

Policy Enforcement: Role - Playing Exercises

Outdoor encounters with Staff, Visitors and Elders

These role-playing exercises are intended to help staff become comfortable discussing the Tobacco Free Campus policy in a respectful and supportive manner. Common sense should be used in any real-life situation.

All ACMCF staff should review and practice these suggested dialogs when a person is observed using tobacco products on Dumont Lake Campus property.

If you see a person using tobacco products on AGH property:

“Excuse me (Sir / Ma’am). All ACMCF and Dumont Lake County property and parking areas are tobacco free. Would you please extinguish your cigarette now? You need to leave the campus if you wish to smoke. Nicotine lozenges are available if you need them. Thank you.”

“Where am I (visitor) allowed to smoke?”

“No where on ACMCF and Dumont Lake County property. You must leave the campus property if you wish to smoke/use tobacco products. Free nicotine lozenges are available

“Where am I (elder) allowed to smoke?”

“I’m sorry, but for your safety, elders are not allowed to leave ACMCF property. Your care giver can assist you with other options.”

“Can I smoke/use tobacco products in my car?”

“If your car is on ACMCF and / or Dumont Lake County property, you’ll need to leave if you wish to use tobacco products.

“Why are you making me leave the property?”

“Tobacco use is the leading cause of preventable death and disease. Hundreds of health care related facilities across the nation and many in Michigan have already eliminated the use of all tobacco products on their campuses in order to protect the health of elders, visitors and staff. Many babies and adults with respiratory problems come to this campus and their health is affected by second-hand smoke.”

“What are you going to do if I continue to smoke here?”

“Smoking is not permitted on the ACMCF and Dumont Lake County campus. Please extinguish your cigarette.” (Then walk away)

“I must have a cigarette! My loved one is very ill or just passed away.”

“I’m very sorry about your loved one. Is there something I can do to help?” (Provide assistance if requested. Walk away if no help is requested.)

Staff believes the elder, family member or visitor is smoking in the bathroom.

“I just want to remind you that ACMCF is tobacco free inside and outside on all the property. Would you like me to contact your physician about an order for nicotine gum or other nicotine replacement therapy to help with the cravings while you are here?”

Elder wants to go outside to smoke.

“ACMCF is now a tobacco-free campus inside and outside on all the property. Would you like me to talk with your physician about an order for nicotine gum or other nicotine replacement therapy while you are here? This may help with the cravings.”

Policy Enforcement / Scripting

How to use this information:

Questions and answers have been scripted for your use in situations most likely to occur, related to ACMCF’s decision to become a Tobacco Free Campus.

All situation / discussions can be enhanced by providing a Tobacco Free Campus Information Card to the individual, as appropriate.

Should you have any questions associated with this information, please feel free to discuss the matter further with your Director or Coordinator. It is our goal to provide you with ideas on how to effectively interact with others if you find yourself in one of these situations.

GENERAL: Employee, Elder, Family Members, Contractors, Vendor / Volunteer

Q. *What do I say to someone when they are lighting up in an area in which smoking is prohibited?*

A. “ACMCF became a tobacco free campus January 1st. We need you to respect that decision. (Here is an information card that explains our decision and gives you some other options).”

Q. *What do I say and do when I see someone smoking or using tobacco in a vehicle on a Dumont Lake Campus parking lot? (“Parking lot” being defined as any parking area which ACMCF has made available)*

A. “We ask that any location that employees or other individuals are assigned to park be respected as a tobacco free area. Accordingly, it would be appreciated if you would not smoke / use tobacco in this vehicle.”

- or -

“I just wanted to let you know that this parking lot is part of our Tobacco Free Campus area. You will need to leave the campus in order to smoke.”

Q. *What do I say and do when a reminder about ACMCF’s Tobacco Free Campus policy is met with a response of “I’m going to smoke/use tobacco here anyway!”*

A. “We wish you’d make a different choice.” Then walk away.

Q. *When a reminder about our Tobacco Free Campus policy is met with a response of “Then where am I supposed to smoke/use tobacco?”*

A. “Not on our campus, please, for the courtesy and safety of others.” Then walk away.

EMPLOYEE SPECIFIC:

Q. What do I do if a co-worker says, "If I can't smoke/use tobacco on campus, I'll just leave the campus multiple times throughout the day."

A. "When you do, it impacts all of us."

Q. When you encounter a fellow employee violating the policy.

A. "Why would you put me in the position of reporting you? This policy isn't about you. This policy is about what we represent as a community health care provider or employer in our community."

ELDER SPECIFIC:

Q. What do I do if an elder says, "If I can't smoke/use tobacco on campus, I'll just leave the campus"

A. "We are dedicated to making this a safe environment, so we need to have you stay here. Would you like me to contact your physician about an order for nicotine gum or other nicotine replacement therapies to help you while you reside with us?"

Q. What do I do if I believe the elder is smoking in the bathroom?

A. "I just want to remind you that ACMCF is tobacco free inside and outside on all the property. Would you like me to contact your physician about an order for nicotine gum or other nicotine replacement therapy to help you while you reside with us?"

ADDITIONAL EMPLOYEE, ELDER, FAMILY MEMBER POSSIBILITIES:

Q. What do I do if someone is getting extremely irate, appearing to get out of control, about NEEDING A CIGARETTE?

A. Empathize, recognize their feelings: "I understand you need a cigarette and you are angry. Please allow me to call a person who can explain your options more clearly." Then, call one of the support people listed below to help you deliver a consistent message.

NOTE: Support persons to help in this type of irate situation:

- Any member of Management, Tobacco Treatment Specialist, Elder Educator or Training & Development Staff.

"These are the options you have:

- 1. I can get you a nicotine lozenge to help get you through.**
- 2. You can decide to leave the campus and smoke.**
- 3. You smoke here and I have to call the Police and have you removed, and then you won't be allowed to come back and be with your (family member/friend)."**

Q. What do I do if someone spends an excessive amount of time talking about the fact that they cannot smoke/use tobacco at ACMCF?

A. Recommend that the individual speak with their director or coordinator as applicable.

Q *What if someone says, "If I can't smoke/use tobacco at ACMCF, I'll go to another facility?"*

A. "I'd hate to see you make that decision."

OUTDOOR ENCOUNTERS:

All staff should review and practice these suggested dialogs when a person is observed using tobacco products on Dumont campus property.

If you see a person using tobacco products on our property:

"Excuse me (Sir / Ma'am). All ACMCF property, grounds and parking areas are tobacco free. Please extinguish your cigarette now. Thank you."

"Where am I (visitor) allowed to smoke?"

"No where on Dumont Lake campus property. You must leave the property if you wish to smoke/use tobacco products. Nicotine lozenges are available inside. Tobacco cessation support information is also available at the _____"

"Where am I (elder) allowed to smoke?"

"I'm sorry, but for your safety, elders are not allowed to leave the campus. Your nurse can assist you with other options."

"Can I smoke/use tobacco products in my car?"

"If your car is on Dumont Lake campus property, you'll need to leave if you wish to use tobacco products."

"Why are you making me leave the property?"

"Tobacco use is the leading cause of preventable death and disease. Hundreds of health care related facilities across the nation and many in Michigan have already eliminated the use of all tobacco products on their campuses in order to protect the health of elders, visitors and staff. Many babies and adults with respiratory problems come to this campus and their health is affected by second-hand smoke."

"What are you going to do if I continue to smoke here?"

"Smoking is not permitted on the entire campus. Please extinguish your cigarette." (Then walk away)

"I have to have a cigarette! My loved one is very ill or just passed away."

"I'm very sorry about your loved one. Is there something I can do to help?" (Provide assistance if requested. Walk away if no help is requested)

"I cannot use the nicotine gum (elder, contraindications, don't like gum)"