

# Smoke-free Health Service

## PROTOCOL FOR MANAGING STAFF NON-COMPLIANCE OF SMOKE-FREE HEALTH SERVICE POLICY

- 1 Employees who wish to smoke while at work must only do so during award rest breaks (e.g. morning tea, afternoon tea, lunch and dinner) and will need to smoke outside the perimeter of each health site, i.e. smoking is not to occur on Hunter New England Health property. Employees who are required to remain 'on-call' during an award rest break may be required to remain on the premises due to the requirements of their position and the specific needs of the work unit at that time. This may preclude them from leaving the site to have a cigarette.
- 2 To help smokers who may wish to modify or quit smoking, support is available (eight weeks free supply of NRT patches for those employees wishing to quit smoking, or cost price lozenges for those requiring assistance not to smoke while at work).
- 3 The Smoke-free Health Service Policy is an integral part of our existing health and safety policies. Any breach of this existing policy will lead to normal disciplinary procedures being applied. These procedures are as follows:
  - a If an employee does not comply with the Smoke-free Health Service Policy, the manager/supervisor should undertake informal corrective counselling with the employee, ie a verbal discussion with notations made in the managers/supervisors diary.

Take this opportunity to remind the employee of the offer of NRT patches or the use of lozenges to assist them while at work.
  - b If informal corrective counselling is insufficient and the employee continues to breach the Smoke-free Health Service Policy, then the manager/supervisor should undertake formal corrective counselling with the employee and enter the incident in IIMS. Formal corrective counselling is the process whereby a documented meeting is undertaken between the employee and the manager and a corrective counselling agreement is put in place to address the behaviour that needs to change.

Remind the employee of the assistance that is available to them, eg NRT patches, lozenges, access to the Quitline, EAP, etc. A copy of a corrective counselling template is attached.
  - c If the employee continues to breach the Smoke-free Health Service Policy after formal corrective counselling, then the manager/supervisor should commence formal disciplinary action with the employee. Please contact your Human Resource manager if you require any assistance with this process.
- 4 The manager/supervisor should support employees, including smokers and non-smokers, in enforcing the Smoke-free Health Service Policy. If employees are non-compliant in their responsibilities of enforcement, then normal disciplinary procedures should be applied (as per the above steps). Please Note: employees are not expected to put themselves at risk to enforce the policy.

## Case Scenarios

### 1 What to do if a person is taking longer breaks than allocated so that they can go off-site to smoke

If the person is smoking off the health site, however they are taking longer breaks than those allocated, then a manager/supervisor should undertake informal corrective counselling with the staff member.

Notations should be made in the supervisors/managers diary to document this incident.

If the staff member continues to take longer breaks, then it is appropriate for the manager to undertake formal corrective counselling and an agreement is put in place to ensure that the staff member does not continue to take longer breaks.

The signed agreement should reflect the result of the discussion between the Manager and the staff member and the follow up actions required to address this issue.

### 2 What to do if a person is observed smoking where they shouldn't and they do this on more than one occasion

If a staff member is smoking on the health service site, then the manager/supervisor is responsible to undertake informal corrective counselling.

If the staff member continues to smoke on the health service site, then a formal corrective counselling process should be undertaken with this staff member to address the issue of continuing to smoke on site.

This signed agreement between the staff member and manager should address the staff member's behaviour and provide actions to ensure that they comply with the Smoke-free Health Service Policy.

The incident should also be entered in IIMS.

## CORRECTIVE COUNSELLING AGREEMENT (TEMPLATE)

<b>Employee name</b>	
<b>Employee position</b>	
<b>Department worked</b>	
<b>Manager's name</b>	
<b>Manager's position</b>	
<b>Overview of performance problem</b>	
<b>Previous support provided to the employee relevant to the problem (e.g. orientation, coaching, performance appraisals, verbal feedback, directives)</b>	
<b>Observed unacceptable behaviour or performance (give example/s)</b>	<b>Required behaviour / performance</b>
<b>The manager will provide the following support, guidance and/or resources to assist you in achieving the required behaviour / performance</b>	
<b>Employee's comments</b>	
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