

## MANAGER'S ROLE IN ENFORCEMENT OF THE SMOKE-FREE HEALTH SERVICE POLICY

As a manager, it is your responsibility to support staff, including smokers and non-smokers, to enforce the Smoke-free Health Service Policy. It is also required that you respond to non-compliance that is reported to you by staff or an IIMS entry. This document provides clarification to the steps that should be taken to support staff enforcement and respond to reports of non-compliance. It should be read with the 'Enforcement Procedure for Staff.'

### **Manager's Role in Supporting Staff:**

- In orientation and induction of staff, include information on the Smoke-free Health Service Policy.
- In Performance Development and Review, ensure staff are aware of their responsibilities in enforcing the Smoke-free Health Service Policy.
- Follow up on staff that are not enforcing the Smoke-free Health Service Policy.
- Support Aboriginal or Torres Strait Islander staff in enforcing the Smoke-free Health Service Policy. In particular, provide opportunity for feedback to allow disclosure of racist comments, which are then to be recorded via the racism complaint process.

### **Manager's Role in Responding to Non-Compliance:**

#### **Responding to a request for assistance**

- If a visitor, patient or staff member does not comply with a request to stop smoking or move off site then staff should request assistance from security (where available), the site manager or their own manager. If you receive this request, it is expected that you will approach those who are observed to not comply (e.g. those who light another cigarette) for a second time following the steps outlined in the procedure. However, at no stage are managers expected to put themselves in danger to enforce the policy.

#### **Responding to reports from a staff member or their manager about patient non-compliance**

- Staff are advised to report a patient who is not complying with the smoke-free policy to the relevant ward or ask their manager to. If you receive a request to pass on non-compliance information to the NUM of the relevant ward, include the ID or description of the patient and the location of the incident. If you are the NUM, check whether the patient is receiving the appropriate care. Provide additional support where required.

#### **Responding to a report from another manager about staff non-compliance**

- Staff are advised to report other staff that are not complying with the smoke-free policy to their own manager so that the information can be passed onto the relevant manager. If you receive a request to pass on non-compliance information, include the ID or description of the staff member and the location of the incident. If you are the relevant manager, take the appropriate disciplinary action as per the 'Protocol for Managing Staff Non-Compliance of Smoke-free Health Service Policy.'

#### **Responding to an IIMS entry that is forwarded to you**

- For patient and staff non-compliance follow the above procedures.

**Want further information?** Further details can be found on the intranet [http://www.hnehealth.nsw.gov.au/smoke\\_free](http://www.hnehealth.nsw.gov.au/smoke_free)

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