

Smoke-Free Campus: Scripting for Employees

In order to empower employees to approach visitors, patients, vendors and other employees, and to provide guidelines for doing so, the following scripted messages have been developed. Employees are encouraged to use these scripted messages when approaching someone who is smoking inside the smoke-free boundary. Keep in mind that these scripts do not need to be memorized but can be used as a guideline to help individuals feel more comfortable when approaching a smoker within the boundaries. Once approached, most people apologize and willingly extinguish their smoking material.

Argumentative Response? No, this is meant to be non-confrontational.

Please remember this is meant to be non-confrontational. The purpose is not to argue with someone about smoking. The goal is to deliver a message, i.e. "I am sorry about (INSERT SITUATION). I would appreciate your support of our policy."

SITUATION: You find a visitor smoking in one of PVMC's buildings.

EMPLOYEE: "Excuse me, sir (ma'am), we are a smoke-free campus now, for the health and well being of everyone."

SITUATION: You find a visitor smoking outdoors.

EMPLOYEE: "Excuse me ma'am (sir), I don't mean to sound critical; however, we are a smoke-free campus now, for the health and well being of everyone."

SITUATION: You see a person using tobacco products on PVMC's property.

EMPLOYEE: "Excuse me Sir (Ma'am). I just wanted to let you know that all of PVMC property, grounds and parking areas, including inside cars, are smoke-free. While you are here, you can get a nicotine replacement lozenge from the Platte Valley Family Pharmacy in the medical office building to help you. Thank you."

SITUATION: Visitor asks, "Where am I allowed to smoke?"

EMPLOYEE: "Nowhere on PVMC property – we have implemented a smoke-free campus. You need to leave the campus if you wish to smoke. We have nicotine lozenges and other smoking alternatives available at Platte Valley Family Pharmacy in the medical office building to help you with your urge to smoke while you're here."

SITUATION: Visitor asks, "Why are you making me leave the hospital property?"

EMPLOYEE: "For your health and the health of others, PVMC Hospital is a smoke-free campus. Our patients' and employees' health is affected by second-hand smoke. We feel we should be providing them an environment free from the impact of second-hand smoke."

SITUATION: Visitor says, "I have to have a cigarette! My loved one is very ill/has just passed away."

EMPLOYEE: "I am sorry about your loved one. Is there something I can do to help?" There are nicotine alternatives at the Platte Valley Family Pharmacy in the medical office building."

SITUATION: Visitor says, "I'm afraid to leave the property at night and want to smoke."

EMPLOYEE: "You can go Platte Valley Family Pharmacy in the medical office building and get a nicotine lozenge or other alternatives that will reduce your craving."

SITUATION: The patient has been in the hospital before the implementation of the policy and asks, "Someone from the hospital took me out to smoke when I was here last time; why can't I go outside now?"

EMPLOYEE: "We are a smoke-free environment, inside and outside. In an effort to promote health and wellness and for your benefit and others around you, we have banned tobacco products on any PVMC property. Speak with your nurse about nicotine replacement products. They can help the cravings."

SITUATION: A patient refuses to comply with the policy, and insists on leaving the unit to smoke.

EMPLOYEE: "Smoking is prohibited throughout our campus, and you will likely be approached while smoking outside and asked to extinguish your cigarette. Also, I will need to leave a note for your physician that you left the unit to smoke against policy and medical advice."

SITUATION: Family member or visitor wants to go outside to smoke while waiting for patient in surgery to go to recovery.

EMPLOYEE: "All of PVMC property, grounds, and parking areas are smoke-free. If you prefer not to leave the campus, you may obtain nicotine lozenges or gum from the Platte Valley Family Pharmacy in the medical office building."

SITUATION: A coworker tells you they cannot refrain from smoking during the work day, and they are going to leave the campus to smoke.

EMPLOYEE: "When you choose to leave for an extended period of time to smoke, it impacts more than just yourself. For yourself and your family, why don't you try getting one of the Quit Kits that are available through the Platte Valley Family Pharmacy in the medical office building."

SITUATION: You come across a different situation.

EMPLOYEE: "I'm sorry about (INSERT SITUATION HERE) but we're a smoke free campus. Let me know if there is anything I can do for you."

SITUATION: You find a patient leaving PVMC property to smoke.

EMPLOYEE: "I'm sorry, but for your safety, patients are asked not to leave PVMC property. We can assist you with other options for your nicotine cravings. Ask your nurse for options."

SITUATION: You find an employee smoking.

EMPLOYEE: "Do you know about the smoke-free environment policy?"

SITUATION: You find an employee smoking.

EMPLOYEE: "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 outside the smoke-free border. You may obtain nicotine replacement products at the Platte Valley Family Pharmacy in the medical office building."

SITUATION: You find a visitor who is smoking.

EMPLOYEE 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 PVMC's smoke-free policy. We do not allow smoking on 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 you may obtain nicotine replacement products from the Platte Valley Family Pharmacy in the medical office building. Thank you for putting your cigarette out."

EMPLOYEE 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? If you wish, you may obtain nicotine alternatives from the Platte Valley Family Pharmacy in the medical office building. Thank you."

SITUATION: If the person asks where they can smoke.

EMPLOYEE: "You cannot smoke anywhere on PVMC's campus. If you would rather not leave the campus, you may obtain nicotine replacement products at the Platte Valley Family Pharmacy in the medical office building."

SITUATION: Visitor asks, "Can I smoke in my car?"

EMPLOYEE: "Our policy does not permit someone smoking in cars parked on property owned by PVMC. You may obtain nicotine replacement products at the Platte Valley Family Pharmacy in the medical office building."