

STAFF GUIDE

Support and Resources

No one is being asked to quit using tobacco, but resources are available for anyone interested in making a change or trying to quit.

- **The Maine Tobacco Helpline** is a free counseling resource for any Maine resident: 800-207-1230
- **Healthy Androscoggin:** 207-795-5990
- **Partnership for A Tobacco-Free Maine:** www.tobaccofreemaine.org
- **The Center for Tobacco Independence:** 207-662-7150
- **Quit for Life** classes are available free of charge through the Dempsey Center, 207-795-8250
- **Become an Ex:** www.becomeanex.org

How to Support Patients and Families on a Tobacco-Free & Smoke-Free Campus



Central Maine Medical Center • Bridgton Hospital • Rumford Hospital

www.cmhc.org



Rationale for a Tobacco-Free & Smoke-Free Campus

- There is no safe level of exposure to tobacco smoke, even when outdoors.
- Prohibiting smoking supports those who want to make healthy choices and eliminates “triggers” that make smoking cessation difficult for those who are trying to quit.
- The policy is consistent with changes that healthcare organizations across Maine and the country are making to improve the overall health of their communities.

Our Commitment to Patients and Families

Promoting health and healing is a primary goal of healthcare organizations, and a tobacco-free & smoke-free campus helps achieve this goal. Experience from other healthcare organizations shows that patients and families adjust well to tobacco-free policies, and many support these kinds of changes.

All staff are expected to educate patients and families about the policy as part of their role as an employee. Remain pleasant and empathetic; express your concern for their comfort and wellbeing. Use a positive approach when explaining the rationale for the policy; help patients and families understand that this is for the health and safety of everyone. Offering resources and use of nicotine replacement therapies (NRT) when appropriate helps tobacco users comply with the policy.

Thirdhand smoke is tobacco smoke contamination, or smoke residue, which remains on clothing, hair and other surfaces after a cigarette, cigar or other tobacco product has been extinguished. Thirdhand smoke contains harmful chemicals that can later be reintroduced into the air.

- All staff are expected to be fragrance-free while at work, which includes the odor of thirdhand smoke.
- This policy does not extend to patients and visitors. However, when a patient or family member arrives at an appointment with thirdhand smoke on their clothing, it presents an excellent educational opportunity.

Script for Talking with Patients & Visitors

1. On the grounds

Excuse me Sir/Ma'am; you may not be aware that we have a new tobacco-free & smoke-free policy. For the health and safety of our patients, visitors, and employees, all of our grounds and parking areas are tobacco-free & smoke-free. If you wish to continue your tobacco use, we ask that you please leave the grounds. Thank you.

2. Visitor questions the policy

We are not telling anyone to quit tobacco. We are asking everyone to respect our policy and not smoke or use tobacco while here on the property. This is about protecting people from second- and thirdhand smoke. We also need to support our patients and employees who are trying to quit. As a healthcare organization, we cannot allow any smoking or tobacco use on the grounds.

3. Using an E-cigarette

I am sorry Mr./Mrs. _____, electronic cigarettes are not allowed inside the building or outside on the grounds. They are considered a tobacco product and are prohibited under our Tobacco-Free & Smoke-Free Policy. If you would like to use some nicotine replacement, you can ask a member of your care team for more information about a product that may be right for you.

4. Offering nicotine replacement therapy

Using nicotine replacement therapy is helpful to curb cravings when you can't smoke or use tobacco. Nicotine gum, lozenges and inhalers act fairly quickly and may be an option for you. It is meant to make you more comfortable.

5. Visitor expresses concern over the policy

I understand this is a stressful time for you, and I am sorry. If you feel that you need to smoke or use tobacco, we ask that you follow our policy and leave the property. We can't make any exceptions. We do appreciate your respect for our policies. Thank you.

6. Thirdhand smoke odor

We wanted to alert patients and visitors to concerns about thirdhand smoke. It is what is left over on your clothing, hair, and skin after smoking and can be reemitted into the air. Thirdhand smoke contains chemicals that are dangerous for others to breathe, especially children and patients with lung disease. It can be helpful if people leave clothing that has thirdhand smoke on it at home and avoid smoking just before visiting.

Script for Talking with Co-Workers

1. Smoking/using tobacco on campus

All CMHC facilities are now tobacco-free & smoke-free, which means there is no smoking or tobacco use allowed anywhere on our campus. We all are expected to comply with the policy for the health and safety of everyone. I am doing my part as an employee and ask you to please put your cigarette out or leave the grounds. Thanks.

2. Respect our neighbors

As part of our new tobacco-free & smoke-free campus policy, we are asking everyone to consider our neighbors when smoking off the property. The relationship with our neighbors is important and as representatives of CMHC, we should all be respectful. It would be good if you found a different place to smoke. Thanks.

3. Offer your support

The new Tobacco-Free & Smoke-Free Policy has made me think of you, and I wonder if there is anything I can do to help you make the transition. If you can think of something, please remember that I would like to support you.

Support for CMHC employees: Central Maine Medical Family
Healthy Decisions: 207-330-7757

4. Nicotine replacement therapy

The new policy may be hard for some employees who smoke or use tobacco. However, nicotine replacement therapy has helped some people get through the day at tobacco-free worksites.

5. Thirdhand smoke

Our fragrance-free policy includes thirdhand smoke.

I notice the smell of smoke on your clothes today. Do you have other clothes to change into?