

Scripts for enforcing our tobacco-free policy:

Some preliminary thoughts:

- It's important to remember that **everyone** is responsible for keeping our campus tobacco and smoke-free. While Protective Services will play an important role in enforcing this policy, we will also be relying on all of you to help.
- In keeping with our Mission, Vision, and Code of Conduct, all interactions around the tobacco and smoke-free policy should be done with *respect* as well as *humanity, humility, and honor*. Remember that tobacco dependency is an addiction and can be triggered by stress. Our aim is to promote health and wellness, not to punish.
- Keep discussions about the tobacco and smoke-free policy brief and non-confrontational.

General approach:

- Greet the employee/patient/visitor in a friendly way.
- **For those who may not know our policy:** *"Hi, I'm not sure if you're aware, but this is a tobacco and smoke-free campus. For health reasons, we don't allow the use of tobacco anywhere on our property, inside or out. May I ask you to extinguish your cigarette/pipe/cigar and dispose of it/put it away? Thank you!"*
- **For those who do know our policy:** *"Hi, I just want to remind you that we have a tobacco-free policy in place on this campus. May I ask you to extinguish your cigarette/pipe/cigar and dispose of it/put it away? Thanks!"*

What if the person you've approached reacts negatively?

- **If the person grumbles, but complies:** Nothing more needs to be done except for perhaps a last friendly, *"Thanks, we really appreciate your cooperation."*
- **If the person seems angry or agitated and upset, try empathy:** *"I know this is hard, AND (not BUT) we're really concerned about the health of everyone who comes to this campus. We really appreciate your cooperation."*
- If empathy doesn't work, and you feel the situation escalating, say nothing more. Get your manager or Protective Services to help out. Your safety is most important to us, if you feel you are in a dangerous situation, walk away.