

## Facilitator Template Phone Script

If you have a Freedom From Smoking participant that missed a session, reach out to them to make sure they are doing okay, to see if they will be keeping up with the program, and if they need any support before the next session.

Hey [Name],

I was just calling to check-in! We missed you at our session yesterday. How are you doing?

Are you planning on joining us next week?

Have you been able to keep up with last week's lesson? Do you have a few minutes so I can give you a quick recap of what this week's activities include?

### **I Had a Slip-Up**

You know, it's okay to slip-up and have a cigarette as you quit smoking as long as you keep trying to quit. And slip-ups are a lot more common than you might think. If you feel comfortable bringing this up at our next session, you might find that a lot of the other members have been dealing with similar situations. And we can talk about identifying those triggers and how to avoid them in the future.

### **I Give Up**

I'm sorry to hear that. It can take a couple of attempts before we are successfully smokefree. I'd encourage you to continue to come to our sessions so that you can see how to work through your next quit attempt. And I have another session starting [Date]. We can try this again! The most important thing is to keep trying. You will succeed!

And if the group sessions aren't for you, you can sign-up for Freedom From Smoking® **Plus** – the online quit smoking program at [FreedomFromSmoking.org](https://www.freedomfromsmoking.org). It follows the similar format of the Group Clinic, but can be accessed at anytime, anywhere.

What can we do right now to make sure we start our next quit attempt on the right foot?

We'll see you soon! And remember, if you need any support during sessions, you can chat with other quitters online at the Inspire.com Freedom From Smoking community or call the free Lung HelpLine at 1-800-LUNGUSA to talk to a tobacco cessation counselor should you have any questions in between sessions.

We're here for you [Name] and I'm so proud of how far you've come on your quit smoking journey! See you next [Day of the Week]!

