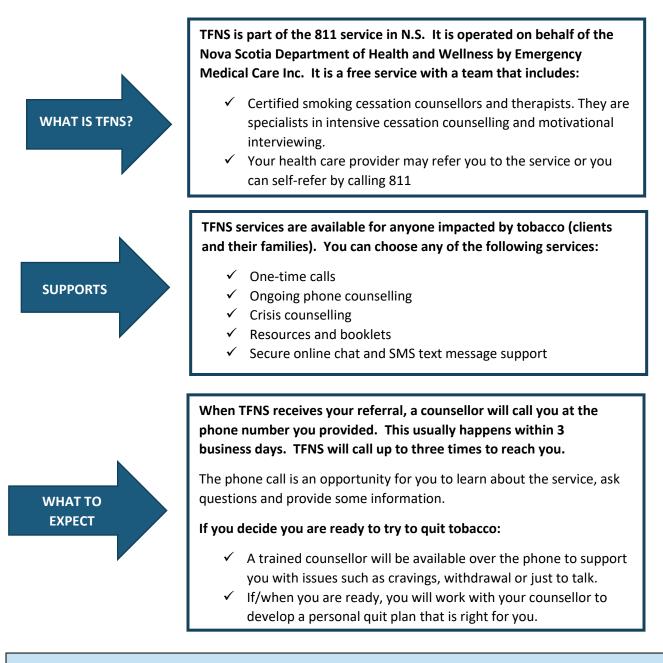
## TOBACCO FREE NOVA SCOTIA (TFNS)





**Program Hours** 

Monday-Thursday 9am-10pm | Friday 9am-7pm | Saturday & Sunday 10am-6pm

## Need to know...

TFNS will call you within 3 business days of receiving the referral from your health care team.

TFNS will make 3 attempts (calls) to reach you.

TFNS **can** leave a voice mail message for you only when:

- 1. Permission to do so has been noted on the referral form they received.
- 2. Your voicemail message includes your name or phone number.

Privacy policy prevents TFNS from:

- Identifying themselves on caller ID screen **shows as unknown caller**
- Leaving a message with another person who answers the phone

If you do not hear from TFNS within 3 business days:

- You can call 811/TFNS directly to ensure a connection is made.
- You can request another fax referral be sent