers instant comfort and portability
- Weighs less than 18lbs.
- An ideal recliner to use in your reflexology office, mobile service or for R&R time.

Carrying
Cases Also
Available

From **\$235** (plus taxes and shipping)

FOR MORE GREAT PRODUCTS visit our website!

www.victoriareflexology.com
or call (250) 727-3199

"Serving the Reflexology Community for Over 10 Years"



INDIAN HEAD MASSAGE COURSE

*Through the Canadian
Centre of Indian Champissage.*

*Classes are available and
ongoing throughout Canada.*



Please contact
Debbie Boehlen
at 905-714-0298

or see website at

www.canadianchampissage.com
for workshop dates.

REFLEXOLOGY REDUCES THE REQUIREMENT & QUANTITY OF PAIN KILLERS AFTER GENERAL SURGERY

*Shweta Choudhary Ph.D (Dept. of
Biophysics), Dr. Guresh Kumar, Dr.
Kulwant Singh (Dept. of Biostatistics) All
India Institute of Medical Science, New
Delhi .*

Purposes:

To find out the efficacy of reflexology in patient with post operative pain after general surgery.

Method:

60 patients of general surgery from The All India Institute of Medical Science have been included in this study over a period of 2002-2004 June. Patients were divided randomly into two groups.

Group I:

Reflexology group (foot reflexology + required quantity of standard drugs).

Group II:

Control group (standard quantity of standard drugs). Standard Drugs were such as NSAID (**Diclofenac**) + Opioids (**Pethidine and Fentanyl**)

Pain score was measured by monitoring the strength of pain on visual analog scale (VLA). In Group I pain has been measured at the time scale of 0, 2, 6, 24 hrs, and also (0 hrs - 20min) (2hrs - 20min) (6 hrs - 20 min) (24 - 20 min). 20 minutes is the time interval before and

after therapy. In Group II pain score has been measured only at time interval 0, 2, 6, 24 hrs. (0 hrs has been defined as the time at which patient was shifted to the recovery room)

Results:

The results show a significant decrease of requirement and quantity of drugs in Group I and also a significant decrease of pain score in Group I in comparison with Group II.

Conclusion:

The effect of foot reflexology causes a significant reduction of requirement and quantity of pain killers, Another effect is a significant reduction of pain score in Group I in comparison with Group II in post-operative patients of general surgery. ▽

The above article is copyright Kunz and Kunz 2006 and is an abridged version of an article that originally appeared in Reflexions newsletter, Volume 27, Number 1 (March 2006). It has been reprinted with permission of Kevin Kunz, Reflexions.

*For the full article, outlining further details on this topic, visit
[www.reflexologycanada.ca/
library.php](http://www.reflexologycanada.ca/library.php).*

GREETINGS FROM THE ED CONT.

entendus et qu'on reflète bien leurs attentes et leurs préoccupations.

Je déclare que l'équipe de frappe de l'ACR est prête à retrousser les manches et se mettre à la tâche. Je vous invite bien de monter à bord afin qu'ensemble on puisse rencontrer les défis qui nous attendent.

Je prévois visiter les chapitres dans l'espérance de rencontrer autant de membres que possible. J'ai hate de vous entendre!

Merci de l'avance de votre appui. Je suis le directeur-général de tous les membres. N'hésitez pas de me contacter au courriel suivant Marcus.Summersfield@reflexolog.org.

Agréer mes sentiments les meilleurs,
Marcus Summersfield



NATIONAL UNITY



*RAC's mission statement –
The Reflexology Association
of Canada unifies reflexologists
in professional programs and
services.*

In the last edition of Stepping Forward we described the process the RAC Board of Directors was using to spark a discussion about national unity in reflexology.

Why do RAC Board members, among others, think this is necessary? While excellent work is being done for the advancement of reflexology in some provinces, very little, if any, is being done in others. As RAC prepares to discuss with the Federal Government the topic of reflexology as a viable healing modality, a demonstration of a coordinated effort across the country would be beneficial. A unified stance gives our case much more validity.

An open letter and survey was sent, this past May and June, to reflexology councils, associations, schools, groups and individuals in Canada. RAC has received some interesting responses. Based on this survey, the vast majority of groups favour the development of a national unity policy.

Here is a representation of the comments received, so far:

"We need a national body to oversee the growth and development of Reflexology therapy. We need to keep training consistent and standards high and to have uniformity within the profession."

"Health is administered Provincially and, therefore, Provincial organization[s] must be primary with a national umbrella organization."

"The issue as I see it is that we require a National Certification Board whose sole

purpose is to set the standard for the practice of therapeutic reflexology in Canada and to test and certify students from any reflexology school.

National certification will ensure a national standard of excellence in technical expertise and theoretical knowledge in the healing art of reflexology.

Practitioners who are nationally certified will uphold a high level of competency and create an image of reflexology in Canada as a serious therapeutic alternative health practice. National certification will encourage all schools to meet this high standard for skills and knowledge." [Editor note: The US utilizes a model such as this].

"[Unity] is the best way to coordinate events and information that is relevant to

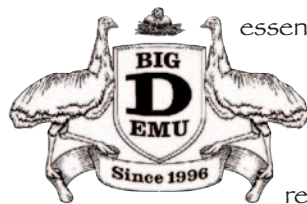
Continued on page 26

Are you looking for a complementary stream of income?

- A publicly traded International nutritional company
- Rated #5 growth company by Forbes Magazine
- Rated #1 in pharmaceutical grade supplements
- Paraben-free skin & body care products
- Low glycemic weight loss programs

We are looking for business minded health practitioners
For more information contact
Alison Rippin B.P.E., CR
250-727-3199
info@yourhealththatwork.com

Big D Emu Oil Products



Emu Oil is one of the closest oils to Human skin oil. It is naturally full of the essential fatty acids Omega 3 and 6. Two exceptional active ingredients, Linolenic and Oleic Acids enable it to be used as an effective topical pharmaceutical. The Linolenic Acid inherently contained in the oil provides relief from sore muscles and joint pain while the Oleic Acid provides a local anti-inflammatory effect.

Big D Emu Oil Products are beneficial for a range of conditions including:
Eczema, Psoriasis, Arthritis, Burns, Cuts, Acne, Stretch Marks, Athletes Foot, Diaper Rash, Surgery sites.

Our Product line, available in a variety of scents, consists of:
Pure Emu Oil, Arthritis and Muscle Rubs, Face and Body Creams, Soap, Lip Balms, Capsules and Shampoo.

For information on these products, or to enquire about becoming a distributor:
Contact Chiquita Hessels, RAC certified reflexologist
(250) 753-5656 • warmfeet@shaw.ca
Or Visit www.midislandhealingcentre.ca



Most of these reflexologists were trained by Dwight Byers (nephew of the late Eunice

Ingham who is widely considered to be the "Mother" of reflexology in North America). Byers is currently the President of the *International Institute of Reflexology®*. Some went on to form their own schools here and

in other countries, to write books, or to expand their knowledge by learning other healing methods.

To celebrate 30 years of RAC the Board of Directors has introduced an annual *Outstanding Teacher of the Year Award*. To launch this award the Board has selected **Irene Melnyk**, of Winnipeg, as the first honorary recipient for 2006. Irene's contribution to RAC is legendary – as teacher, board member, chapter champion, and overall advocate of reflexology in Canada. Thank you Irene.

Commencing in 2007 teachers will be rated by their students in order to select the outstanding teacher of the year. This will be a perpetual award with each subsequent teacher's name added to the long list of teachers that have contributed to the legacy of reflexology in Canada.

In recognition of the importance of every reflexologist in the creation, and growth, of our practice, RAC would like to thank each and every member for their support and involvement over the years. We don't just do it for you – we couldn't do it without you!

We are pleased to be able to celebrate our 30th with you and look forward to the next 30 and the opportunities they provide.



Reflexology Association of Canada

DIRECTORS' ANNUAL AWARD FOR EXCELLENCE IN TEACHING

The Board of Directors of RAC is pleased to recognize

IRENE MELNYK

As the honorary 2006 'Outstanding Teacher of the Year'

This award was introduced at Kelowna, BC in September 2006 to commemorate RAC's 30th anniversary year and honour the rich legacy of reflexology teachers who have passionately devoted their professionalism and vision to the art and science of reflexology in Canada.

Individuals such as *Ollie Bailey, Carola Barzak, Jeanette McNally, Dorothy Marshall, Madeleine Turgeon, Pamela Holt, Ruby Bisson, and Peter Getty* are all recognized for their contributions over the years.

September 23, 2006



Carol Faguy

Carol Faguy, Chairperson

THE CONCEPTION OF RAC

Dr. Dorothy Marshall PhD., N.D., N.H.C.



Dwight Byers, nephew of Eunice Ingham, widely considered to be the mother of reflexology in North America, had begun offering reflexology courses in

Ontario in the early 1970s through his school, the International Institute of Reflexology. At that time, there were no such courses available anywhere in Canada as reflexology was an unknown modality in most of the country.

Dr. Dorothy Marshall, RAC's founder,

obtained her reflexology diploma with Dwight Byers in 1973 becoming one of the International Institute of Reflexology's earliest Canadian graduates. In 1976, having worked with Byers through U.S. associations, Dorothy decided it was time to have a Canadian association. With the assistance of her husband, Sir James Marshall, she organized a meeting at a Toronto hotel with other like-minded individuals. It was at this historic meeting that the foundation was laid for the Reflexology Association of Canada (RAC) with Dorothy as Chairperson, Pamela Holt, her daughter, as secretary, and Maureen Cabeldu as Treasurer. It took less than 2 years for the paperwork to be completed and RAC officially became a non-profit, federally incorporated, association in 1978. Its mandate was, and still is, to



educate the public about reflexology and to provide training and services to reflexologists in Canada.

Dorothy was raised in an environment that fostered a curiosity for healing through natural methods such as herbs and homeopathic remedies. She holds a doctorate in Naturopathy, and is trained in, among other modalities, Homeopathy, Iridology and Shiatsu. In 1980, seeking to expand into other healing modalities, Dr. Marshall founded the International Academy of Natural Health Sciences. She is the current director of the school, which offers a 4000-hour program in traditional Chinese medicine, as well as reflexology and other forms of bodywork. The International Academy of Natural Health Sciences has recently opened a campus in Hong Kong, China.

Those who have worked with Dorothy describe her as a visionary and as a lady who is very focused, generous, kind and playful.

The following individuals were also involved with RAC in the early years of its inception:

Pamela Holt



Pamela Holt along with her husband, Alan Holt, is the owner, director and teacher at the Holt School in Bolton, Ontario. The school teaches natural healing techniques.

Ms. Holt is also trained in acupuncture and acupressure and spent 10 years as a physical education teacher prior to her beginnings with RAC.

Having trained with Dwight Byers in 1973, Pamela was a founding member of RAC, along with her mother, Dr. Dorothy Marshall. Her father, Sir James Marshall,

negotiated RAC's federal charter, and designed the initial RAC maple leaf logo and pin. Pamela served on the RAC Board, on several committees, and as a teacher. She is credited with having written the first RAC teaching manual.

Pamela says that reflexology was "a most unexpected turn in her life." While she was initially skeptical about the effects of a reflexology session she was soon convinced by the results seen in her clients. "When people say that receiving reflexology sessions has changed their lives, you have to take notice."

Pamela believes in the healing properties of reflexology, and suggests opening a session by bathing the feet and hands in Epsom salts, and using Castor oil while working the reflexes. Since she believes that "all of the meridians begin and end in the head, feet and hands" Pamela feels reflexologists should work the head points first, in order to first calm the mind and body and achieve better results in the feet and hands. She notes that many of her clients saw better results from receiving reflexology *before* an acupuncture session.

A final observation from Mrs Holt: "pain does not heal – the client must be in their comfort zone." In addition, "any treatment you give must be given with love and care."

Maureen Cabeldu



After suffering with allergies and receiving allergy shots for ten years, Maureen Calbeldu turned to reflexology. Her aunt, Dorothy Marshall, showed Maureen how applying pressure

to certain areas on the hands could help. Maureen worked the sinus and adrenal

points on her own hands, and in time was able to discontinue her shots with no further problems.

Maureen feels reflexology has not changed over the years, but "there are more people involved with reflexology these days." She feels that reflexology will become bigger in future and will be used more as a complementary healing therapy.

Years ago, Maureen recalled a visit from a client with bladder problems, who could not void without using a catheter, and was told that her bladder might have to be removed. Maureen worked on the client and noted that immediately after the first session the client was able to void. The client did not have to use a catheter again and was much improved after a total of 6 weekly sessions.

Maureen lives in Guelph, Ontario, with her husband. She retired after practicing reflexology for 18 years. She is proud to have served on the RAC Board of Directors and as its Treasurer. Her advice to us all is: "There is nothing like reflexology, always believe in it."

Madeleine Turgeon, N.D.



In 1973, a friend suggested to Madeleine that she accompany her to Toronto and take the Dwight Byers reflexology course. Despite the fact that

Madeleine did not speak English, she completed the course successfully. At that time, in Quebec, as in most parts of Canada, reflexology was not generally well-known

Madeleine was there at the very beginning of RAC's foundation and from 1976 to 1998, she taught the RAC courses in Quebec and Canada. Madeleine continues to teach and lecture worldwide, especially in



Switzerland, Italy, Belgium and France. She has lectured at the International Council of Reflexologists' Conference and she will again be the guest speaker at the 2007 ICR conference in Cairns. She is also an active member of the Association Nationale des Réflexologues du Québec (ANRQ).

Today Madeleine Turgeon is a well-known Quebec author, naturopath, lecturer and teacher of foot, hand, brain and ear reflexology. Her books include *Right Brain - Left Brain Reflexology*, which was published in January 1993. She combines different approaches in her quest for healing, including reflexology, kinesiology, polarity and colour. She also works with a technique called Hologrammic reflexology.

She states her greatest joy is "helping people find their inner therapist and learn how to work their own points." And adds she enjoys "seeing them comforted by this and knowing that they are their own greatest resource." Madeleine's vision for reflexology in years to come is for its continued evolution, especially in the areas of quality and in the refinement of basic techniques.

Madeleine Turgeon, réflexologue, naturopathe, enseignante et conférencière, vient du Québec où elle est fort connue. Elle est l'auteur de "Découvrons la réflexologie" (1980), "Énergie et réflexologie" (1985) et "La réflexologie du cerveau" (1988). Elle anime des séminaires au Canada, en France, en Italie, en Belgique et en Suisse.

En 1973, une amie a suggéré à Madeleine d'aller prendre la formation en réflexologie offerte par M. Dwight Byers, le neveu d'Eunice Ingham. Même si elle ne parlait pas bien l'anglais, Madeleine a complété le cours avec succès. À ce moment là au Québec, comme dans le reste du Canada, la réflexologie n'était pas bien connue.

Madeleine a assisté à la première rencontre des fondateurs de l'ACR en 1976. Elle a enseigné les cours de réflexologie pour l'ACR du début jusqu'à 1998. Elle utilise beaucoup de techniques avec ses clients, incluant la réflexologie, la kinésiologie, l'énergétique chinoise, la polarité, la couleur et bien d'autres encore. Aussi, elle a développé une application personnelle de toutes ces méthodes avec la réflexologie hologrammique (hologramme : représentation en trois dimensions d'un objet à partir d'un fragment de cet objet.)

Madeleine va être conférencière à la conférence du Conseil International des Réflexologues (ICR) qui aura lieu à Cairns, en Australie, l'an prochain. Elle est membre actif de l'Association Nationale des Réflexologues du Québec (ANRQ). Madeleine dit que sa plus grande joie est "d'aider les gens à trouver leurs thérapeute interne en apprenant comment travailler leurs propres points réflexes". Aussi, elle prend plaisir en sachant que les gens sont réconfortés par ceci et aussi le fait qu'ils peuvent se ressourcer eux mêmes"

Sa vision pour la réflexologie dans les années à venir est que la réflexologie continuera dans son évolution, spécialement au niveau de la qualité ainsi que le raffinement des techniques de base.

Pierre Gagnieux

Monsieur Pierre Gagnieux is a retired physiotherapist, author and reflexology teacher who came to Canada from France. He attended Dwight Byers, courses in the early 1970s and even translated some of Byers' charts and books to French. He taught RAC courses in two languages for several years, before teaching his own courses in Quebec and in France. He has written three reflexology books in French, and has appeared several times on French TV in Quebec.

At first, Pierre was skeptical about the benefits of reflexology. He would often do twenty minutes of reflexology at the end of a physiotherapy session, and was surprised and amazed at the results that were achieved in cases where physiotherapy was offering no more progress. At times, the client would say that other symptoms, besides the main ones for which they had originally sought physiotherapy, had cleared up!

M. Gagnieux says that in those early years very few people knew what reflexology was. He feels that progress has been slow in educating the public about reflexology. He also believes it is crucial that reflexologists have a solid foundation of anatomy and physiology knowledge.

Monsieur Gagnieux est physiothérapeute, auteur et professeur de réflexologie à sa retraite, qui est arrivé au Canada de la France au début des années '70. Il a assisté au cours de M. Dwight Byers à Toronto et a même traduit des livres et des cartes pour lui en français. Après avoir enseigné pour l'ACR pendant quelques années, il a poursuivi l'enseignement de la réflexologie au Québec et en France. Il a écrit trois livres intitulés: "La Réflexologie: Un moyen simple pour une meilleure santé" - Tome 1: la Théorie; Tome 2: la Pratique; Tome 3: La Réflexologie Simplifiée. Il a passé à la télévision plusieurs fois au Québec.

Au début, monsieur Gagnieux était sceptique sur les bienfaits de la réflexologie. Mais très vite, il a été étonné et émerveillé de constater les résultats bénéfiques sur une moyenne de 7 sur 10 patients. Il dit que souvent il obtenait des résultats avec la réflexologie qu'il n'avait pas pu avoir par la physiothérapie. Parfois, des patients constataient que des symptômes, autres que ceux pour lesquels ils étaient venus en Réflexologie, avaient disparu! P. Gagnieux dit qu'au tout début, il y avait



peu de gens qui connaissaient la réflexologie. Il croit que le progrès est lent et aimerait voir plus de résultats au niveau de la promotion des bienfaits de la réflexologie. Aussi, il dit que les réflexologues doivent approfondir leurs connaissances scientifiques pour être pris au sérieux.

Ruby Bisson

Years ago, when Ruby Bisson was diagnosed with arthritis of the spine, she was told that the only thing certain in her future was a wheelchair. Luckily, she found a reflexologist, by the name of Vincent Triskan, who was able to help her with ongoing sessions over the next year and a half. He also trained Ruby in reflexology and she then went on to be certified with RAC in 1979. She later served as RAC's membership secretary and director. Ruby became a RAC teacher in 1982 and a teacher trainer in 1992. She helped upgrade the curriculum and introduced the first RAC advanced courses and videos. Ruby also served as the Canadian representative for RAC in international affairs. She attended many International Council of Reflexologists (ICR) conferences, lectured in Australia and studied with Dr. Wikler in 1991.

Ruby feels that reflexology has not changed over the years, even if reflexologists have. She believes that reflexology is a simple, yet powerful and beautiful, healing art.

Ruby has had a busy life, including teaching handicapped and hearing-impaired children. An interesting anecdote that Ruby shared involved a client who came to see her, stating that he had lost the hearing in his left ear two months prior. Having sought help to no avail, Ruby was his last hope. She worked

the ear reflexes and corresponding points, but could not find any problems. She continued the session, and at one point the client jumped and said "My God - what was that? It hurt badly, but the hearing has returned fully in my ear!" When she informed him it was his testicle reflex, he chuckled. She explained zone theory and how the ear and testicle reflexes are both in zone five, and it seemed the blockage situated therein had cleared itself. He returned home to tell his wife that Ruby had restored his hearing through his testicles!

A fond memory for Ruby is the birth of ICR, "To go international was such a plus for reflexology." Ruby has a long-standing reflexology history. She is a lifetime member of RAC and the Ontario College of Reflexology (OCR). She also served on the first board of directors of the Reflexology Registry Council of Ontario (RRCO).

She still keeps busy with her private clinic "Ruby's Reflexions". Ruby feels that, with the shortage of medical doctors in Northern Ontario, reflexology services are greatly appreciated as a complementary therapy. She gets many referrals from doctors and sees a great future for reflexology.

Jeanette McNally



Then



Now

Jeanette's first exposure to reflexology was in 1960 at a seminar, given by Eunice Ingram, in Indiana, USA. Jeanette later participated in more of Eunice's seminars when they were brought to Toronto. She was motivated to learn

reflexology because her brother in law, who was struggling with a mental illness, had to travel a great distance to receive his reflexology treatments. She subsequently did his treatments every other day and found that, within two weeks, there were remarkable changes to his mental health. She continued her practice from there.

Jeanette became a member of RAC during its year of inception (1976). From 1982 until 2005, she taught reflexology and spent a great deal of time correcting RAC student exams from across Canada. Jeanette notes that among the many changes that have taken place over the years, the education and teaching methods are now better structured and have come a long since those early seminars. She hopes that, in future, reflexology will be recognized as a viable complementary therapy by mainstream health professionals.

Jeanette shared a very special anecdote with us. After 19 years of marriage, and no success in becoming pregnant, she persevered with many reflexology sessions and was finally rewarded. She feels strongly that reflexology assisted her in becoming a mother at the age of 44. Although she had only one child, she feels very blessed. Who was Jeanette's reflexologist? "Why I did it on myself of course - I am very flexible!"

Jeanette currently lives in Clinton, Ontario, with her daughter. At the young age of 88, she is still practicing reflexology – although on a much smaller scale. Jeanette's advice? "Never, never, give up on a person. Even if it takes you a year to see changes, don't ever give up!"

Thank you to everyone mentioned here and to the others, too numerous to name, who have, over the last 30 years, helped create, strengthen and sustain the Reflexology Association of Canada (RAC). There is no limit to what the future holds for RAC and everyone at TEAM RAC thanks you for your continued support. v



PORTRAIT D'UN MEMBRE – SOEUR MARIE-JEANNE DUMAS

INSURANCE CORNER ?

DO I NEED TO PURCHASE ADDITIONAL INSURANCE IF I AM WORKING FROM MY HOME?

As a professional, you are legally obligated to protect clients and others while they are on your premises. The Reflexology Association of Canada recommends that its members carry **Professional Liability insurance** to insure against any injury to a client in the course of a treatment.

As insurance brokers, we would recommend that reflexologists also carry **Commercial General Liability** as protection in the case of client injury from causes other than the treatment. This covers areas not covered by Professional liability insurance such as injuries resulting from clients slipping on ice on your property, if a treatment table collapses, if a client falls off a table, or other such accidents.

If operating a business from home, it is important to advise whichever insurance company is providing insurance through a home policy or tenants policy. The insurance company will then determine if they will continue to provide insurance under the new circumstances.

On-site client injury will generally not be covered under house or tenant insurance unless special coverage has been purchased. It is best to always check with the insurance provider to see what is covered. If an insurance company is not informed that a home business is in operation they may deny future claims. In addition, some insurance companies will require that a therapist hold Commercial General Liability.

David Stark and Gail Smith are Registered Insurance Brokers with **Lackner McLennan Insurance Ltd.**

They can be reached at
1-800-265-2625 or
www.lmcanada.com



**Lackner
McLennan**
INSURANCE LTD

Sœur Marie-Jeanne Dumas est une infirmière âgée de 80 ans qui a pris son cours avec l'ACR en 1983. Elle est maintenant à sa retraite. Elle nous a envoyé une lettre nous félicitant pour le bon travail accompli par notre équipe.

Voici un témoignage qu'elle a envoyé à Carol Faguy récemment.

HISTOIRE D'UN CAS INTÉRESSANT

Mon amie infirmière avait un frère médecin qui s'était occupé pleinement de ses maladies, riches ou pauvres, avant l'assurance maladie. Beaucoup de ses pauvres ne pouvaient le payer convenablement, et le médecin était lui-même pauvre.

Victime de son dévouement, il fait un A.C.V. et l'hémorragie couvrait les 2 tiers de son cerveau. Tout son côté gauche était paralysé. Il était dans un hôpital hors de Montréal avec les malades chroniques (4^e catégorie). C'était un fervent chrétien qui, tous les jours, lisait la parole de Dieu.

Après 4 mois, mon amie infirmière me dit "Marie-Jeanne, penses-tu pouvoir faire quelque chose pour mon frère?" Je lui répondis qu'on pourrait peut-être essayer. En plus de sa paralysie qui datait de 4 mois, il était couvert de psoriasis de la tête aux pieds; ce que j'ignorais avant. Quand-même, j'ai osé essayer.

À ma première rencontre avec lui, on lui explique une petite technique douce qu'il est libre d'accepter ou de refuser. Alors, il me dit : "C'est ma planche de salut". J'avais donc ainsi toute sa collaboration.

Après une séance, le bras gauche se mouvait parfaitement bien, et cela dans tous les sens. La main cependant demeurait crispée. Après la deuxième séance, la main était complètement allongée et il n'y avait aucune douleur. Après 8 sessions, il a marché entre les deux barres parallèles de la physiothérapie. Étant plus mobile, il voyageait en chaise roulante et visitait ses amis dans l'hôpital. Son moral

avait complètement changé pour le mieux.

On s'est occupé alors de son psoriasis. Je lui ai suggéré un changement de diète (il aimait les viandes traitées), et aussi, l'application d'huile de ricin sur sa peau (contient de la vitamine A). Après un mois, le psoriasis était complètement guéri. Lui-même me disait qu'il avait utilisé des pots d'onguent d'une valeur de \$40.00 chacun, sans effet. Ce changement se doit à son épouse et à leurs enfants qui collaboraient pleinement avec nous. Il est décédé des années plus tard, d'autres causes.

SR MARIE-JEANNE DUMAS

Certes, après avoir lu cette lettre, il fallait que Carol parle à sœur Jeanne! Pendant la conversation qui suit, sœur Jeanne a mentionné deux autres cas (témoignage??). Elle est très enthousiasmée par la réflexologie et toujours émerveillée par les résultats observés à travers les années. Ce qui suit a été transcrit de cette conversation au téléphone avec Sr Marie-Jeanne.

"Une amie qui souffrait de diabète; avait un kyste, grosseur d'un jaune d'oeuf du côté dorsal de son poignet. J'ai travaillé les 2 mains avec soins et le lendemain, il n'avait quasiment rien.

Après 2 autres sessions, à 2 jours d'écart, le kyste a complètement disparu."

"Une autre amie a été diagnostiquée avec le cœur élargi et elle prenait beaucoup de médicaments pour ceci. Je lui ai montré comment travailler les points dans les mains. Six mois plus tard, elle est retournée aux Philippines et son médecin était étonné de voir que son cœur avait réduit et il a diminué ses médicaments en conséquence."

Sr Marie-Jeanne croit beaucoup dans l'efficacité de la réflexologie, surtout quand c'est combiné avec une bonne nutrition et un bon travail sur les points réflexes des reins. Elle dit : "Je pense que les urgences auraient une liste d'attente moins longue si la réflexologie était plus connue." v



RACquests

Q. A member asks, “A couple of years ago, shortly after doing a treatment, I developed a plantar wart on my thumb, which took me most of that summer to get rid of. Of course, it meant that I couldn’t really give anyone else a treatment, because I didn’t want to run the risk of transmitting what I had picked up to somebody else. What precautions can I take if I suspect plantar warts on my clients feet, or on my hands?”

A. Plantar warts are a virally spread infection, called human papillomavirus (HPV). They can be picked up anywhere, not only from warts! You may need special treatments to eliminate them. Your best first line of defense is clean, healthy unbroken skin. The pre-treatment inspection is for your protection as well as the client’s.

Sometimes a second pair of eyes may reveal whether there is a problem. Pedicurists and manicurists routinely use disposable gloves.

Please read more about this condition at:

www.reflexology-research.com

ABOUT RAC

RAC’s mandate is to advance the profession of reflexology while providing excellent service to all members. We value our members’ input and encourage feedback either through direct contact or through methods such as member surveys.

The Reflexology Association of Canada, a federally chartered non-profit association, was founded in 1976.

The many benefits available to members include:

- Membership in Canada’s only national professional reflexology association with Canada-wide and international recognition and credibility;
- Subscription to a national newsletter featuring local, national and international news and information;
- Referral listing on the website and through head office for certified members;
- Access to internationally recognized courses in foot, hand and ear reflexology;
- Access to *Advanced Training Certification, Instructor Certification and Trainer Designation*
- Networking and information resources through local and regional chapters; and
- Discount on RAC products such as charts, promotional brochures, etc.



*RAC invites you to contact us with your questions, concerns, or suggestions at:
Nous vous invitons de nous contacter avec vos questions, vos préoccupations et suggestions aux numéros suivants:*

Toll free / Sans frais : (877) 722-3338 • Tel : (204) 477-4909
Fax : (204) 477-4955 • e-mail / courriel: administration@reflexolog.org

LE MANDAT DE L’ACR

Le mandat de l’ACR est de promouvoir la réflexologie tout en offrant un service hors pairs à ses membres. La rétroaction de ses membres est encouragée soit directement ou par le biais des sondages.

L’Association canadienne de réflexologie (ACR) est un organisme avec charte fédéral sans but lucratif fondé en 1976.

L’ACR offre à ses membres les avantages suivants :

- Nous sommes la seule association reconnue et crédible au niveau national et international
- Nous offrons un bulletin d’information à l’échelle nationale et internationale
- Nous rendons disponible une liste de réflexologues diplômés et comment les rejoindre soit sur notre site web ou à travers notre bureau centrale
- L’ACR vous renseigne sur les différentes formations reconnues sur les pieds, les mains et les oreilles
- L’ACR vous offre la certification pour devenir maître-formateur, formateur ou de la formation avancée
- Nos membres bénéficient d’un réseau de support par le biais des chapitres locaux et régionaux
- Nos membres peuvent aussi profiter d’aubaines sur nos produits tel que les cartes, les brochures etc. Nous vous invitons de nous contacter avec vos questions, vos préoccupations et suggestions aux numéros suivants.



GROW YOUR CAREER BY TEACHING REFLEXOLOGY

Author: Linda Hugan, is a RAC certified reflexologist and the RAC Professional Certification and Training (PCT) Coordinator based in Wolfville, NS.

Many reflexologists spend much of their practice gaining experience and building their business within their communities. Once they have reached a certain plateau, many wonder what the next step is. Teaching is a natural progression and choice for many today. Not only does teaching offer personal satisfaction, but it also strengthens ones own professional career. By educating and developing skilled and qualified practitioners, a teacher supports the growth of a strong and vibrant profession while supporting the association by encouraging new membership. This ensures the ongoing recognition and credibility of reflexology both regionally and on a national and international scale. The reflexology teaching profession is an open market for qualified and enthusiastic individuals.

One of the goals of RAC's Professional Certification and Training (PCT) division is to increase the number of RAC teachers across Canada. Following completion of the RAC Teacher Training Certification Program, a RAC teacher is qualified to guide students through the RAC programs in a range of settings – including colleges, trade schools and Continuing Education Programs as either separate programs or electives. Completing RAC Certification qualifies a reflexologist for licensing in Ontario and for provincial registration in other provincial bodies. Currently, PCT is evolving into a national school that will build on its existing 30-year international reputation as a provider of high quality and innovative reflexology education.

GOALS OF THE RAC TEACHER TRAINING CERTIFICATION PROGRAM

The RAC Teacher Training Certification Program is designed to help future

teachers explore new concepts such as learning styles, teaching styles and principles of adult learning. Teachers are trained to promote excellence in RAC education through clearly defined methodologies and concepts. As a result RAC teachers are qualified to provide quality instruction based on principles and curriculum that is consistent across the country.

Following the completion of the RAC Teacher Training Certification Program, the newly trained teacher will:

- Recognize the different learning styles and develop teaching styles to assist each student in fully realizing their potential within the learning environment;
- Know how to develop and implement lesson plans and to acquire resource tools and teaching aids that can be incorporated in to the classroom;
- Clearly understand the theoretical component of reflexology as outlined in the RAC student manual;
- Have acquired a clear understanding and working knowledge of the definitive RAC reflexology methodology as set out in the student manual;
- Have developed a full understanding of the Instructor responsibilities and student responsibilities; and
- Be able to present information and use the new skills in a professional manner.

The program includes 35 hours of face-to-face instruction provided by a qualified and certified RAC Trainer. Training includes various learning formats the review of prescribed texts, lecture, practical exercises, assignments, quizzes, assessments of lesson plans and mini presentations. Participants learn how to draft and present a complete set of lesson plans in

order to provide the RAC Standard Reflexology Certification curricula and methodology.

PRE-REQUISITES FOR THE PROGRAM

The main pre-requisites for this program include:

Completion of a RAC Foot Reflexology Certification Course **or** an equivalent course (for recognized courses please contact PCT);

Being a current member, in good standing, of RAC **or** another RAC recognized reflexology organization (minimum one year as a member);

Minimum of one year in active practice of reflexology;

Active involvement in RAC affairs, such as with a Chapter or through the promotion of reflexology;

Completion the RAC Advanced Anatomy and Physiology Modules (available for purchase through head office) or of training in anatomy and physiology through a RAC recognized institute; and

Possession of a current CPR/First Aid Certificate.

Existing teaching experience in reflexology with other recognized or Post Secondary schools will be considered strongly and depending on experience certain criteria may be waived.

APPLICATION FOR THE TEACHER TRAINING CERTIFICATION PROGRAM

To discuss furthering your career opportunities and continuing your professional development, while sharing RAC's professional programming with communities across Canada, contact the PCT Office at 1-888-379-2111 or education@reflexolog.org.

Call today and join our team of qualified professionals. v

www.ReflexologyCanada.ca



COPY IT RIGHT

RAC members in good standing may use the RAC logo and the name ***“Reflexology Association of Canada”*** on their marketing materials, brochures and websites by observing the following guidelines:

- When displayed on a website or used in printed material the RAC logo must be accompanied by the text ***“Reflexology Association of Canada”***.
- When used on a website, the following disclaimer must be included:

Disclaimer:

The written views and opinions expressed in this website are not endorsed by and do not necessarily reflect those of the Reflexology Association of Canada or its Board of Directors.

Any techniques and suggestions on this website are to be used at the reader's sole discretion. The information is to be used as a guide and does not constitute the practice of medicine. This information is not intended as a

claim for curing a serious disease and is in no way to be considered as a substitute for consultation with a duly licensed doctor.

Considerations to remember when reproducing RAC charts:

- RAC Charts can be reproduced and used by RAC teachers in good standing in connection with their advertised RAC courses.
- RAC Charts can be reproduced and used by Chapters or members in good standing, in the public promotion of reflexology and RAC. RAC Charts may not be reproduced and used, in any way, by individual members to promote their reflexology practice.
- The chart diagrams must be reproduced intact and without any changes or omissions whatsoever. The RAC website URL www.reflexologycanada.ca MUST accompany the chart.
- All references to the chart and the accompanying labeling must identify the Reflexology Association of Canada as the copyright holder.
- If a chart is being used on a website, the following additional disclaimer must also appear:

Hand and Foot Charts are copyright protected by the Reflexology Association of Canada and are reprinted with permission from the Reflexology Association of Canada. The information shown on the charts on this website are not in any way intended for diagnosing or prescribing.

Reflexology Association of Canada reserves the right to withdraw copyright consent at any time if it feels that the above conditions are not being met.

Should you require more information or clarification please do not hesitate to contact the association at 1-877-722-3338. v

NEW LOW, LOW PRICES

LAFUMA RECLINING CHAIRS

GO TO

www.pacificreflexology.com

OR CALL

1(800)688-9748

NEW LOW, LOW PRICES

NEW LOW, LOW PRICES

NEW LOW, LOW PRICES



REFLEXOLOGY IN EUROPE NETWORK (RiEN)

REFLEXOLOGY IN EUROPE NETWORK (RiEN) EUROPEAN CONFERENCE September 8-10, 2006 Limerick, Ireland

Author: Chiquita Hessels, past RAC Board Member

"Wow" is the best word to describe the RiEN conference. An impressive 317 delegates represented 25 countries. Canada was represented by RAC Board Member Chiquita Hessels and by RAC member Helene Wilson who had traveled, along with her husband David, from Ontario. Some faces familiar to RAC included Russell McAllister, from Australia, Lynn Booth and Beryl Crane, from England, and Inge Dougans from South Africa.



Courtesy: C. Hessels

RAC Member Helene Wilson, and her husband David Wilson, from Ontario

The conference was opened by the Deputy Mayor of Limerick, Marie Byrne, and included welcomes from the Irish Reflexologists' Institute (IRI) Chairperson, Lua McIlraith, and RiEN's Chairperson, Daphne Gardner.



Courtesy: C. Hessels

Chiquita Hessels with Beryl Crane, UK, and Russell McAllister, Australia at RiEN 2006.



Courtesy: C. Hessels

Chiquita receiving facial reflexology from Gerdi ter Heegde

RiEN honours two traditions at each and every biennial conference:

1. the oldest member in good standing is asked to come to the stage and light a special candle (this candle will be kept and only burned again at the next conference).
2. the conference is officially opened with the ringing of a bell by the new Chairperson (this year that was Aileen Jones).

These traditions involve the membership while connecting the past with the future!

The conference offered great networking opportunities with delegates from around the world and the presentations offered interesting learning experiences. Presenters spoke on a variety of topics including:

Archeo Reflexology
Facial Reflexology and Reflexology for Brain Damaged Children
Hand VRT and working with the Elderly
Linking Reflexes
Narration of Celtic Healing
Reflexology and Assisted Reproduction
Reflexology and Cancer Care
Reflexology and Teenagers
Reflexology and the Aging Process
Reflexology Research

Reflexology Techniques for Children
The role of a Reflexologist in Nutritional Advice
The use of Music/Sound in Reflexology



Courtesy: C. Hessels

Lynn Booth and Judy Lynam, VRT workshop

Learning in an international forum reminds us how similar we are in that we share the same issues, concerns and problems relating to health, diet, environment, energy, etc. The 2006 RiEN Conference offered a wide range of personal and professional learning opportunities in a wonderful environment. RAC looks forward to participating again in the future. ▽



Courtesy: C. Hessels

Hans Van Der Werff (RiEN); Lynn Booth, UK; Lone Sorensen Lopez, Spain; Sonja Van Capelle, Netherlands; Sheila Nugent, N. Ireland; Jan Williamson, UK; Niels Viggo Hansen, Denmark; Beryl Crane, UK; Aileen O'Connor, Ireland; Inge Dougans, South Africa; Carol Donnelly, Ireland; Martina Barrett, Ireland. At Podium Lua McIlraith, Ireland.



CHAPTER UPDATE

Author: *France Trudeau, RAC Chapter Liaison, was RAC Certified for hand and foot reflexology in 1994. She's since been certified in auricular therapy and is also trained in LaStone therapy for reflexologists.*

RAC is pleased to welcome its newest regional member — the Ottawa-Valley Chapter led by Ettalie Inglis. After several months of preparations, this new chapter was officially formed in early July 2006. Marco Arruda, a director on the RAC Board, is the RAC contact representative for this Chapter. The Chapter presently has 11 active members. Thanks to Ettalie and her team for their efforts in making this chapter a reality.

The national family now comprises ten chapters (or regional representations). The others, from east to west, are:

- **The Eastern Townships, QC**, led by Ilia Kavoukis ([Membership: 7](#));
- **Montréal, QC**, led by Mabel Woods ([Membership: 30](#));
- **Peterborough/Kawarthas, ON**, led by Freya Hannah ([Membership: 8](#));
- **Toronto, ON**, led by Jeanette Sarkissian ([Membership: 27](#));
- **Niagara Falls, ON**, led by Debbie Boehlen ([Membership: 14](#));
- **Collingwood/Blue Mountain, ON**, led by Devon Wilkins ([Membership: 6](#));
- **Manitoba**, led by Sherri Gunn ([Membership: 30](#));
- **Saskatchewan**, led by Shirley Lachapelle ([Membership: 18](#)); and
- **British Columbia**, led by Diane Wiebe ([Membership: 51](#)).

Chapter representatives meet quarterly, via teleconference, with Team RAC members to discuss a range of issues including problem solving, advertising, marketing, discussions with local and provincial governments, liaising with insurance companies, and more.

The RAC Chapter Liaison's goal is to welcome chapters from every province and all major centers, by the end of 2008.

Your efforts and support can help make it happen.

WHY HAVE REGIONAL REPRESENTATION?

RAC Chapters began forming many years ago as a result of a recognized need for a greater presence at the municipal and provincial levels. Irene Melnyk, in Manitoba, and Ollie Bailey, in BC, were pioneers in the area of RAC chapter development. They founded chapters in their respective areas by encouraging reflexologists to meet in each other's homes to discuss cases and practice on each other's feet. These gatherings of professional reflexologists helped to increase education and promote reflexology at the community level.

It is fair to say that RAC and its regional chapters are presently going through a phase of change, growth and adjustment. As the flower needs the bee, and as the soil needs water, so do RAC and its chapters depend on, and complement,

each other. If both partners work hand-in-hand we will achieve a stronger identity at all levels.

Membership growth is an extremely important part of achieving this strength. More and more members across the country are seeing the value in working as a team, with fellow reflexologists, to promote the practice of reflexology and build its profile. The larger our membership the more influence we will have on all levels of government and insurance companies. Combined efforts can result in ultimately getting reflexology recognized in our healthcare system.

Members recognize the benefit of both regional efforts and national activities. As a result, the creation of new, and activities of existing Chapter groups will encourage an increase in overall membership. And all members gain from the results we are able to achieve as a stronger, larger, group. RAC Head Office regularly hears from people wanting to form chapters. ▽



RAC is pleased to announce the 2007 launch of:

CANADIAN JOURNAL OF REFLEXOLOGY

This peer-reviewed publication, launching in March 2007, is being designed to further increase the professional recognition and image of RAC, its members, and reflexology in general. It will be distributed electronically, every two months, to all RAC members

and to other reflexology groups and associations. Content will include practical information, professional opportunities, business advice, and reflexology updates from around the world.

Articles are currently being accepted for consideration in the new **Canadian Journal of Reflexology**. Contact editor@CanadianJournalOfReflexology.com for details and editorial guidelines.

Articles submitted by RAC members may also be eligible for the annual **RAC Writing Award of \$500** and a one-year RAC membership. (visit www.reflexologycanada.ca for details)



These efforts are pursued and encouraged – if your region is ready, just get in touch with the Chapter Liaison at france.trudeau@rogers.com or the Winnipeg Office at 877 722 3338. RAC will help in any way it can.

Let's never forget that our ultimate goal is to help ours and to aid in other people's healing process. By sharing ideas and energy we learn and grow individually, enabling us to better serve our clients. ▽

NOUVELLES SUR LES CHAPÎTRES

Auteur: France Trudeau, réflexologue diplômée (pieds, mains, thérapie auriculaire et thérapie LaStone pour réflexologues; elle est la coordonnatrice des chapîtres, Association canadienne de réflexologie (ACR) et secrétaire, chapître de Toronto.

L'association canadienne de réflexologie (ACR) se fait un plaisir de souhaiter la bienvenue à son tout nouveau membre régional, le chapître de la Vallée d'Ottawa sous la direction de Ettalie Inglis. Ce chapître a été mis en place au début juillet 2006 après plusieurs mois de préparations. Le représentant ACR du chapître est Marco Arruda – il est également membre du comité de direction de l'ACR. Le chapître a 11 membres actifs. Nous remercions Ettalie et son équipe pour leurs efforts à formaliser ce nouveau groupe.

Notre famille canadienne comprend donc 10 chapîtres (ou représentations régionales). Les neuf autres membres sont, en partant de l'est:

- **Les Cantons de l'est (Qc)** mené par Ilia Kavoukis ([7 membres](#));
- **Montréal (Qc)** mené par Mabel Woods ([30 membres](#));
- **Peterborough/Kawartha (On)** mené par Freya Hannah ([8 membres](#));
- **Toronto (On)** mené par Jeanette Sarkissian ([27 membres](#));
- **Niagara Falls (On)** mené par Debbie Boehlen ([14 membres](#));

- **Collingwood/Blue Mountain (On)** mené par Devon Wilkins ([6 membres](#));
- **Manitoba**, mené par Sherri Gunn ([30 membres](#));
- **Saskatchewan**, mené par Shirley Lachapelle ([18 membres](#)); et
- **la Colombie-Britannique** mené par Diane Wiebe ([51 membres](#)).

Chaque chapître a un représentant ACR (ou contact) qui peut être autre que le/la président(e). Ces représentants participent à un appel conférence trimestriel avec un représentant de l'équipe ACR et la coordonnatrice des chapîtres pour discuter une gamme de sujets tels que la résolution de problèmes, la publicité, la mise en marché, les pourparlers avec les gouvernements locaux et provinciaux, les contacts continus avec les compagnies d'assurance et bien plus.

L'objectif personnel de la coordonnatrice des chapîtres est de souhaiter la bienvenue à des chapîtres venant de chaque province et centres majeurs du Canada avant la fin 2008. Votre soutien et vos efforts peuvent aider à la réalisation de cet objectif.

Pourquoi avons-nous des représentations régionales?

Les chapîtres ont vu naissance il y a déjà plusieurs années à la suite d'un besoin ressenti pour une présence plus grande aux niveaux municipaux et provinciaux. Les pionnières de ce mouvement ont été Irene Melnyk au Manitoba et Ollie Bailey en Colombie-Britannique. Elles ont créé des chapîtres dans leur région respective en encourageant les réflexologues à se rencontrer chez eux/elles pour discuter de certains cas et pratiquer sur les pieds de leurs collègues. Ces réunions de réflexologues professionnels ont aidé la promotion et l'éducation de la réflexologie auprès de la communauté.

Je crois qu'il est raisonnable d'affirmer que l'association canadienne et ses chapîtres passent présentement au travers d'une étape de changement, de croissance et

d'adaptation. Tel que la fleur a besoin de l'abeille; et que la terre a besoin d'eau, de même l'association canadienne et ses chapîtres se complètent et ont besoin de l'un et l'autre. Si ces deux partenaires se donnent la main en travaillant, l'association canadienne se bâtira une solide identité à tous les niveaux.

Pour accomplir cette identité, nous avons besoin d'un plus grand nombre de membres. De plus en plus de membres d'un océan à l'autre reconnaissent la valeur du travail en équipe et la promotion et l'édification de la pratique de la réflexologie. Plus le nombre de membres accroît, meilleur sera l'impacte auprès des niveaux gouvernementaux et des compagnies d'assurance. Nos efforts d'équipe peuvent ultérieurement amener la réflexologie à être reconnue par le système de santé du Canada, pour le bénéfice de tous.

Nos membres reconnaissent les avantages aux efforts régionaux et les activités au niveau national. Il va donc sans dire que de nouveaux chapîtres en plus des activités de nos présents chapîtres encouragent la hausse de membres.

Chaque membre bénéficie du fait que nous pouvons achever des résultats plus significatifs en travaillant en plus grand nombre. Le bureau-chef de l'ACR à Winnipeg, reçoit régulièrement des appels de gens qui veulent former un chapître dans leur région. Nous poursuivons et encourageons ces efforts. Si votre groupe est prêt, contactez la coordonnatrice à l'adresse courriel suivante: france.trudeau@rogers.com ou communiquez avec le bureau-chef au (877) 722-3338. L'équipe ACR est disponible et prête à vous aider.

N'oublions jamais que notre but ultime est d'aider le processus de bien-être de nos clients ainsi que le nôtre. Dans le partage de nos idées et l'échange de notre énergie, nous élevons le service à notre clientèle tout en améliorant notre croissance personnelle. ▽



B.C. CHAPTER UPDATE

Author: France Trudeau, RAC Chapter Liaison

A short time after the 2005 RAC AGM and Conference Diane Wiebe stepped down from the role of RAC Chapter Liaison. To RAC's benefit she has continued in her role of RAC BC Chapter Chair. She's since been tackling anything that comes her way with energy and creativity. Mother Nature has had to reckon with Diane's force!

While passing the baton for the role of Chapter Liaison, Diane embarked on a new challenge of leading the BC Chapter as they organized a great 30th Anniversary RAC Conference and AGM (*Fruitful in Unity*, Kelowna, September 22-24, 2006). Diane and her team were busy all year contacting reflexologists and then preparing, gathering and packaging great things for all the conference delegates. Through this fruitful work, the Chapter encouraged an increase in RAC membership and an excellent Conference turnout. Fantastic team work!

The B.C. Chapter, under Diane's leadership, is continuously working toward growth, change, and new creations. Through its ongoing regional efforts, several lapsed members have been enticed back. The Chapter also has a new Webmaster and newsletter editor. The Chapter directors are presently in discussion regarding the idea of creating smaller regions so that local meetings can also be held around the province. The June 2006 BC Chapter newsletter was full of information and reflected the chapter's enthusiasm.

What drives Diane? *"Passion, a passion for life, a passion to get things done and with efficiency," she says. "I love seeing things improved upon and plan to leave this earth having left it just a tiny bit better place."*

Thank you to "nature's friendly foe" for sharing her energy, passion, and dedication with RAC. The association

would not exist without the dedication and commitment of Diane and reflexologists like her across the country.

LE CHAPÎTRE ACR DE LA COLOMBIE-BRITANNIQUE :

En septembre 2005, après la réunion annuelle de l'Association Canadienne de Réflexologie (ACR), Diane Wiebe quitte son rôle de co-ordonnatrice des chapîtres canadiens. Au soulagement de tous, elle continue son rôle de présidente du chapitre de la Colombie-Britannique. Cette dame pleine d'énergie et qui ne manque pas de créativité en donne de toutes les couleurs à mère nature!

Tôt après avoir passé le bâton pour le rôle de la coordonnatrice des chapîtres, elle s'embarque pour un nouveau défi, tel que la présidence de la 30^{ème} réunion annuelle et conférence de l'association canadienne qui aura lieu à Kelowna, C.-B., du 22 au 24 Septembre 2006 et intitulé *Fruitful in Unity*. Diane et son équipe ont eu les mains pleines cette année puisqu'elles ont contacté des réflexologues puis elles ont travaillé pour les préparatifs, l'assemblage et les emballages nécessaires pour tous les membres qui participeront à la conférence. Leurs efforts ont porté fruits puisque le chapitre a aidé à une augmentation de membres pour l'association de réflexologie canadienne et une participation accrue des membres à la conférence. Excellent travail d'équipe!

Le chapitre de la Colombie-Britannique, sous la tutelle de Diane, travaille sans cesse pour accroître le nombre de membres, le changement et la créativité. Leurs efforts des quatre coins de la province ont ramené plusieurs anciens membres qui ont renouvelé leur souscription. Le chapitre a un nouveau webmaster and un nouvel éditeur pour leur Newsletter. Les directeurs du chapitre sont en discussion concernant la création possible de plus petites régions dans la province pour permettre des réunions locales d'avoir lieu. Leur

newsletter du mois de juin 2006 était remplie d'information qui reflétait l'enthousiasme de leur chapitre.

Qu'est-ce qui motive Diane Wiebe? « *La passion,* » dit-elle. « *La passion pour la vie, accomplir ses projets et agir avec efficacité. J'aime voir des améliorations apportés aux tâches et je planifie quitter cette terre en espérant la laisser en meilleure condition.* »

Je remercie l'amie fervente de mère nature pour le partage de son énergie, sa passion et sa dédication avec ACR. L'Association ne pourrait être ce qu'elle est sans la dévotion et l'effort continu de Diane et d'autres réflexologues comme elle à travers le pays. v

DISCLAIMER

This newsletter is the official publication of the Reflexology Association of Canada (RAC).

The views and opinions expressed in this newsletter are the authors' and do not necessarily reflect those of the association or its Board of Directors. The articles are not intended to replace the advice of a doctor. Readers should consult a health care professional.

Advertisements are solely for the information of the members and are not endorsed by the association.

No part of this newsletter may be reproduced without the express consent of the association.

Ce bulletin est la publication officielle de l'Association Canadienne de Réflexologie, ci-après identifiée comme l'ACR.

Les opinions et commentaires dans cette publication sont celles des auteurs et ne reflètent pas nécessairement celles de l'ACR, ni de son Conseil d'Administration. Les articles n'ont pas l'intention de remplacer un avis de médecin. Les lecteurs devront consulter un professionnel de la santé.

Les annonces publicitaires sont seulement à titre d'information des membres et ne sont pas endossées par l'Association.

Nulle partie de ce bulletin peut-être reproduit sans le consentement formel de l'Association.



reflexologists. In addition, a better awareness of the different methods and standards existing now allows reflexologists a clearer understanding of how they might progress in their practice."

"One of the saddest things is how healing arts people of different modalities cannot seem to get along. We would be further ahead if we worked as a group."

"It would unify us and make us stronger as an organization to be dealt with. We need to be recognized by the Federal Government and all the Insurance companies that we are an organization to be reckoned with, as we are very concerned with the health of the people of Canada... ..It would make the public more aware if they knew they were covered and would try reflexology. They would realize the benefits to their health."

"I believe that unity will give us credibility as a profession."

Responses are still arriving. In the near future all responses will be compiled and distributed to the target groups in order to spark further discussion.

The discussion process surrounding the topic of national unity is sure to be spirited. It will require lots of patience, listening and honest and open communication. We will need to consider many other viewpoints in addition to our own, often strongly held, beliefs. The RAC Board, among others, feels this effort, despite its challenges, is necessary for the sake of our profession.

MEMBERSHIP IN THE REFLEXOLOGY REGISTRATION COUNCIL OF ONTARIO (RRCO)

Membership in RRCO is the first step toward obtaining a holistic license in Ontario (where applicable). RAC is encouraging all professional and practising reflexologists in Ontario to join



RRCO. RAC and RAC members can benefit greatly from the recognition RRCO has obtained from the municipalities and the Ontario provincial government.

RAC is one of the founding members of RRCO and, as such, **all** RAC members are eligible to join. Upon joining, RAC members will become recognized as Registered Reflexology Practitioners and are able to use the title RRPr, a federal certification mark (the title RRPr may only be used by current RRCO members in good standing). To apply for RRCO membership or to receive further information, please visit the RRCO website at www.rcco-reflexology.com.

- **Rob Campbell, RRPr., RAC appointed representative for RRCO**

CONNAISSEZ-VOUS L'ASSOCIATION NATIONALE DE RÉFLEXOLOGIE DU QUÉBEC (A.N.R.Q.)?

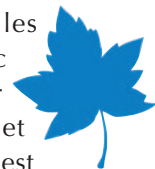
Après une rencontre chaleureuse avec Carole Faguy votre présidente, nous avons décidé d'entretenir des liens de collaboration entre nos deux belles associations. Pour commencer voici une présentation de l'A.N.R.Q. :

Créée en 1992 par des réflexologues certifiés de l'A.C.R., cette association s'est voulue une alternative



NATIONAL UNITY CONT.

francophone pour les membres A.C.R. du Québec qui souhaitaient conserver des communications et activités en français. Elle s'est dotée des mêmes outils légaux : charte et code de déontologie et d'un conseil d'administration de 7 personnes.



Notre association compte par année environ 300 membres actifs, et un fichier d'environ 800 personnes à travers le Québec et le Nouveau Brunswick.

Pour devenir membre, il faut passer un examen de certification en réflexologie des pieds.

Nous offrons à nos membres pour une cotisation minimale (60\$ cette année) un journal trimestriel, un congrès annuel fin septembre et la possibilité, pour ceux qui veulent pousser plus loin leur démarche de réflexologie, une formation de 500 heures conduisant à un diplôme de réflexothérapeute. Pour les membres en démarche vers le diplôme de réflexothérapeute, il y a possibilité, sur étude de dossier, d'émettre des reçus pour fin d'assurance.

Nous offrons aux membres de l'A.C.R. la possibilité de devenir membre de l'A.N.R.Q. sur présentation de leur certificat et moyennant des frais d'ouverture de dossier de 25\$ en plus de la cotisation annuelle.

Pour tout renseignement, vous pouvez laisser un message au 1-877-733-5397 ou écrire à l'adresse courriel suivante courrier@anrq.qc.ca.

- **Isabelle Cahu, présidente de l'A.N.R.Q.**

NOVA SCOTIA ASSOCIATION OF REFLEXOLOGY PRACTITIONERS (NSARP)

These are very exciting times for Nova Scotia Association of Reflexology

www.ReflexologyCanada.ca



Practitioners (NSARP). The association recently hosted its second Annual General Meeting and Conference, in Kentville, NS, featuring a range of interesting guest speakers. Chief Mark Mander, of the Kentville Police Service, spoke on safe workplace practices. Jerusha Young, massage therapist and 2nd year Osteopathic student, provided an overview on the principles and application of osteopathic care. Lee Fisher, of Casaroma Wellness Centre, offered an introduction to the Biopulsar Reflexograph (which reads various chakras and organs and gives an indication of the vitality of the body). And chiropodist Silvia Lent provided a review of foot structure, foot care, common abnormalities, and proper footwear.

During the AGM NSARP appointed one more member to its Board of Directors (Delilah Cane, Secretary). Now that the basic structure of the association is in place, NSARP will begin focusing on the

various projects and goals for developing reflexology provincially and contributing to national projects. The next NSARP AGM will take place on September 29, 2007.

Through recent talks with RAC NSARP has agreed that there is a need to unify reflexology across the country. NSARP believes that RAC, as Canada's official reflexology association, is best suited to the coordination of a national unity plan. It would be NSARP's goal to see all provincial reflexology associations work together, in conjunction with RAC, toward this goal. NSARP will be committing its time and energy to this project.

NSARP aspires to increase the availability of highly educated, qualified, therapeutically practicing reflexologists across Nova Scotia. In keeping with this, the association is aiming to develop continuing education criteria in conjunction with RAC (all



NSARP practitioners are trained to RAC criteria or the equivalent). This will ensure a common standard for all NSARP members. This standard will increase client safety and help encourage recognition within our healthcare system and with private insurance companies.

NSARP invites qualified practicing reflexologists, and aspiring reflexologists, in Nova Scotia to join the association. NSARP is setting the standards for Reflexology in Nova Scotia and website at www.NSARP.org.

- **Melany Rand**, Vice President, NSARP ▽

IT COULD HAPPEN TO YOU!

Even if you do nothing wrong you can still be sued.

Professional and General Liability Insurance for RAC Members



**Lackner
McLennan**
INSURANCE LTD

Coverage for working out of your home • Professional & General Liability

Optional Office Contents policy • Special rates for RAC members

Multiple modalities • Abuse coverage

Canada Wide coverage • Online applications

Call the experts at Lackner McLennan.

...insuring alternative health care professionals longer and better than anyone else.

www.lmicanada.com

Lackner McLennan Insurance Ltd. 450 Frederick St. Kitchener, ON N2H 2P5

1-800-265-2625, Ext.305, gsmith@lmicanada.com



Les membres en règle peuvent utiliser le logo de l'ACR ainsi que le nom de l'Association canadienne de Réflexologie pour leur besoin de publicité en respectant les normes suivantes.

- Le logo doit mettre en évidence le nom officiel de l'ACR; c'est à dire **l'Association canadienne de Réflexologie** sur tous les imprimés et sur votre site web personnel.
- Sur votre site web, un avis de non-responsabilité doit être inclus.

Avis de non-responsabilité

Les opinions écrites dans ce site n'engagent que leur auteur et ne reflètent pas nécessairement celles de l'Association canadienne de Réflexologie et ses membres du conseil.

Les techniques et les suggestions sur ce site web peuvent être utilisées à la discrétion des lecteurs. Elles sont qu'un guide et ne se rattachent pas à

la pratique de la médecine. Les informations offertes n'ont pas comme intention de guérir une maladie sérieuse. Pour toutes questions de santé consultez un médecin attitré.

La reproduction des cartes ou schémas de l'ACR.

- Les cartes de l'ACR peuvent être reproduites pour fin de publicité par les formateurs/trices en règle de l'ACR
- Pour des occasions de promotion (ex: foire de la santé) de l'ACR, les cartes de l'ACR peuvent être reproduites et utilisées par les chapitres ou les membres en règles. En aucun temps les cartes peuvent-elles être reproduites et utilisées par les membres individuels pour fin de promotion personnelle.
- La reproduction des cartes doivent être fidèle à l'original. L'adresse URL : www.reflexologycanada.ca doit y figurer en tout temps.

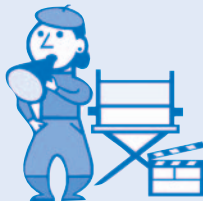
- Toutes références à la carte et l'étiquetage doivent signaler que l'Association canadienne de Réflexologie détient les droits d'auteur.
- L'avis de non-responsabilité suivant doit aussi apparaître si vous utilisez une carte sur votre site web.

Les cartes des pieds et des mains sont protégées par l'Association canadienne de Réflexologie (l'ACR) qui en détient les droits d'auteurs. Elles sont reproduites ici avec la permission de l'ACR. Les informations n'ont ni des fins de diagnostiques ou posologiques.

Si toutefois, les normes ci-haut ne sont pas respectées, l'Association canadienne de Réflexologie se garde le droit de retirer son consentement à toute utilisation.

Pour plus d'information ou si vous avez besoin de clarifications, veuillez contactez l'ACR au numéro suivant : 1-877-722-3338. ▽

Spread the Word
about your
Product or
Service
in the **NEW**



CANADIAN JOURNAL OF REFLEXOLOGY

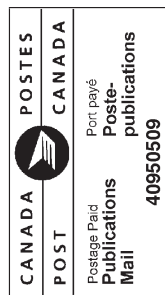
For 2007 Advertising
Opportunities

902.442.3882

OR

www.ClockworkCanada.com

(choose Advertising Rates)



Return Undeliverable
Canadian Addresses to
RAC, PO Box 1605,
Station Main
Winnipeg, MB R3C 2Z6