

In an effort to increase compliance with the University of Michigan Health System's Smoke-Free Environment Policy, it has become clear that many faculty and staff who wish to support it may not have the tools they need to do so. Often, the difficulty lies in the absence of knowing how to approach a patient, visitor or employee who is smoking within the smoke-free boundary of the medical center.

In order to empower employees to approach them, and to provide guidelines for doing so, the following scripted messages have been developed. Employees are encouraged to use these scripted messages when approaching a patient, visitor or employee who is smoking inside the smoke-free boundary.

First, be sure to have Smoke-Free Environment Pocket Cards on hand if possible. These can be obtained from the Tobacco Consultation Service: 936-5988, from Security Services: 763-5511, or from any Information Desk.

SFE Pocket Cards contain maps indicating the smoke-free boundaries and additional information for the smoker.

When approaching a patient, visitor or employee, be sure to provide him or her with an SFE Pocket Card in addition to one of the following messages, as appropriate. Keep in mind that these scripts do not need to be memorized but can be used as guidelines to help you feel more comfortable approaching a smoker within the boundaries.

Should you have any questions associated with this information, please feel free to discuss the matter further with your supervisor or call the Tobacco Consultation Service: 936-5988.

## **You find a patient who wants to smoke:**

### **Option 1 (if you can escort him or her to the boundary)**

Hello. I'm not sure if you are aware of our smoke free policy. At the U-M Health System, we do not allow smoking on or within any of our property or grounds, including the Courtyard. I would be happy to show you to the edge of our smoke-free boundary or contact a smoking cessation counselor to help make your stay more comfortable. A smoking cessation counselor would be happy to have your physician provide you with nicotine replacement that you could use in your room to reduce cravings/withdrawal.

### **Option 2 (if you cannot escort him or her to the boundary)**

Excuse me sir (ma'am). The University of Michigan Health System is a smoke-free environment both inside and outside. No smoking is permitted within a designated boundary. Here is a card that explains our policy and shows the boundary. We can also contact a counselor who can work with your physician to see if a nicotine replacement product is right for you.

### **Option 3 (if the patient cannot leave)**

I'm sorry, but for your safety, patients are asked not to leave UMHS property. We can assist you with other options for your nicotine cravings.

### **Option 4 (if the patient cannot leave)**

We realize that it may be physically difficult to get to the off campus site where smoking is allowed. You might prefer to use nicotine replacement instead. One of our counselors would be glad to help you obtain that

### **You find an employee smoking:**

I want to remind you of the smoke-free environment policy. This includes parking structures and all property and grounds. This policy is considered very important to the health and well-being of all our employees, guests and patients. It is important to role-model healthy behaviors for our guests and patients and you can play a role in this.

Smoking is only allowed inside your vehicle with the windows rolled up or outside the smoke-free border. In addition, the Tobacco Consultation Service can provide you with nicotine replacement, like the patch or gum, while at work to help manage your cravings/urges. If you would like to speak to a counselor please call 936-5988.

### **You find a visitor who is smoking:**

#### **Option 1 (if you can escort him or her to the boundary)**

Excuse me sir (ma'am). I am not sure if you are aware of the U-M Health System's smoke-free policy. we do not allow smoking on or within any of our property or grounds, including parking structures and the Courtyard. I would be happy to show you to the edge of our smoke-free boundary or contact a smoking cessation counselor to help make your stay more comfortable. They can supply you with nicotine replacement for the time being, like the patch or gum, to help with urges or cravings. Thank you for putting your cigarette out.

#### **Option 2 (if you cannot escort him or her to the boundary)**

Excuse me sir (ma'am), did you know you are in a smoke-free area? Here is some helpful information on the policy and the smoke-free area (give him or her a pocket card). There is also information on where you can get a free nicotine patch or gum as well as information on the free cessation assistance. Thank you.

#### **If the person asks where they can smoke**

You cannot smoke within the smoke-free boundary. Here is a card that shows the boundary. I can also show you the quickest way off our smoke-free area if you like.

#### **Can I smoke in my car?**

Our policy does permit someone to smoke while inside his or her vehicle as long as the windows are rolled up and they do not leave their butts on the ground.

#### **Argumentative response**

*Please remember this is meant to be a non-confrontation policy. The purpose is not to argue with someone about smoking. The goal is to deliver a message and to be as helpful as possible in the process.*

I am sorry about your loss (or situation). I would appreciate your support of our policy. Thank you.