

TOBACCO FREE NOVA SCOTIA (TFNS)



WHAT IS TFNS?

TFNS is part of the 811 service in N.S. It is operated on behalf of the Nova Scotia Department of Health and Wellness by Emergency Medical Care Inc. It is a free service with a team that includes:

- ✓ Certified smoking cessation counsellors and therapists. They are specialists in intensive cessation counselling and motivational interviewing.
- ✓ Your health care provider may refer you to the service or you can self-refer by calling 811

SUPPORTS

TFNS services are available for anyone impacted by tobacco (clients and their families). You can choose any of the following services:

- ✓ One-time calls
- ✓ Ongoing phone counselling
- ✓ Crisis counselling
- ✓ Resources and booklets
- ✓ Secure online chat and SMS text message support

WHAT TO EXPECT

When TFNS receives your referral, a counsellor will call you at the phone number you provided. This usually happens within 3 business days. TFNS will call up to three times to reach you.

The phone call is an opportunity for you to learn about the service, ask questions and provide some information.

If you decide you are ready to try to quit tobacco:

- ✓ A trained counsellor will be available over the phone to support you with issues such as cravings, withdrawal or just to talk.
- ✓ If/when you are ready, you will work with your counsellor to develop a personal quit plan that is right for you.

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