



THE YEAR AFTER GUIDE

IN THE BEGINNING

WHAT YOU MAY EXPERIENCE:

- Residents who smoke/vape start complaining.
- Resident champions offer enthusiastic support.

RECOMMENDED ACTIONS:

- Announce on-site 802Quits tobacco treatment classes or other ways to support people who want to quit. Email tobaccovt@vermont.gov for assistance.
- Follow up on all complaints and don't ignore violations.

AFTER 3-6 MONTHS

WHAT YOU MAY EXPERIENCE:

- Residents who smoke/vape no longer complain.
- Resident champions' vocal support and enthusiasm begin to wane.
- Things quiet; there are regular violators; Resident champions complain about the people who smoke/vape.
- Reasonable accommodation requests may be received from residents who smoke/vape interested in continuing to smoke/vape in their units.

RECOMMENDED ACTIONS:

- Continue to communicate about the policy. Celebrate small successes in newsletter stories or other communications.
- Highlight stories of residents who changed their smoking behavior or quit.
- Meet with residents who resist complying with the policy.
- Enforce the policy fairly, uniformly, and with compassion.
- Announce smoking treatment classes or other ways to support people who want to quit.
- Address every request for reasonable accommodation according to your policies. Smoking/vaping is not a protected behavior.

AFTER 6-12 MONTHS

WHAT YOU MAY EXPERIENCE:

- Resident complaints make enforcement feel challenging.
- Enforcement process is put to the test. Although housing providers do not like the idea of pursuing an eviction, at this point there may be a resident with multiple violations. Remember that presenting a solid eviction case depends on evidence that a fair and consistent multistep enforcement process was followed.

RECOMMENDED ACTIONS:

- Management and staff need to talk about staying focused and to be diligent and consistent in enforcement. Remind staff that this is a culture change that takes adaptation; there is no quick solution.
- Continue to schedule and attend resident meetings to build support for the policy. Ask residents for help with peer-to-peer encouragement.
- Announce 802Quits tobacco treatment classes or other ways to support people who want to quit.

FIRST YEAR ANNIVERSARY

WHAT YOU MAY EXPERIENCE:

- A subculture of healthier living led by staff and resident champions encourages compliance.
- News about issued violations gets around; residents realize the consequences are real and seek help with behavior modification if they are worried about being able to comply.

RECOMMENDED ACTIONS:

- Host a celebration event to mark each anniversary of being a smoke-free building or property.
- Announce 802Quits tobacco treatment classes or other ways to support people who want to quit.
- Conduct a survey about the smoke-free policy to determine:
 - Are residents happy with the policy?
 - Is the policy being followed?
 - For residents who smoke or vape, have they quit or reduced use since implementation of the policy?
 - For nonsmoking/vaping residents, has unwanted exposure to secondhand smoke decreased since implementation of the policy?
 - Have residents detected any health improvements as a result of the policy?
- Try to calculate the cost savings from unit turnovers and consider using a percentage of the savings in a visible manner that will directly benefit residents, such as making improvements to common areas or on the grounds, based on resident suggestions.