**TALKING POINTS FOR EMPLOYEES**

Because visitors may not be aware of our tobacco-free campus policy, we are enlisting the help of our entire campus community to help inform clients and visitors that tobacco-use is not allowed on Health Department property. The following information is provided to help employees become more comfortable discussing the tobacco-free policy with others in a respectful and supportive manner.

**Encouraging Compliance**

* Smile, be friendly, courteous and supportive. Remember that many people who visit the Health Department may be concerned about their health or the health of a loved one.
* Make the assumption that visitors do not know about our tobacco-free campus policy.
* Offer information about our tobacco-free policy in a non-judgmental way and, if appropriate, offer available resources (e.g., policy information, Quit Line information, or where to get a snack or beverage).
* Keep the BreatheEasy cards available to help communicate the new policy.
* Empathize and maintain a respectful and non-confrontational manner. End each encounter with “Thank you,” “Have a nice day,” or “Thank you for your help in keeping our campus healthy and safe for all.”

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| **Sample Encounters** | **Sample Responses** |
| **If you see a person using tobacco products on Health Department property.** | *Excuse me, I’d like to let you know that for the health and safety of our visitors and employees, the Health Department is now tobacco-free. Smoking and other tobacco use is not allowed anywhere on Health Department property. Would you like a card that describes the policy?* |
| **If you provide information at a clinic visit or when scheduling an appointment on the phone, you may want to inform clients of the new policy.** | *I’d like to let you know that the Health Department is a tobacco-free campus. Smoking or other tobacco-use is not allowed anywhere on our campus, including walkways and parking areas.* |
| **Isn’t it a person’s choice/right to smoke?** | *The policy does not require that a person quit using tobacco, only that tobacco use is not allowed on Health Department property.* |
| **Why can’t I smoke on campus?** | *For the health of our employees and visitors, we are now a tobacco-free campus. Many of the people we serve have serious health conditions. We believe that it is important to protect our visitors and employees from secondhand smoke.* |
| **Can I smoke in the parking lot or in my car?** | *Employees or visitors who choose to smoke in their personal vehicles must make every attempt to avoid exposing others to secondhand smoke and must dispose of butts in their car ashtray.* |

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| **I have to have a cigarette while I wait for my appointment (or a loved one).** | *I understand your frustration. For the health and safety of our visitors and employees, we ask that you not smoke while at the Health Department. If you are interested, I’d be happy to tell you about available resources to help you while you’re on our campus.*  [If appropriate, provide information about the location of vending or the Quit Line.] |
| **Where can I smoke?** | *For the health of our patients and others, our entire campus is tobacco-free, including walkways and parking lots. We ask that you refrain from using tobacco while you are anywhere on the Health Department property.*  [The policy does not address tobacco use on public sidewalks that are not part of Health & Social Services property. All employees, clients and visitors are advised to comply with State litter laws and to respect neighboring public and private properties.] |
| **I’ve heard that you can get really sick after quitting tobacco.** | *I know that quitting smoking is not easy, but help is available. If you are interested, I’d be happy to provide you with information about available resources.*  [If appropriate, provide information about the Quit Line or other available resources (e.g., location of vending.] |
| **I really need to quit smoking** | *If you’re interested, I’d be happy to tell you about free quit help.*  [If appropriate, provide information the Quit Line or other available resources (e.g., location of vending.] |
| **If a person becomes agitated, remember to maintain a respectful and non-confrontational manner.** | *We appreciate your help in keeping the Health Department safe for others.*  [Walk away and, if appropriate, report the situation to management.] |

