



UNIVERSITY HOSPITAL
Newark, New Jersey

Enforcement Scripts for UH Employees

Breathe Easy!

We are a

Tobacco-Free Campus

Beginning November 17, 2016



TOBACCO FREE

HR LEARNING & OD TOOL KIT

Enforcement Scripts

Be friendly and respectful when informing employees, patients, or visitors about the tobacco-free policy. Remember, tobacco-use is an addiction, which can be triggered by stress. Our tobacco-free policy is designed to provide a safe and healthy environment and model healthy behaviors. As you enforce the policy, provide as much help as possible. First educate people about the policy. Then, as appropriate, offer symptom relief for tobacco-users during their stay, encourage tobacco-users to quit when they are ready, or direct visitors to places where they are allowed to smoke. Keep discussions about the tobacco-use policy brief and non-confrontational.

- **SCHEDULERS, REGISTRATION AND PHYSICIAN OFFICES TO PATIENTS:**

“I’d like to let you know that University Hospital does not allow tobacco-use on campus. That includes all property, grounds and parking areas. Under our policy, a patient cannot leave the hospital to smoke. However, if you are interested, we can provide nicotine-replacement therapy to relieve your symptoms. We also can provide nicotine gum for family members and visitors who request it.”

- **EMPLOYEES TO PATIENTS, VISITORS, CONTRACTORS, PARAMEDICS, POLICE OFFICERS, FIREFIGHTERS, TENANTS, VENDORS, OR VOLUNTEERS:**

Scenario: Someone lights up on campus:

“Hi, I need to let you know that, University Hospital does not allow tobacco-use on campus. Please put out your cigarette and dispose of it.”

Scenario: Someone is smoking in a car, truck or other vehicle in the parking lot.

“Hello, I just wanted to let you know that this parking lot is part of our smoke-free campus.”

- **EMPLOYEE TO EMPLOYEE:**

Scenario: Employee says, “If I can’t smoke on campus, I’ll just leave when I need a smoke.”

“That’s probably something you need to talk about with your supervisor.”

- **EMPLOYEE TO PATIENT:**

Scenario: Patient says, “If I can’t smoke on campus, I’ll just leave your campus.”

“I’m sorry, but for your safety, patients are asked not to leave University Hospital property. If you’d like, we can assist you with other options for your nicotine cravings.”

Scenario: Patient has been told, “If you cooperate with this procedure, I’ll let you smoke.”

“I’m sorry you were told that information. University Hospital now has a tobacco-free campus. We can see about providing you with a patch or some gum to help you with your cravings.”

- **POTENTIAL CHALLENGES WITH EMPLOYEES, PATIENTS, OR VISITORS**

Scenario: Smoker becomes irate and out of control, saying, “I need a cigarette.”

It sounds like things are tough for you right now. We don’t make exceptions to our policy, for the health and safety of everyone. I can offer you nicotine gum or lozenges that will make it easier for you not to smoke. Or, if you prefer, I can show you the quickest way off our smoke-free campus. Is there anything else I can do?

(Have nicotine gum and lozenges available for staff members, families and visitors on each nursing unit or at another designated site.)

Enforcement Scripts

Scenario: Smoker, reminded of the policy, declares: “I’m going to smoke here anyway!”

“Sorry you’re having a rough time. (If smoker seems agitated): Could you please pick up your cigarette butt when you’re done.” Then walk away.

Scenario: Smoker responds: “Then where am I supposed to smoke?”

“In order to provide a healthier environment, University Hospital no longer permits smoking anywhere on the campus. I can show you where you can get some free nicotine lozenges, but if you wish to smoke, you will need to leave the campus. I can show you the quickest way off our smoke-free area if you like.”

Scenario: Tobacco-user rants about the tobacco-free policy.

“Perhaps you should tell a manager how you feel about this policy. I suggest you call (name of manager in charge and the contact number).”

Scenario: Smoker says, “If I can’t smoke here, I’ll go to another hospital.”

“I’d hate to see you leave. Our policy is at University Hospital policy is similar to other hospitals in this area. While you’re here, we can make it easier for you not to smoke by giving you nicotine gum or lozenges.”