

**Draft**



## **DRAFT Good Neighbor Plan**

Section I. Steps to avert people from leaving the hospital campus to smoke.  
- internal meeting to draft policy (August 2008)

### **A. Employees**

- a. Prospective Employees
  - i. Denver Health will post on its website that all Denver Health campuses are tobacco free. Include language of sidewalk ordinance and courtesy and respect for surrounding neighbors/businesses (no trespassing, littering and/or loitering on adjacent property).
    1. located on front or home page
    2. located on jobs/employment page
    3. located on actual job application
  - ii. Post Frequently Asked Questions document on website
- b. After Applicant is Hired.
  - i. Tobacco Free Policy will be covered at New Employee Orientation by Human Resources. Include language of sidewalk ordinance and courtesy and respect for surrounding neighbors/businesses (no trespassing, littering and/or loitering on adjacent property).
- c. Manager/Supervisor Responsibility
  - i. Inform employees regarding employees, visitors & patients.
    1. Include scripting on how to approach smokers on campus.
    2. Include Frequently Asked Questions document.
    3. Include language of sidewalk ordinance and courtesy and respect for surrounding neighbors/businesses (no trespassing, littering and/or loitering on adjacent property).
    4. If needed, schedule "How to survive the workshift without tobacco" class(s) to employees who smoke offered free by the Tobacco Education program.
  - ii. Enforce the policy and follow through with disciplinary action.
- d. Company Team Effort
  - i. Regular CEO communication in emails, newsletters, etc. to employees and managers.
  - ii. Cessation support.
    1. Explore options for visitors and employees to provide at low-cost Nicotine Replacement Therapy (NRT) [gum and patches] through either primary care providers or The Shop (gift shop).
    2. The Tobacco Education program will offer free educational materials.

3. Worksite wellness involvement offering cessation classes, yoga, walking, etc.

#### B. Patients

- a. Patients will be informed of the tobacco-free policy during the admission and/or pre-admission process. Cross reference DENVER HEALTH NO. P-2.029.
  - i. Pre-admission
    1. Informed of policy and advised not to bring tobacco products. Also, they will be encouraged to tell family and friends who smoke about the tobacco-free campus policy.
  - ii. Admissions
    1. Patient and family education regarding smoking cessation, including literature and referral sources, will be made available to all patients and their families. Cross reference DENVER HEALTH NO. P-2.029.
    2. At the discretion of a patient's physician, patients that are tobacco users will be able to request from their physician either appropriate pharmacological or non-pharmacological nicotine replacement therapy. Cross reference DENVER HEALTH NO. P-2.029.
    4. Non-compliant patients will receive a warning that they are in violation of the hospital's tobacco free policy. Cross reference DENVER HEALTH NO. P-2.029.

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#### C. Visitors

- a. Visitors will be approached in a courteous manner, informed and educated about the tobacco free campus policy and sidewalk ordinance. Security will be called if a visitor becomes combative.
  - i. Scripted message.
  - ii. The Tobacco Education program will offer free educational materials.
  - iii. Inform the visitor of NRT available in the gift shop (if applicable).

#### D. Neighbors and Businesses Surrounding Hospitals

- a. CEO will send out a letter to surrounding neighbors and businesses informing about the policy change. The letter will contain John Thompson's (Associate Chief Operation Officer) name and his phone number (303-436-6105) they can call if a person leaves the hospital property and stands in front of or on their property; and/or would like to provide comments or concerns regarding the policy.

Section 2. Steps taken when people do go into the neighborhoods to smoke.  
- internal meeting to draft policy (August 2008)

A. Employees

- a. Employees will be approached and reminded they cannot smoke on paid time and to respect adjacent neighbors and businesses by not trespassing, littering and/or loitering on adjacent property.
- b. The Tobacco Education program will offer free educational materials.

B. Patients

- a. Patients will not be allowed outside the hospital to smoke.
- b. Physicians are not authorized to write orders for a patient to use tobacco products on any of Denver Health's facilities. Cross reference DENVER HEALTH NO. P-2.029.
- c. Non-compliant patients will receive a warning that they are in violation of the hospital's tobacco free policy. Cross reference DENVER HEALTH NO. P-2.029.

C. Visitors

- a. Visitors will be approached and reminded they cannot smoke and to respect adjacent neighbors and businesses by not trespassing, littering and/or loitering on adjacent property.
- b. The Tobacco Education program will offer free educational materials.

D. Neighbors and Businesses Surrounding Hospitals

- a. Neighbors and businesses will be provided with a name, John Thompson, Associate Chief Operation Officer, and his phone number (303-436-6105), they can call when they want to make a comment or file a complaint. John Thompson will contact Elbra Wedgeworth, Chief Government and Community Relations Officer, and inform her of the comment or complaint. Either John or Elbra or one of their designees will follow-up with the neighbor or business representative as soon as possible. Every effort will be made to respond quickly out into the neighborhood to address the situation with the person smoking or trespassing.

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