

## **Tips for Communicating with Staff and Residents**

- Be positive.
- Be objective - it won't always be smooth.
- Explain "why" by focusing on the health of residents and staff.
- Set an example.
- Be respectful of staff and residents' fears and concerns but also be sure to share stories with them of other places that have gone smoke-free successfully.
- Make sure staff have training in how to deal with residents who smoke, NRT, the Smoke-Free Ontario Act and the Home's related policy.
- Offer alternative activities for people who do smoke so that the triggers for smoking, such as time and location, change.
- Make sure people who smoke are not stigmatized. Educate staff and residents about stigma and its impact. It is important to remember to look at the whole person and not one health issue when dealing with that person.