



smokers' helpline



**Canadian
Cancer
Society**

What is **Smokers'** Helpline

Quit support for 4 provinces and 1 territory



All stages of the quit spectrum



Bilingual and interpretation services



Support for family and friends

What does SHL provide

- Brief cessation interventions
- Multi-session counselling
- Referrals to other health/support services
- Moderation of the SHL online community
- Cessation support via text and text to chat.

Services, Tools and Resources



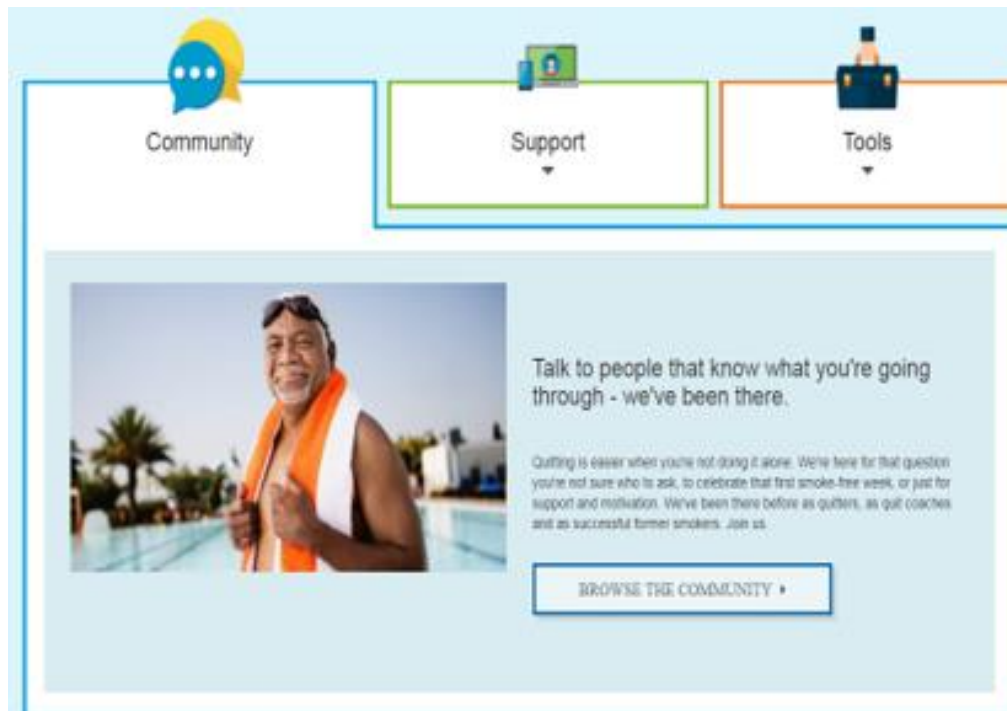
Phone Support

- Making a quit plan
- Multi-session counselling
- Managing stress, withdrawal and cravings
- Understanding nicotine replacement therapies
- Finding available resources
- Mailing self-help materials and resources



*Available to MB, SK, PEI, YK;
Phone support in ON is provided by Telehealth

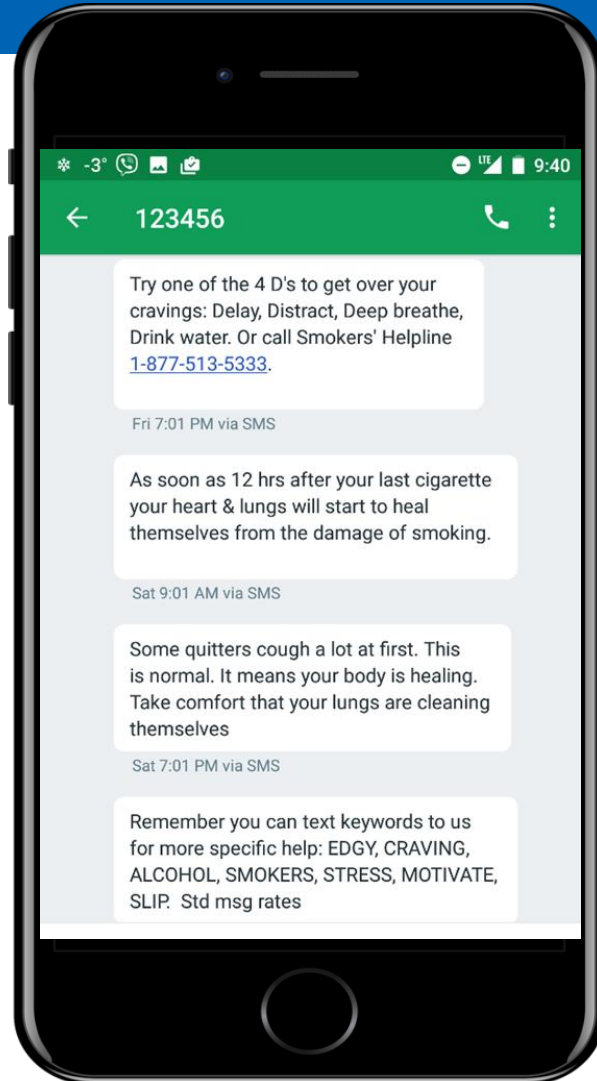
Online Support



- Quit Plan
- Client Dashboard
- Quit Calculator
- Request additional support
- Online community

Available to ON, MB, SK, PEI, YK clients

Text Support



HERE'S HOW:

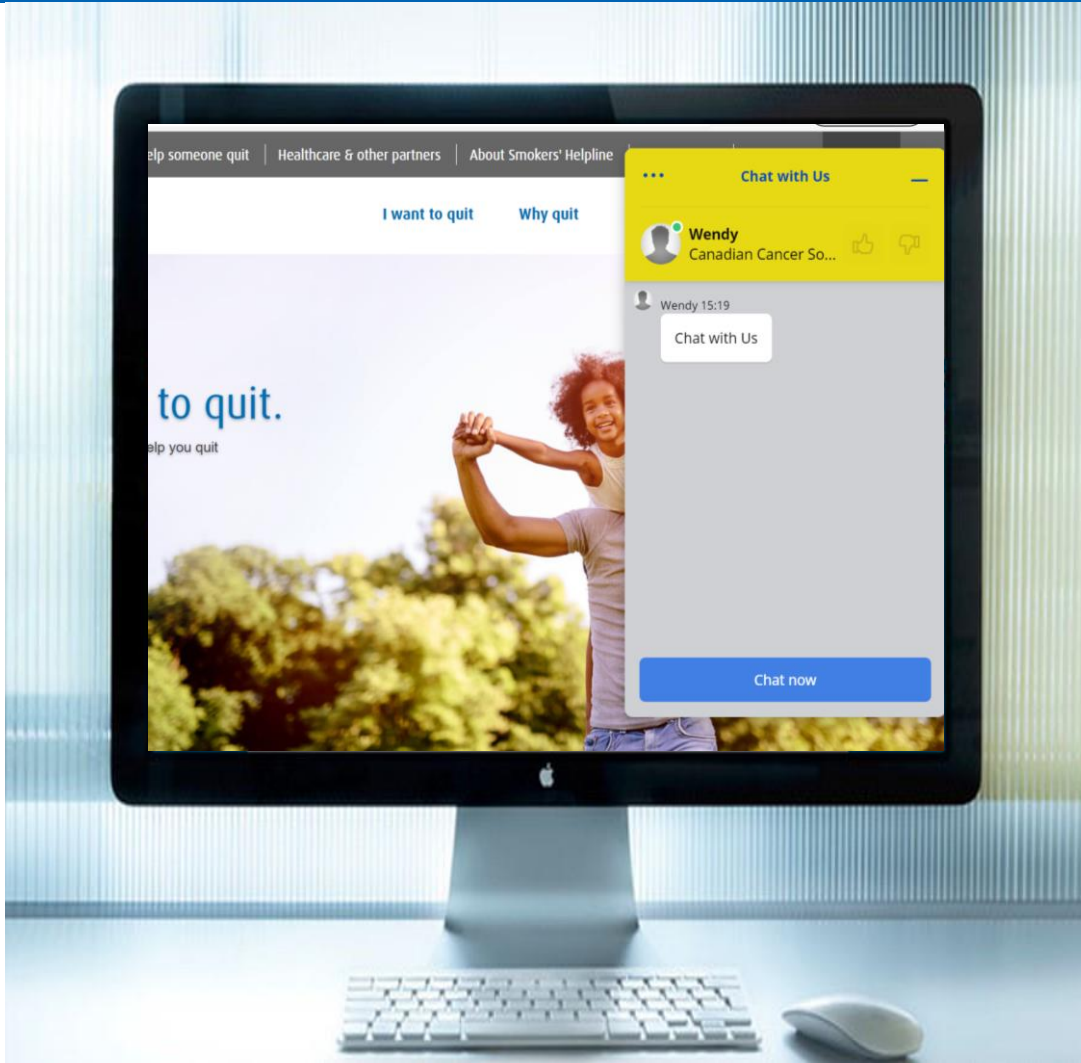
Invite your patient to pull out their mobile device and:

1. Enter '**123456**' as the telephone number
2. Enter '**iQUIT**' as the message
3. Press "**Send**"

Free support on the go!

Available to ON, MB, SK, PEI, YK clients

NEW Website Live Chat



- Users can chat directly with a Quit Coach through our website live chat at www.smokershelpline.ca
- Hours of operation:
 - Mon-Thurs 8am-9pm
 - Fri 8am-6pm
 - Sat-Sun 9am-5pm
- When not open there is an option to leave a message
- Available to ON, MB, SK, PEI, YK clients

First Week Challenge Contest



A promotional poster for the 'First Week Challenge Contest'. The background is blue with a white dotted pattern. At the top right is a green shield logo with 'FIRST WEEK CHALLENGE CONTEST' written on it. The main text reads 'QUIT FOR ONE WEEK FOR A CHANCE TO WIN! \$500!'. The word 'QUIT' is in large yellow letters, with a lit cigarette as the letter 'I'. 'FOR ONE WEEK' is in white, 'FOR A CHANCE TO' is in white, and 'WIN! \$500!' is in large yellow letters with a white outline, set against a yellow and white comic-style explosion graphic. At the bottom right, there is a black box with 'QuitForaWeek.ca' and 'or 1 866 641 7675' in white, and the 'smokers' helpline' logo below it.

QUIT FOR ONE WEEK
FOR A CHANCE TO **WIN! \$500!**

QuitForaWeek.ca
or 1 866 641 7675

smokers' helpline

Available to ON, MB, SK, PEI, YK clients

smokers' helpline

1-877-513-5333 smokershelpline.ca



NRT Trial Packs



TOGETHER IS BETTER.†

The Canadian Cancer Society's Smoker's Helpline is offering a combination therapy trial pack of NICORETTE® gum and NICODERM® patch to people who qualify.‡

To get started on your smoke-free life visit SmokersHelpline.ca/TrialOffer or call 1-877-513-5333.

†Combination therapy is 35% more effective than using one product alone. ‡Only those who meet all on-label requirements will be eligible to receive a trial offer of NICODERM® patch and NICORETTE® gum. Offer valid while supplies last.

- 2 Nicoderm Step 1 Patches
- 1 sleeve Nicorette gum (4mg)
- A discount coupon for \$10 off purchase of any 2 Nicoderm/Nicorette products
- Available to ON, MB, SK, PEI, YK clients

Resources for Healthcare Providers

- Paper Referral pads & cards (available for order)
- Online referral form
- Educational videos (videos, fact sheets etc)
- Promotional digital toolkits

The screenshot displays the 'Healthcare & other partners' section of the Smokers' Helpline website. The main heading is 'Healthcare & other partners' with the subtext 'Smoking cessation is your most powerful preventative health intervention. You can make a difference. Smokers' Helpline can help.' Below this is a navigation menu with options: Home, Our services, Make A Referral, Request Materials (highlighted), Education & resources, and Contact. The main content area features a product card for 'Quit Connection Referral Pad'. The card includes a thumbnail image of the referral pad, a description: 'Intended for Healthcare providers, this referral pad offers a quick and easy way to connect a patient to Smokers' Helpline services. 25 sheets per referral pad.', and details: 'Bundle size 1' and 'Audience Healthcare professionals'. At the bottom of the card, there is a 'Request' button with a quantity of '0' and a 'Total: 0' indicator. A 'Checkout' button is located at the bottom right of the card.

Smokers' Helpline Partner & Client Newsletter

Subscribe to our newsletter to keep updated on upcoming webinars and new Smokers' Helpline offerings, initiatives and promotions

<https://smokershelpline.ca/healthcare/training-resources>

Thank you!
Questions?

Contact: Arionne Mitchell
arionne.mitchell@cancer.ca



talk



tobacco

Talk Tobacco

Talk Tobacco is a partnership between the Canadian Cancer Society and Ontario Health's (Cancer Care Ontario) Indigenous Cancer Care Unit

- **For:** First Nations, Inuit, Métis and urban Indigenous communities in **BC, MB, ON, SK**
- **Goal:** Reduce the high rates of commercial tobacco use.
- **Aim:** Create and deliver culturally appropriate and accessible cessation support

WE RESPECT TRADITIONAL TOBACCO

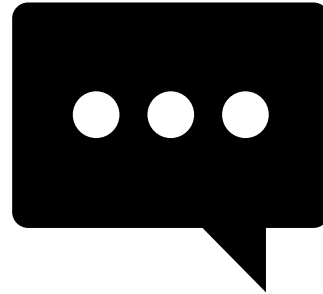


Engagement Findings Shape Talk Tobacco

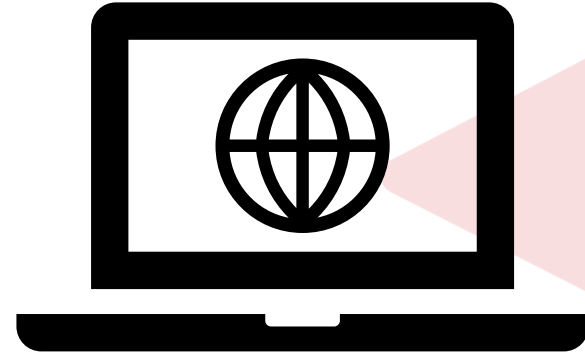
- Awareness of ceremonial vs. commercial tobacco
- Awareness of factors that impact smoking behavior
- Pay attention to social determinants
- Consider mental health and addiction
- Acknowledgement of grief and trauma
- Importance of strengths-based approaches
- Knowledge of distinct and diverse Indigenous cultures
- Reinforce a relationship-based approach with one quit coach and allow for as many calls as client requires



Phone Support
1-833-998-8255 (TALK)



Text Support
Text CHANGE to 123456



Website Live Chat
www.talktobacco.ca

Serving Ontario, Manitoba, Saskatchewan and British Columbia

- Phone service in Ontario launched in 2020
- Website, text, live chat launched in 2021

Services & Supports

Available to TT clients in BC, MB, ON, SK

Phone

1 833 998-8255 (TALK)

Live Chat

Connect with a Quit Coach by entering your question into the Live Chat box on the website, www.talktobacco.ca

Text Support

Receive support on the go by texting CHANGE, CHAT or key words to 123456. This is FREE and no message fees

Quit Map

Find local programs and services to help you quit or reduce

Quit Calculator

Find out how much extra money you can have by quitting

Website

Talktobacco.ca/Parlerdutabac.ca

- In English and French
- Program information, overview of service & resources
- Section for health care providers



Promotional Materials

- Posters, postcards, and promotional sugar-free gum are free

talk tobacco
Indigenous Quit Smoking and Vaping Support

Thinking of quitting smoking or vaping?

Talk Tobacco offers culturally appropriate support about quitting smoking, vaping and commercial tobacco use to First Nations, Inuit, Métis and urban Indigenous communities.

PHONE SUPPORT
1-833-998-8255

TEXT SUPPORT
Text CHANGE to 123456

LIVE CHAT
on talktobacco.ca

“ Listen and accept the help and know you’re not alone. ”
Mark, Talk Tobacco Client

EST
Mon – Thurs: 8:00am – 9:00pm
Fri: 8:00am – 6:00pm
Sat & Sun: 9:00am – 5:00pm
Statutory Holidays: Closed

1-833-998-8255
talktobacco.ca
talktobacco@cancer.ca

FREE AND CONFIDENTIAL

Production of this poster has been made possible through collaboration and financial support from the Canadian Partnership Against Cancer Corporation and Health Canada. The views expressed herein do not necessarily represent the views of Health Canada or the Canadian Partnership Against Cancer.

parlez tabac
Soutien aux autochtones en arrêt tabagique et vapotage

Les lignes de renoncement au tabac comme **Parlez tabac** peuvent **plus que doubler** vos chances d'arrêter avec succès

Pourquoi décrocher le téléphone

- Apprendre à faire face** avec des envies de fumer et des symptômes de sevrage
- Inclusion culturelle et sensibilisation** Au service des Premières nations, des Inuits, des Métis et des populations Autochtones urbaines
- Disponible dans les langues Indigènes**
- Parler avec un coach de départ** à un moment qui vous convient
- Obtenir un soutien** élaborer un plan d'arrêt personnalisé
- Obtenir des conseils pratiques** pour faire face aux dérapages et aux rechutes
- En savoir plus sur les ressources** dans votre communauté
- Un service gratuit et confidentiel**

parlez tabac Rouge et noir **parlerdutabac.ca**

La production de cette affiche a été rendue possible grâce à une collaboration et à une contribution financière du Partenariat canadien contre le cancer et de Santé Canada. Les opinions exprimées dans le présent document ne représentent pas nécessairement celles de Santé Canada ou du Partenariat canadien contre le cancer.



Referral Pads

- Anyone can refer and these forms can also be used for self-referrals
- Referral can be made online or by fax.

talk tobacco **CONFIDENTIAL**

Indigenous Quit Smoking and Vaping Support
Commercial Tobacco Referral Form

Send this form to: **Talktobacco@cancer.ca** or **Fax: 1-877-513-5334** (Office stamp optional)

PATIENT/CLIENT INFORMATION – REQUIRED – PLEASE PRINT CLEARLY

Talk Tobacco is a free and confidential Canadian Cancer Society program that offers culturally appropriate support and information about quitting smoking, vaping and commercial tobacco use to First Nations, Inuit, Métis and urban Indigenous communities.

DOES THE PATIENT/CLIENT IDENTIFY AS FIRST NATIONS, INUIT, MÉTIS OR INDIGENOUS? Yes No

FIRST NAME / LAST NAME
PROVINCE / POSTAL CODE / BIRTHDATE (mm/yyyy) / TELEPHONE

LANGUAGE PREFERENCE:
 English French Interpreter (specify language):

WHEN SHOULD A QUIT COACH CALL?
 Morning Afternoon Evening Anytime

GENDER: Male Female Identify as:

REFERRAL SOURCE – REQUIRED – PLEASE PRINT CLEARLY

Nurse Nurse Practitioner Physician Community Health Educator Community Health Representative Social Worker
 Elder Other

FIRST NAME / LAST NAME
NAME OF COMMUNITY/ORGANIZATION
EMAIL / TELEPHONE / FAX

This fax contains private and confidential information. It is intended for Talk Tobacco only. If you have received this fax in error please notify the sender and destroy this faxed message immediately. Any unauthorized use or disclosure of this faxed information is strictly prohibited.

TEAR OFF AND GIVE TO PATIENT/CLIENT

Congratulations on taking this step toward being smoke-free!
This form will be faxed to the Canadian Cancer Society's Talk Tobacco so that a non-judgmental Quit Coach can call you about the changes you want to make with your commercial tobacco use, and give you free, personalized support. Quitlines like Talk Tobacco can more than double your chance of quitting successfully!

Why pick up the phone?

- Learn to cope with cravings and withdrawal symptoms
- Culturally inclusive and aware: Serving First Nations, Inuit, Métis and Urban Indigenous populations
- Available in 16 Indigenous languages
- Speak with a Quit Coach at a time of day that works for you
- Get practical tips for dealing with slips and relapses
- Learn about resources in your community
- Free and confidential service
- Get support to develop a personalized quit plan

Please know that Talk Tobacco will keep your information confidential and secure and will only use it for this program. If you have questions about the use of your personal information, please contact the referring organization or individual helping to complete this form.

parlez tabac **CONFIDENTIEL**

Soutien aux autochtones en arrêt tabagique et vapotage
Tabac commercial Formulaire de saisine

Envoyez ce formulaire à: **Talktobacco@cancer.ca** ou par fax: **1-877-513-5334** (Cachet du bureau (facultatif))

INFORMATIONS SUR LE PATIENT/CLIENT REQUISES EN CARACTÈRES D'IMPRIMERIE CLAIRS

Parlez tabac est un programme gratuit et confidentiel de la Société canadienne du cancer qui offre aux Premières Nations, aux Inuits, aux Métis et aux communautés autochtones en milieu urbain du soutien et de l'information adaptés à leur contexte culturel sur l'abandon du tabagisme, du vapotage et de la consommation de tabac commercial.

LE PATIENT / CLIENT S'IDENTIFIE-T-IL COMME MEMBRE DES PREMIÈRES NATIONS, INUIT, MÉTIS OU AUTOCHTONE? Oui Non

PRÉNOM / NOM DE FAMILLE
PROVINCE / CODE POSTAL / DATE DE NAISSANCE (MM/JJ/AAAA) / TÉLÉPHONE

LANGUE PRÉFÉRÉE POUR LE SERVICE:
 Anglais Français Interprète requis (spécifiez la langue)

VEUILLEZ ME TÉLÉPHONER:
 le matin l'après-midi le soir n'importe quand

SEXE: Homme Femme Identifiez-vous comme:

SOURCE DE RÉFÉRENCE REQUISE VEUILLEZ ÉCRIRE CLAIREMENT EN LETTRES MOULÉES

Informer Informer praticien Médecin Educateur en santé communautaire Pharmacien Travailleur social
 Personne âgée Autre (spécifiez)

PRÉNOM / NOM DE FAMILLE
NOM DE LA COMMUNAUTÉ/ORGANISATION
COURRIEL / TÉLÉPHONE / TÉLÉCOPIEUR

Cette télécopie contient des informations privées et confidentielles. Il est destiné à Parler de tabac, seulement. Si vous avez reçu cette télécopie par erreur, veuillez en informer le et détruire immédiatement ce message faxé. Tout message non autorisé, l'utilisation ou la divulgation de ces informations faxées est strictement interdite.

ARRACHER ET DONNER AU PATIENT OU AU CLIENT

Félicitations pour avoir franchi cette étape vers l'interdiction de fumer!
Ce formulaire sera télécopié au programme Parlez tabac de la Société canadienne du cancer afin qu'un accompagnateur à la cessation tabagique vous appelle pour discuter, sans jugement, des changements que vous souhaitez apporter à votre consommation de tabac commercial et vous offre du soutien gratuit et personnalisé. Profitez des lignes d'aide à la cessation tabagique comme Parlez tabac peut plus que doubler vos chances de réussir à arrêter de fumer!

Pourquoi décrocher le téléphone

- Apprendre à faire face avec des envies de fumer et des symptômes de sevrage
- Inclusion culturelle et sensibilisation: Au service des Premières Nations, des Inuits, des Métis et des populations Autochtones urbaines
- Disponible dans les langues indiennes
- Parler avec un coach de départ à un moment qui vous convient
- Obtenir un soutien: Réaliser un plan d'arrêt personnalisé
- Get practical tips for dealing with slips and relapses
- En savoir plus sur les ressources dans votre communauté
- Un service gratuit et confidentiel

Sachez que Parler de tabac conservera vos informations de manière condensée et sécurisée et ne l'utilisera que pour ce programme. Si vous avez des questions concernant l'utilisation de vos informations personnelles, veuillez contacter le organisation ou personne aidant à remplir ce formulaire.

Additional Resources for clients

**HELP
DOUBLE
YOUR CHANCES
OF QUITTING
SMOKING**



with Nicotine Replacement
Therapy (NRT)



**Register for your
trial pack today**



talk tobacco
Indigenous Quit Smoking and Vaping Support



Canadian
Cancer
Society

| 1-833-998-8255 |
talktobacco.ca |

To be sure these products are right for you, always read and follow the label. Combination therapy is 30% more effective in helping quit for good than using a single nicotine replacement product. Only those who meet all on-label requirements will be eligible to receive a trial offer of NICODERM patch and NICORETTE gum. Offer valid while supplies last.



**FIRST
WEEK
CHALLENGE**

CONTEST

**QUIT TO
WIN!**



**talk
tobacco**

Available to TT clients in BC, MB, ON, SK

Additional Resources for Healthcare providers

- Paper Referral forms (available for order)
- Online referral form
- Fact sheets
- Promotional digital toolkits



talk tobacco

Indigenous Quit Smoking and Vaping Support
1 833 998-8255 (TALK)

HEALTHCARE & PARTNERS
Providing Quit Support

Smoking cessation is your most powerful preventative health intervention. You can make a difference. Talk Tobacco can help.

Talk Tobacco

We offer *support* in several different ways:

- **Talk Tobacco Phone Line** 1-833-998-8255 (TALK)
- **Talk Tobacco Text** – Text CHANGE to 123456
- **Talk Tobacco Live Chat** www.talktobacco.ca, www.parlerdutabac.ca
- **Talk Tobacco Facebook** <https://www.facebook.com/TalkTobacco>
- **Talk Tobacco Newsletter** - <http://eepurl.com/hp5pWj>
- **Translation Services** – 16 different Indigenous languages

You can *contact us* for more information:

- **Talk Tobacco Phone Line** 1-833-998-8255 (TALK)
- **Talk Tobacco Live Chat** www.talktobacco.ca, www.parlerdutabac.ca
- **Talk Tobacco email** talktobacco@cancer.ca
- **Talk Tobacco website** www.talktobacco.ca

You can access *referral forms* from these links:

- **Online:** [Link to online referral form here](#)
- **Print:** [Download the referral form here](#), print, complete and email to talktobacco@cancer.ca or fax to 1-877-513-5334
- **Web fillable:** [Complete the form online here](#), save and email to talktobacco@cancer.ca

Kimberly.Morrisseau@cancer.ca

Thank you!

smokers' helpline



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Cancer
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talk tobacco
Indigenous Quit Smoking and Vaping Support

