



Canadian Cancer Society  
Société canadienne du cancer

# for smokers who want to quit



**ONE  
STEP  
AT A  
TIME**

Let's Make Cancer History

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## One Step at a Time print materials

### 1 For Smokers Who Don't Want to Quit (booklet)

Stage 1

### 2 For Smokers Who Want to Quit (booklet)

Stage 2

Stage 3

Stage 4

Stage 5

### 3 If You Want to Help a Smoker Quit (pamphlet)

Scientific and medical research indicates that people who use and follow this book are more likely to be successful in quitting smoking than those who try to quit on their own.

#### Acknowledgments:

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## Introduction: What is One Step at a Time about?

Smokers, their friends and family are all individuals. Your needs are unique. The *One Step at a Time* resources take this into account by allowing you to design your own program to stop smoking.

There are 3 booklets in the program:

### If You Want to Help a Smoker Quit

This booklet has been developed to help the friends and family of smokers who want to help a smoker. The book includes advice on what to do, and what not to do, to help a smoker quit.

### For Smokers Who Don't Want to Quit

This booklet offers smokers information. It is not a lecture, does not apply pressure to quit, and avoids judgment. The choice to quit is the smoker's. This book helps smokers understand more about their situation so they can make informed choices.

### For Smokers Who Want to Quit

This booklet is for smokers who have decided that they want to quit smoking. It provides support through tools that help smokers understand their habit better so they can make plans and take action to meet their own quitting needs. It also provides solid advice to help smokers cope during the quitting process.

Some people may find all of these booklets useful and can use them in any order at any time during their quitting process. Others might use only one booklet.

You can decide which sections of the booklets you want to use. The *One Step at a Time* program is divided into 5 stages. You can decide where you would like to start.

### What's in this booklet?

This booklet begins with Stage 2 because it is designed for people who have decided to try to quit. If you don't think you want to quit right now, we recommend you read the booklet called *For Smokers Who Don't Want to Quit*.

Quitting takes more than willpower. This booklet can help you develop skills to make your quitting more successful.

However, smokers are not all alike, so you should look for the stage or chapter in the book that fits your current needs.

Have a look through the table of contents or the short summary below and find the section that feels like a good fit for you. You don't need to read everything or do all the activities.

### Thinking about quitting (Stage 2)

The information in the first 3 chapters can help increase your motivation and confidence about quitting. In this stage, you can identify concerns you may have about quitting and learn ways to overcome those concerns.

### Preparing to quit (Stage 3)

Chapters 4 to 7 help you prepare to quit and set a date to improve your chances of success. They help you:

- decide whether you should use medication to help control symptoms of withdrawal
- build your skills to help you cope better physically, mentally, emotionally and socially with being a non-smoker

### Quitting (Stage 4)

Chapter 8 will help you develop a specific plan for the days immediately before and after you quit smoking. It will help you use your new skills to manage your response, which might include nicotine withdrawal, cravings and temptations to smoke, as well as stress and weight gain.

### Staying smoke-free for good (Stage 5)

Chapters 9 to 11 help you prepare for when you might be tempted to slip. They also provide tips on getting back on track if you do have a few cigarettes.

You should take your time using this book and re-read the sections that are important to you. Go at your own pace, in an order that suits you.

## Summary of stages and booklets

Stage	Booklet
Not thinking about quitting (Stage 1)	<i>For Smokers Who Don't Want to Quit</i>
Thinking about quitting (Stage 2)	<i>For Smokers Who Want to Quit</i>
Preparing to quit (Stage 3)	
Quitting (Stage 4)	
Staying smoke-free for good (Stage 5)	

## Let me get this straight – where should I start?

- Look through the booklet to get an idea of what's in it.
- Find a chapter or a section that is useful to you right now.
- Read the chapter slowly. Stop and do the exercises. Take your time. Really think about the material and what you've learned from the exercises.
- Move on to other sections when you are ready.
- Re-read sections if you want to get more help from them.

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## Thinking about quitting (Stage 2)

### CHAPTER 1: To quit or not to quit

Many people try several times before they finally quit for good. That's normal.

Have you tried to quit before? Many people have already tried to quit. If you've ever quit for more than 24 hours, you probably know first-hand that smoking is a hard habit to break, but keep trying! Few smokers are able to quit the first time they try. In fact, many people try several times before they finally quit for good. That's normal.

Whether you've tried to quit smoking before or if this is your first time, you probably need to change the way you think about cigarettes and smoking.

For example, anyone who expects quitting to be easy usually finds out that it is harder than they think. They can get so frustrated they give up trying to quit.

It may help if you think of smoking and quitting like this:

- Smoking is bad for me. Period!
- Willpower isn't usually enough, but it can be a good start. I have the willpower to get started.
- Quitting is tough, but I'm tougher.
- I don't have to hide my anger, disappointment or other feelings with a cigarette.
- There is always something else I can do besides smoking.

- My second-hand smoke hurts my family and friends.
- I want my freedom from cigarettes!
- I can enjoy life without smoking.

Stop now and do the costs and benefits activity before reading more.

**Activity 1: What are the costs and benefits of smoking?**

Weighing the costs and benefits of smoking may help you decide whether or not to quit smoking. Take out a piece of paper or photocopy this activity. For each question, think carefully about your own smoking habit, then write down your answer.

What benefits do I get from smoking?

Example: Helps me relax

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Are there things I could do to get these same benefits without smoking?

Example: Deep breathing, taking a walk

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What bad effects have I ever had from smoking?

Example: Smoker's cough

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There are times when I feel embarrassed or awkward because I smoke. Why do I feel this way?

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How does smoking hurt those who are close to me?

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What benefits would those who are close to me and I get, if I quit?

Example: Save a lot of money, my kids would be healthier, my partner would be pleased.

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Calculate how much you spend on cigarettes each day. Multiply this by 365 to figure out the yearly cost. This figure may surprise you. Wouldn't you rather have this money for something else?

In addition to what I've already written, what other costs does smoking have for me and those who are close to me?

Example: My clothes smell like smoke.

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In addition to what I've already written, what other benefits does quitting have for me and for those who are close to me?

Example: Those who are close to me won't worry about my health or be exposed to smoke.

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Think about what you've just written down. Figure out if smoking has more costs or more benefits for you. Read the next section and think about which best matches how you now feel about smoking.

### **I have better reasons for quitting than for smoking.**

You have decided that quitting is better than smoking! You know that you and your family will be healthier and happier when you quit. We suggest that you skip ahead to Stage 3 of this booklet right away. It contains information and activities that will help you quit smoking for good. Or, you can finish going through this section of the booklet before moving on. It could help you feel even more confident about your decision to quit.

### **I have better reasons for smoking than for quitting.**

It seems that you still have more reasons for smoking than for quitting. You might find it helpful to review the booklet *For Smokers Who Don't Want to Quit* in the *One Step at a Time* program before continuing with the rest of this one.

### **My reasons for quitting and smoking are about equal.**

Women and men have many reasons for quitting smoking, but don't really believe them. Sometimes it is easier to ignore the costs of smoking than it is to pay attention to them, but give it a try, at least for a while. Here's how:

- Think about the effects of smoking on your health and the health of your family.
- Notice how cigarette smoke, cigarette butts and cigarette packages make you and your home smell.
- Figure out how much it costs you to smoke each month. What else could you buy with this money?
- Look at cigarette ads more carefully. Are they telling the truth about smoking?

Over a lifetime, people who smoke die of lung cancer 16 times more often than people who don't.

Tobacco smoke contains over 4000 chemicals. At least 40 of these chemicals are highly toxic and are known to cause cancer.

- Be more willing to believe that smoking is dangerous.
- Finish reading chapters 1, 2 and 3 in this booklet.

### **Reconsidering the costs ...**

Smoking can affect your health in many ways. It can shorten your life. On average, smokers die 10 years earlier than non-smokers. It can also make you sick. Over a lifetime, people who smoke die of lung cancer 16 times more often than people who don't. Smoking also means you're more likely to get cancer of the mouth, throat, cervix, kidney, pancreas or bladder. A smoker is more likely to have a heart attack, stroke, breathing problems or high blood pressure. Some of these risk factors are even greater if the smoker uses the birth control pill. Other problems include depression, tooth decay, tooth loss, cataracts, premature wrinkling of the skin, osteoporosis (bone loss) and bowel disease. It can also make it more difficult to sleep, concentrate and learn.

Here are some quick facts about smoking. You've probably heard many of them before, but a few may be new to you. For more information about the dangers of smoking, read *For Smokers Who Don't Want to Quit*.

- Tobacco smoke contains over 4000 chemicals. At least 40 of these chemicals are highly toxic and are known to cause cancer. Some of them are so strong that any amount is considered dangerous.
- The smoke from the end of a burning cigarette, cigar or pipe is highly concentrated with chemicals. The smoke that you exhale is also quite dangerous to others. Children and adults who breathe second-hand smoke are more likely to develop smoking-related illnesses.

- Although it is never too late to quit, the more you smoke and the longer you smoke increases the risk to your health and the time it takes to restore your health after you've quit.

Considering the benefits again ...

### Activity 2: Picture yourself as a non-smoker

One of the best ways to reach a goal is to picture yourself achieving that goal. The tips below will help you imagine what it would be like to quit smoking.

Take your time as you do this activity. Close your eyes and imagine yourself and everything around you as if you were watching a video of yourself. Try to imagine what you're wearing, what you're doing, how you're feeling, who is with you, and so on. Imagine yourself as a non-smoker! Take 7 or 8 minutes to consider and write down how that would feel, using this table.

Thought	What it feels like
You (not the cigarettes) are in control	
Your breath is fresh and clean without that cigarette aftertaste	
You feel proud of yourself	
Your hair and clothes don't smell of stale smoke anymore	
You've lost the yellow tobacco stains on your fingers	
You can breathe deeply without coughing	
You don't have to stand outside to smoke	
Your house is cleaner	
People say you look great (and you agree)	
You get fewer colds	
The health of those close to you improves	
People around you have stopped pointing out that you need to quit	
Other thoughts (add your own)	

Every time you have a cigarette for the next week, take a minute and imagine the good things that will happen if you quit. Think of things like:

- the money you'll save
- the good example you'll set
- relaxing without a crutch
- rewarding yourself for quitting
- no one asking you to quit
- not worrying about where you can smoke
- not getting burn marks on your clothes
- your clothes and hair not smelling like smoke
- other ideas (add your own)

One of the biggest reasons for me to stay smoke-free, once I quit, wasn't on my original list of benefits. It came after I stopped smoking. It was the experience of how it felt not to smoke. Once I got past the first couple of weeks, I started to feel so good. My body started feeling better than it had in years, and I felt better and better about myself the longer I was able to go without a smoke. I got more and more confidence to say "no" to smoking. Thinking about all the benefits is a good exercise, but actually experiencing all the benefits made the difference for me. It is hard to understand until you feel it. It is better than I ever imagined.

Did you know that more than half of Canadians today who have ever smoked have already quit?

Keep in mind that cravings will last for only a few minutes.

## CHAPTER 2: Your concerns about quitting

You may be worried about what might happen to you as you try to quit or after you've stopped. That's natural. It isn't easy to quit smoking, but if you get the right help at the right time, it can be done. Did you know that more than half of Canadians today who have ever smoked have already quit?

Here are some of the common concerns men and women have shared with us, and a brief description of things that can be done to help.

### Withdrawal symptoms

The last time I quit smoking, the withdrawal symptoms were too much to handle. My friend said they wouldn't last forever, but I didn't believe him. So I started smoking again after only three days.

If you've tried to quit before, or if you have friends or family members who've tried to quit, you know that as your body adjusts to life without nicotine, a variety of withdrawal symptoms can occur. Heavy smokers tend to feel them most of all.

Everyone's experience is different, but here are a few common withdrawal symptoms:

- irritability, frustration, anger or anxiety
- difficulty in concentrating
- restlessness
- increased appetite
- problems falling asleep or frequent waking
- slight depression or feeling down

More information on how to deal with withdrawal symptoms can be found starting on page 22.

At the same time you're trying to deal with changes in your body, you also have to deal with new habits and social patterns. No wonder quitting is a challenge.

Dealing with withdrawal may not be easy, but you should know that:

- Most nicotine from your smoking is flushed from your body after an average of 4 to 5 days.
- The withdrawal symptoms start during the first day and peak on the second or third day. They usually subside the fourth week.
- For those who suffer from intense withdrawal symptoms, there are many simple medical treatments to help. The nicotine patch and other medications may be helpful. This booklet provides information about medical treatments starting on page 22. The key is to use them properly, and in combination with programs like *One Step at a Time* and smokers' helplines, to help you change your smoking habits.

The symptoms you may experience in the first few days happen because your body is returning to normal. Urges to smoke may also be related to the fact that your behavioural and social routines have changed. Keep in mind that cravings will last for only a few minutes.

## Weight gain

I know a woman who quit smoking and gained 15 pounds! I can't afford to gain any weight – especially that much! Besides, cigarettes are great for keeping my mind off food – and they aren't fattening!

About 1 in 5 people who quit smoking do not gain any weight.

Many women and men are afraid they will gain weight when they quit smoking. However, keep these things in mind:

- About 1 in 5 people who quit smoking do not gain any weight. Even if you do, the average weight gain is about 5 to 10 pounds, although you may know of people who have gained more during their quitting process. Losing that extra weight once you're feeling good about yourself as a non-smoker won't be as tough as you might think.
- Weight gain can be controlled. People who use medication for nicotine withdrawal may have a slightly easier time controlling their weight while they're using the product. If you are physically active before you quit, you are less likely to gain weight. Increasing your level of activity after quitting will also help to prevent weight gain. If you find yourself choosing snacks as a substitute for having a cigarette, choose healthy ones.
- The health benefits of quitting are far greater than the trouble associated with putting on a few extra pounds. Since smoking artificially reduces weight, the few extra pounds may represent a return to your normal, natural body weight.

- Most people gain weight as they get older, so even non-smokers and people who start smoking again put on weight. Don't assume your weight gain is because you quit smoking, and don't think that starting to smoke again will help you reduce it.
- Many ex-smokers tell us that it is actually easier to lose weight than to quit smoking. If you are successful at quitting, you know you have what it takes to lose some weight.

### Handling stress

Smoking is what helps me deal with the stress in my life. If I quit smoking, what's going to help me deal with the stress of quitting – not to mention everything else?

Many smokers say they smoke to reduce stress. They worry that they'll be more stressed if they quit smoking. This may happen for a few days after you quit, but sooner or later, your stress level will go down. This is because quitting smoking lowers your heart rate, makes you sleep better and increases your body's ability to use oxygen. You can find many simple ways to help you handle stress while you quit on page 34.

### Losing breaks

If I quit smoking, I will lose time to myself or time with friends. At work I enjoy going out for smoke breaks with co-workers. At home, when I am smoking, the kids know that it is time to leave me alone for a few minutes.

Quitting smoking does not mean you are quitting your friends or giving up private time.

Quitting smoking does not mean you are quitting your friends or giving up private time. It may mean you will change the way you connect with your friends or grab some free time at home, but it does not have to be the end of it. When you are first starting to quit, you can make time to see your friends in a non-smoking environment like a coffee shop. Later on you can try meeting them in a more familiar place without smoking. At home, you can create new ways of getting some private time. For example, tell the kids that “headphones on means I need a few minutes.”

### Fear of failure

If I try to quit and I can't do it, I'll feel worse than if I never tried. Everyone would know I failed if I started again. I just don't think I can take it.

Some people worry that they won't be able to quit. This is normal. Everyone wants to succeed at the things they do. However, you succeed just by making an attempt to quit, because each time you try to quit, you learn something about yourself and how to quit. You can't lose.

There are many ways to build your confidence. Sometimes, we just think privately. We all talk to ourselves. When our thoughts are negative, they lower our confidence. You can replace negative thoughts with positive, helpful statements.

You can also build confidence by breaking the task of quitting into small, manageable parts. Develop a plan and the necessary skills for each part. When you feel comfortable, you can move on to the next task. Before you know it, you will have quit smoking for good.

An important part of the process used to design the *One Step at a Time* program was to ask smokers about their concerns. Ex-smokers and medical experts gave advice on how to deal with these concerns. While it is impossible to deal with every concern, the chapters in Stage 3 provide more help on how to deal with the most common problems.

## CHAPTER 3: Deciding to quit

For years now, I've been putting off the decision to quit smoking – feeling like I just wasn't ready to make a decision. Listing my reasons for smoking and reasons for quitting, I realized that by deciding not to quit, I was choosing to keep smoking. That may seem really obvious, but when I thought about the idea that there was a decision to be made either way, I started to think about it differently. "If I didn't already smoke, would my reasons for smoking be enough to get me to start?" After thinking that, I decided to quit.

Lots of women and men want to quit smoking. They think a lot about quitting, but they never quite make the decision to quit. If you are having trouble deciding whether or not to quit smoking, try this activity:

### Activity 3: What are your reasons for smoking?

On a piece of paper, write down your reasons for smoking and for quitting. Think of things like:

- your image of yourself
- your social life
- money
- your health
- feeling better
- the environment
- how you cope
- what your family and friends think
- other ideas (add your own)

After writing your list, consider the importance of each reason. Even if you have lots of reasons for smoking, your reasons for quitting may be much more important. Think about whether you want to quit smoking.

*Note:* You don't have to decide right now whether to smoke or quit. In fact, you may want to think of more reasons and spend more time thinking about your choices. Eventually though, you need to make a decision.

## Taking the next step

If you've decided to keep smoking, we hope that you will think about quitting again some day. In the meantime, you may wish to read *For Smokers Who Don't Want to Quit*. Call the smokers' helpline for a copy using a number on the back of this book.

If you have decided to quit, you might find it helpful to begin preparing yourself for it. You've already done most of the hard thinking work. You've motivated yourself and made a commitment to yourself. Now you can move on.

Stages 3 and 4 in this booklet contain information and activities that will:

- prepare you to quit smoking
- help you deal with the withdrawal symptoms of quitting
- help you build the skills and confidence you need to stay smoke-free

It will take time and energy to quit smoking, but with planning, some new skills, motivation, support and a bit of luck, you can quit smoking forever.

As you move to the next step of quitting, remember that you may go through some of these steps more than once before you quit smoking for good. Don't get frustrated if this happens.

Don't stop trying to quit! Every time you quit, you will learn something that will help you in the long run. Each time you try, you are one step closer to quitting for good.

Every time you quit, you will learn something that will help you in the long run.

About half of all Canadians who ever smoked have already stopped successfully.

## Preparing to quit (Stage 3)

Congratulations. You've decided to take control and become a non-smoker.

This section outlines the steps to take and the pitfalls to avoid. You will want to use it before, during and after you quit.

The information is based on the latest scientific and medical research. We've included valuable insights from many ex-smokers. They told us what worked best for them. We also offer information to help you decide if medical treatment is appropriate for your situation.

Quitting smoking is not easy for most people. Like anything important in life, it takes preparation, skills and practice. Preparing to quit and taking the time to develop the skills you'll need to remain smoke-free are very important parts of quitting.

Ex-smokers say that quitting is easier if you:

- know why you smoke
- practise quitting before your final quit date
- know what changes and side effects to expect after quitting
- learn to deal with temptation and cravings
- have a plan if you slip and have a cigarette

Your best methods for quitting will depend on how much you smoke, your age, your reasons for smoking, and how long you have been smoking.

Being fully prepared to quit is a very important part of kicking the smoking habit.

Preparing to quit (Stage 3) is divided into 4 chapters:

Chapter 4: Understanding why you smoke

Chapter 5: Giving yourself options in place of smoking

Chapter 6: Making a commitment to quit

Chapter 7: Time for a test run

About half of all Canadians who ever smoked have already stopped successfully. You can too. Some of these people quit on their first try. Others were successful after a number of tries. If you've tried to quit before, but weren't successful, don't be discouraged. You can do it.

If this is your first try at quitting, think about a time that you made other changes in your life. Maybe you changed your diet, took up a new sport or hobby or altered your lifestyle after becoming a parent. Perhaps you adapted the way you work because of a change in your job. The key is to think about what helped you make the changes or caused problems for you.

#### Activity 4: What have you learned in the past?

Write down the answers to these questions:

If this is your first attempt to quit smoking, what have you learned from trying to change other things in your life that might help with quitting smoking?

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If you've tried to quit smoking before, what did it teach you about yourself and your smoking habit? What will you do differently this time?

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## CHAPTER 4: Understanding why you smoke

There are 2 main reasons why most people smoke:

- 1 Many (although not all) people crave the nicotine in tobacco.
- 2 Smoking is a habit that can be maintained by the influences in your life (people, places, jobs, life events, and so on) and how you react to them.

It is important to consider each of these factors when you decide to quit, so you can be prepared.

### Nicotine addiction

The nicotine found in tobacco can be a highly addictive drug for many people. Within a few seconds of inhaling, nicotine goes to your brain and gives you a temporary “high”. Over time your brain starts to adjust and you may need to smoke more to get the same effect. Eventually, your brain adjusts again and the nicotine no longer produces a high. It produces a feeling you think of as normal.

The power of nicotine comes from the repeated small doses you give yourself when you smoke. You may take 15 puffs from a cigarette. If you smoke 20 cigarettes a day, that’s 300 drug doses a day or 109,500 doses a year. That can be a powerful habit to break and you must be prepared.

If you suddenly stop or significantly reduce your intake of nicotine, you will feel “not normal”. Your brain and body will need either a few days or a week to readjust. This readjustment is known as withdrawal.

The power of nicotine comes from the repeated small doses you give yourself when you smoke. You may take 15 puffs from a cigarette. If you smoke 20 cigarettes a day, that’s 300 drug doses a day or 109,500 doses a year.

As with other drugs, each person reacts differently to nicotine. Some people develop a more powerful physical addiction than others. This means that some smokers may experience a more intense physical withdrawal that could last longer than average. Some people experience many withdrawal symptoms while others experience none. Eventually, withdrawal symptoms pass and the ex-smoker typically experiences better physical and psychological health over the long term.

### Activity 5: What is my level of addiction?

Answer yes or no to these questions:

	Yes	No
On average, I smoke 15 or more cigarettes each day.	<input type="checkbox"/>	<input type="checkbox"/>
I usually smoke within 30 minutes of waking up in the morning.	<input type="checkbox"/>	<input type="checkbox"/>
I find it difficult to go for more than four hours without smoking.	<input type="checkbox"/>	<input type="checkbox"/>
When I try to quit or cut back on the amount I smoke, I experience irritability, difficulty concentrating, trouble sleeping, dizziness, frustration or changes in my appetite.	<input type="checkbox"/>	<input type="checkbox"/>

**If you answered NO to all these questions,** you probably have a low level of addiction to nicotine.

**If you answered YES to 1 or 2 of these questions,** it probably means you are moderately addicted to nicotine and may need medical treatment to help you quit.

**If you answered YES to 3 or more questions,** you are probably highly addicted to nicotine. Your best chances of success will involve using a medical treatment for nicotine addiction.

No matter how you answered the questions, focusing on what is influencing your desire to smoke and building your self-confidence will help you succeed in quitting. Programs such as smokers' helplines and *One Step at a Time* can help you, and they can increase the chance of success for those using medical treatments.

### Medical treatments

Did activity 5 tell you that you may benefit from medications or medical help? Research has shown that they are most effective when used in addition to programs such as *One Step at a Time*.

Learning the skills in this booklet and using them, along with a medical treatment, can be especially helpful:

- if you are motivated to quit and have previously tried to quit without success
- if you are a moderate to heavy smoker (more than 15 cigarettes per day)

Several effective and easy-to-use medical treatments are available. You may wish to discuss them with your healthcare provider before deciding which one to use.

If your employer has a health benefits package, even the non-prescription products may be covered. Check with the appropriate person in your workplace.

Nicotine replacement therapy (or NRT for short) is considered an effective treatment with few side effects. NRT products are very safe for most smokers when taken as directed.

If your employer has a health benefits package, even the non-prescription products may be covered. Check with the appropriate person in your workplace.

NRT may help you control withdrawal symptoms and cravings by gradually reducing your body's dependence on nicotine. There are several ways to use NRT: a patch you wear on your skin, chewing gum or an inhaler. None of the nicotine replacement products requires a prescription. However, be sure to read the instructions on the package before buying them. If you have any of the listed medical conditions or are unsure whether nicotine replacement is right for you, talk with your doctor or pharmacist.

### The patch

The nicotine is delivered as a replacement therapy through a small patch that you wear on your skin. The patches are available in different strengths. Instructions on the package will help you select the right starting dose for you. Those who start at higher doses gradually move to lower doses until they no longer need to use the patch.

### Nicotine gum

The nicotine is delivered as a replacement therapy through a special type of gum that comes in several flavours. This is not an ordinary chewing gum. The nicotine is absorbed through your gums and cheek. You must bite it correctly for it to work. If you chew it like ordinary gum, it will not work effectively. Read the package carefully to learn how to bite it and then place it between your cheek and gum for a few moments. Nicotine gum can be used to cut down on the number of cigarettes you smoke per day.

### Nicotine inhaler

This product delivers replacement nicotine through an inhaler held between your fingers like a cigarette. Similar to using a cigarette, small particles of nicotine are inhaled into the back of the throat where they are absorbed in your body. The inhaler may help you gradually overcome the hand-to-mouth habit you currently associate with smoking.

### Nicotine lozenge

The nicotine is delivered as a replacement therapy through the form of a tablet (similar to a hard candy). It is placed in your mouth releasing nicotine as it dissolves. Read the package carefully to learn how to use it properly.

### Other products

There is a pill you can start taking before you quit. This drug is an antidepressant medication that reduces withdrawal symptoms when quitting. At the same time, it decreases the pleasure effect cigarettes have on the brain. Currently, you need a prescription for this medicine. In some cases, this pill and nicotine replacement therapy can be used together. If you aren't sure which method is best for you, talk to your doctor or pharmacist.

Another pill has also been shown to be effective for many smokers. It requires a prescription from your doctor. It works by lowering a person's urge to smoke, reducing many withdrawal symptoms, and may decrease the feeling of satisfaction some people get when smoking.

Before taking any of these drugs, be sure to consult your healthcare provider, especially if you are pregnant or if you have other medical concerns, such as a heart condition, high blood pressure, eating disorder, seizure disorder and insulin-dependent diabetes.

### Alternative treatments

Many groups and individuals advertise alternative treatment plans, including laser therapy, acupuncture and hypnosis. These treatments sometimes work for people. However, at this point, their overall effectiveness has not yet been proven, other than increasing a person's confidence to quit.

### New products

Some products were not available in Canada when this book was printed. There are a variety of drugs currently being tested, and they may be in use soon. To get more information on the latest treatments, you should call a smokers' helpline using a number on the back of this book.

Quitting smoking is much more complicated than just taking a pill or using a nicotine replacement product. Research shows that drugs may be very helpful, however, they are more effective when used along with a counselling or self-help program like *One Step at a Time*.

Remember, you still have to master your own quitting skills, so keep on using this booklet.

### Influences and how you react to them

Reasons for smoking, in addition to nicotine addiction, can include:

- The influence of friends and relatives who smoke. Having someone to share a cigarette with can be very important to a smoker. Changing the social or "buddy" habit could be as tough as breaking the nicotine addiction.

Remember, you are important and deserve a healthy and smoke-free life.

- Fear of replacing smoking with overeating. Food can definitely become a substitute for cigarettes – don't worry, we'll tell you how you can control your weight while you are quitting.
- Coping with stress. A job you don't like or feeling rushed all the time creates stress which you may try to relieve by smoking.
- Controlling anger. Some smokers may use cigarettes to avoid dealing with their anger instead of expressing it in healthy ways.
- Giving yourself a lift. Because nicotine is a mild stimulant, it can give you a temporary high. When you don't smoke, you may feel down, slightly depressed or low on energy. However, the effect is only temporary.

Remember, you are important and deserve a healthy and smoke-free life. Be an individual. You don't have to be like your friends and relatives in every way. You don't need to be pencil-thin to be attractive. You can cope with stress and anger in many different ways.

Before you try to quit smoking, you need to learn when you smoke, where you smoke and why you smoke. Learning why you smoke will help you understand your situation better and improve your odds of quitting.

You may be surprised, and will definitely have a better understanding of what you and your body have become used to, when you start keeping track of when, where and why you have each cigarette. Understanding the when, where and why will help you:

- prepare for any cravings you might get after you quit smoking
- be alert to temptations that might lead you to start smoking again
- use methods of coping with stress and anger other than smoking

### Activity 6: Smoker's diary

Keeping track of your current smoking is an important step in quitting. The best way to keep track of your smoking is by keeping a smoker's diary or log book. It is easy to lose track of how much, where, why and when you smoke, but these things are important to know. Why? So you can prepare yourself to quit smoking, and resist the temptation to smoke again.

To keep a smoker's diary:

Take out a piece of paper. Create 7 columns with the headings in the example or you can use the sample provided on page 29.

Fill in your diary every time you have a cigarette on Saturday, Sunday and three days during the week.

Keep track of your need or craving for a cigarette with a scale of 1 to 5 (1 being low, 5 high)

At the end of each day and after one week, review your diary. Look for patterns in your smoking habit.



## CHAPTER 5: Giving yourself options in place of smoking

Your smoker's diary will help you figure out when your need for a cigarette is highest. The cigarettes you crave the most will probably be the ones you'll miss the most after you quit. You may also find it hard to give up the pleasures that go with smoking. Luckily, quitting is not all bad news.

The next exercise will help you identify the pleasures you get from smoking and how to get those same pleasures without smoking.

### Activity 7: Finding substitutes for smoking

Read each statement and then check the ones which best match how you feel about smoking.

- A** Smoking gives me energy. It keeps me alert. I'll miss the pick-me-up feeling that goes with smoking.
- B** When I smoke, I enjoy having the cigarette in my hand. I'll miss having something to do with my hands.
- C** Smoking is enjoyable. I'll miss the physical pleasures of smoking – inhaling the tobacco smoke.
- D** I smoke when I feel too much stress. I'll miss slowing down and taking a break with a cigarette.
- E** I'm so addicted to nicotine, I'll miss the effects that nicotine has on my body.
- F** Smoking is part of my daily routine. I always smoke at the same time of day and place. I'll miss smoking at my usual times.
- G** Smoking is a social thing. I smoke when I'm with my friends. I'll miss that part of smoking.

Once you know what smoking gives you, you can substitute other options to take the place of cigarettes.

Substitute options for **A C E F**

An enjoyable substitute for smoking is physical activity. See the section on physical activity below for some ideas on replacing smoking with everyday activities. Start your substitutes today.

Substitute options for **B C G**

These selections indicate you may end up substituting eating for smoking. The secret to maintaining your weight is to make healthy food choices. Eating well will help make it easier to leave smoking behind. See the section on healthy eating (page 32) for tips on healthy snacking and start your substitutes today.

Substitute options for **D E F**

You need to learn how to relax without cigarettes. Relaxing will help you deal with stress and nicotine withdrawal symptoms. See pages 35 and 66 for some quick and easy relaxation techniques, and start them today.

If you checked every statement, cigarettes are obviously a big part of your life, but remember that they weren't always a part of your life. You can go back to the time when you got along just fine without cigarettes.

### Physical activity

Becoming active may also help with the temporary "blues" or depression some people feel when they quit smoking.

Being physically active makes you feel good if you choose things that you enjoy. It will improve your well-being and attitude towards life. Any type of physical activity will do, just as long as you are active every day.

Physical activity will help you quit smoking and help your body recover faster from the negative effects of smoking. Becoming active may also help with the temporary "blues" or depression some people feel

when they quit smoking. Once you start, you will find that you have more energy. You may even rediscover how good you can feel when you are active and fit.

Here are some activities that you could add to your daily routine:

- Spend an hour playing with the kids.
- Get off the bus a few blocks from work (or any other destination) and walk the rest of the way.
- Walk the dog after dinner.
- Participate in a casual sport like bowling.
- Start a light work-out routine at a local gym.
- Take up gardening in your backyard or on your balcony.
- Spend your coffee break outside. Take an apple and go for a walk.
- Ride your bike to the convenience store.
- Catch up on all those household projects you've been putting off.
- Go to the park. Do some gentle stretches in the morning.
- Take the stairs instead of the elevator or escalator.
- Other choices (add your own)

### Healthy eating

Once you've added physical activity to your daily routine, weight gain from quitting smoking is not as likely. Remember, not everyone gains weight after quitting. For those people who do, it is usually about 5 to 10 pounds.

Remember, not everyone gains weight after quitting. For those people who do, it is usually about 5 to 10 pounds.

Two things seem to cause this weight gain. First, your body's metabolism slows down to normal so you don't need as much food as when you were smoking. Second, you may use food to replace cigarettes and end up eating a bit more than before.

You do have control over both these factors. First, if you increase your physical activity you will burn more calories even if your metabolism slows down. Second, you can substitute low-fat snacks for cigarettes and get just as much pleasure without the harmful effects of tobacco.

Here are some tips that will help you avoid gaining weight:

- Make a point of eating the same amount as usual. Since food may taste better after you quit, you may want bigger helpings. Try to resist this temptation.
- Control your hunger and metabolize food more efficiently by eating smaller portions more frequently (up to 6 times per day).
- Drink lots of fluids like juice and water, but avoid caffeinated products like coffee, tea, cola and chocolate. Nicotine withdrawal can cause constipation, so you may need to ensure your body is receiving lots of water.
- Eat low-fat snacks like crackers, fruit, veggies or bagels, but avoid donuts, candy or potato chips and other high-fat junk food.
- Eat healthy, tasty, well-balanced meals whenever possible. Use *Canada's Food Guide to Healthy Eating* and avoid fad diets. The Canadian Cancer Society also has information on healthy eating that can be found on [www.cancer.ca](http://www.cancer.ca).

## Managing stress

Many people smoke because they believe it helps them cope with stress. If this sounds like you, then you'll need to learn how to handle stress without smoking.

Stress is a normal part of everyone's life, but there are healthy ways to deal with it.

### Join a support group

Plan to quit at the same time as a friend so you can help each other through the tough times. Don't have a friend or buddy to quit alongside you? Use the phone number on the back of this book to help find a group nearby or an online discussion forum.

### Change the source of your stress

You can try to change the source of your stress. For example, if you're having a conflict with someone, try talking about your differences. Find some middle ground you can both accept. Sometimes you have to be assertive and let others know how you feel about their actions. Look for different ways of dealing with a stressful situation. The more you prepare and the more options you line up for yourself, the lower your stress. Don't rely on a single coping strategy like smoking.

### Change your response

Sometimes, no matter how hard you try, you just can't change the source of your stress. You have to accept that you cannot control what other people do or say, but you can think about how you respond.

## Don't give control of your emotions to someone else

Tell yourself there's no reason why someone else's behaviour should ruin your day. You can attempt to change what a high-stress situation means to you. If you have a big assignment coming up, avoid thinking that your entire life or job depends on how well you do it. Your life is very seldom changed in a single instance. Think about it as something pretty small in the big picture. Remind yourself that there will always be more opportunities in the future.

Someone told me about a book that is about not sweating the small stuff, and that everything is small stuff! If something was stressing me out, it would always feel like "big stuff." Having a smoke let me not sweat the big stuff – even if it was just for a few minutes. When the big stuff felt really big, I just smoked more often! Taking a look at what was stressing me out, and trying to think of it as "small stuff" helped me. In fact, a lot of the stuff I started doing to help with the stress helped me feel less and less in need of a cigarette. Don't get me wrong, it wasn't like I stopped wanting a cigarette. But I did slowly start to feel like I could live without having one every hour.

## Learn to relax

You may lower your stress by listening to soft music, having a nice, hot bath, going for a brisk walk, reading a good book. Relaxation exercises may help too.

Try one of the breathing techniques below. They're easy and you can use them anywhere without anyone knowing what you are doing. After all, people expect you to breathe. How you breathe is the important part.

### *Deep breathing*

If you feel like yelling, slamming doors or ransacking the house for a cigarette, take a slow deep breath in through your nose to the slow count of 5. Push your tummy out at the same time. This makes the air go deeply into your lungs. Slowly breathe out through your mouth to the count of 7. Repeat this 3 times as you feel yourself relaxing and the stress will start to drop away.

### *Tension releasing*

You can do this wherever you are, whenever you feel the need:

- Let go of the tension in your neck and shoulders.
- Let go of the tension in your jaw.
- Focus completely on your breathing, nothing else.
- As you exhale, let your shoulders drop (relax) and let your body sink (into the chair or the floor).  
Repeat this until you feel relaxed and centred.

Remember, these breathing and relaxing techniques are skills. You have to practise them. Choose the one you like best and do it 4 or 5 times a day for the next few weeks. When you become good at it, you will be able to relax quickly and completely, and you will realize that you are reducing your mental and physical level of stress. You will feel revived, refreshed and ready to go smoke-free.

## CHAPTER 6: Making a commitment to quit

To quit smoking, you must believe you can quit. Gaining the support and encouragement of others who also believe you can quit will be helpful. Now is a good time to tell your family and friends that quitting is important to you and that you need their help and support. Let them know you may have temporary mood swings and ask them to be understanding. You can give them the booklet *If You Want to Help a Smoker Quit*. If you don't have it already, you can order it by calling one of the numbers on the back of this book.

Above all, you must be committed to quitting. Making a pledge to quit, to yourself and to your friends, will help you:

- stick with your plan, even if the going gets rough
- prepare to resist the urge to sneak a cigarette

Now is also a good time to think about when you are going to quit. Look ahead to page 46 for advice on choosing a quit date.



## Resist the urge to smoke

Even though you haven't quit smoking yet, it is smart to think of what it will be like when you do. How will you resist the urge to smoke? Here are some ideas:

- Avoid places and activities that give you the urge to smoke.
- Change your routine so smoking doesn't fit in anymore.
- Practise new ways to handle stress.
- Resist cravings to smoke by doing something else.
- Review your reasons for quitting.
- Throw away your cigarettes.
- Notice how much better you feel.
- Ask a friend to help you resist the urge to smoke.

## Activity 9: Enjoying yourself without smoking

There is no doubt that smoking can be enjoyable. What are 5 enjoyable things you could do instead of smoking?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

## A note to repeat quitters

If you've tried to quit smoking before, think back to the last time you quit. Check the reason(s) why you started smoking again:

- I thought I had too much stress.
- My cravings were awful.
- I felt dizzy and couldn't think properly.
- Things were rough at home.
- My energy went way down.
- I was at a bar with friends.
- I got twitchy and jittery.
- I gained too much weight.
- People complained I was too cranky.
- I started again after the birth of my baby.
- Other reasons (add your own)

Look over the answers you checked and choose one. How will you resist the temptation to smoke this time?

Some people doubt that these activities and quizzes can actually help them quit smoking, but after doing them, many ex-smokers have told us how helpful they were.

Go ahead and do them now. Prepare to quit smoking for good.

## Life as a non-smoker

Did you know that athletes use their imagination to win medals? For example, Laurie Graham (downhill skiing) and Donovan Bailey (sprinting) both spent time imagining perfect performances. When it was time to compete, they turned their imagery into the real thing.

Imagery is not the same thing as fantasy. When athletes imagine their performances, they make the image as real as they can. They think about what they are wearing and who is with them, how their equipment feels, how loud the crowd is, and even how nervous they feel.

So, how does this relate to quitting smoking? If you can imagine yourself as a non-smoker, then you can be one.

There is a part of you that is a non-smoker already. The more you focus on that, the bigger and stronger that non-smoker becomes.

### Activity 10: Can you imagine?

- What it will be like to go for a day, a week or a month without a cigarette?
- How you will feel emotionally and physically?
- How others will respond as you quit smoking?
- What you will do instead of smoking a cigarette?

Take your time – spend 5 to 10 minutes imagining yourself as a non-smoker. Do this activity 3 times a week for a few weeks.

Use these tips to make your imagination work for you:

- Relax with the deep breathing techniques from chapter 5 before you begin your imagery.
- Make your images real. Don't just fantasize. Imagine that what you are thinking, feeling, seeing and hearing is true.
- Believe in your image and take it seriously.

Try to practise. Imagining is a skill you can develop.

### Have you done the activities?

Even if you're in a hurry to quit smoking, it is very important to stop and follow these activities. Doing them now will help you resist the temptation to smoke later.

Even if you're in a hurry to quit smoking, it is very important to stop and follow these activities. Doing them now will help you resist the temptation to smoke later. It can help you to make this important change in your life a success.

Remember, former smokers say that quitting is easier if you:

- know why you smoke
- practise quitting before your final quit date
- know what side effects and other changes to expect after quitting
- learn to deal with cravings and temptations

By preparing yourself to quit, you've taken a giant step toward being a non-smoker. Quitting might take as much time as developing the habit in the first place. However, this plan has worked for thousands of others and it can work for you.

## Quitting (Stage 4)

You are ready to quit smoking. You have great reasons for quitting. You know something about why you smoke. You have started to practise how to be smoke-free. You may even have obtained the nicotine replacement therapy or other medication to help you cope with withdrawal symptoms. Now, the final countdown to quitting can begin.

The information and activities in the following chapter will help you quit smoking. People who skip the activities and rely on their willpower alone usually have more trouble quitting, and if they do quit, they are more likely to start smoking again. If you follow the step-by-step plan laid out in the next few pages and do the activities each day, you will develop skills that will help you be a non-smoker.

## CHAPTER 8: Countdown to quit day and beyond

### Five steps to success

This chapter will guide you through a 5-step plan that will take 5 to 10 days to complete. You can move through at your own pace. It starts before your quit date and continues for 5 days after. Once you start, it is very important that you do something every day until you've finished all the steps. Each step contains information, activities and a list of what you need to do next. At the end of each day, check off your accomplishments.

It works best if you set aside a specific time each day to read the materials and prepare for the next day's activities. You want quitting to be as regular a habit as smoking.

If you haven't already done so, you may want to talk to your doctor or pharmacist about medication to help you deal with withdrawal symptoms. For more information see page 22 on medical treatments.

### Setting a quit date

Your first task is to set your quit date.

- Do select a date within the next 3 weeks.
- Do try to pick a date when your days will be relatively routine.
- Do complete your pledge to quit smoking (page 38).
- Don't select a day when you are ill.
- Don't select an unusually stressful day.
- Don't put your day off for too long. There is no perfect day.

Some women have found it more difficult to quit or change their habits in the days immediately before their period, especially if they get PMS. We suggest picking a day during the 2 weeks after your period.

Now, write your quit date on your calendar. Your quit day is 0. Days before and days after are numbered as follows:

-5	-4	-3	-2	-1	0 Quit day	+1	+2	+3	+4	+5
----	----	----	----	----	---------------	----	----	----	----	----

Write these numbers on your calendar before and after your quit date.

#### Step 1 (at least 4 days before quit day)

The purpose of Step 1 is to identify and disarm nicotine triggers. Many people believe that willpower is all it takes to quit smoking, but that's not true. It also takes planning, support, coping skills and some changes to your daily habits. You should start by addressing the things in your daily routine that trigger your urge to smoke.

Many people believe that willpower is all it takes to quit smoking, but that's not true. It also takes planning, support, coping skills and some changes to your daily habits.

If you are seriously concerned about withdrawal, you may want to consider using a nicotine replacement therapy to help manage your symptoms (see page 22). Talk to your doctor or pharmacist.

If any of the activities in the list below trigger your smoking, you may find it helpful to avoid them temporarily:

- drinking coffee
- drinking alcohol
- sitting in a certain chair
- watching TV
- talking on the phone
- playing video games
- working at the computer
- socializing and celebrating with friends who smoke
- playing cards or bingo

There are also triggers that can't be avoided, but you can change your response to them. For example:

- finishing a meal
- getting ready for bed
- coping with a crisis
- living with a partner who smokes
- working overtime
- driving to and from work
- having a headache
- someone offering you a cigarette
- getting some bad news
- worrying

**Activity 11: What are your triggers?**

1 What are the times, places and situations that trigger your urge to smoke?

Take a blank piece of paper and draw a line down the middle from top to bottom. On the left side, write down as many triggers as you can. Review your smoker’s diary for ideas.

2 Now, look over your list of triggers and write “avoid” beside those you can avoid.

For example:

Two powerful triggers are seeing your cigarette package and smelling other people’s cigarette smoke. To avoid these triggers, try leaving your cigarettes in a new location rather than carrying them on you, and avoid situations where others are smoking.

Sometimes, it may be necessary to change a chain of triggers.

For example:

Being with a certain friend or going to the coffee room for a break may cause you to drink coffee. Drinking coffee makes you crave a cigarette. To reduce your urge to smoke, you may have to avoid the coffee room or socializing with certain friends for a while.

You can go back to your old patterns again after a few days when the chain of association with smoking has been broken.

Another way to deal with triggers is to do something else instead.

For example:

Instead of drinking coffee, you could drink tea or juice. Rather than go for a coffee break, take a short walk. If the urge to smoke gets too strong, do something to make it hard to smoke, like taking a shower, brushing your teeth, eating a carrot stick or sitting in the non-smoking section.

3 Return to your list of triggers. Write “change” next to those that cannot be avoided, because you are going to change your response to these. Below the trigger, write down your new response.

For example:

Trigger	Change
Your boss gives you a mountain of work to finish before 5:00.	Don’t reach for a cigarette. Grab a pencil instead and make a work plan.
You are at a party with alcohol and friends who still smoke.	Alcohol can weaken your decision not to smoke, so limit your drinking and take a short walk if your urge becomes too strong.
You’ve just finished a meal and want a cigarette.	Brush your teeth.
You are driving home from work and want a cigarette.	Do your deep breathing. Open the window and remember: you control cigarettes – they don’t control you.

**To complete Step 1, do all of the following on days 5 and 4 before quitting:**

- Avoid your triggers whenever possible.
- Change your responses to the triggers you can’t avoid.
- If you need to buy cigarettes, buy a pack that is not your regular brand.
- Reduce your intake of coffee and cola.
- When you smoke, go outside. Stand alone and stand still.

## Step 2 (two to 3 days before quit day)

### Reduce the amount you smoke

Step 2 helps you build confidence by reducing the amount you smoke. To prepare yourself to quit, reduce the amount you smoke. The more familiar you are with what to expect and the more you have prepared for each circumstance, the more confident you will feel.

Do one or more of the following:

- Delay your first cigarette of the day by 30 minutes to an hour.
- Reduce your daily intake of cigarettes by one-quarter. (Divide the number of cigarettes you smoke each day by 4, and you will have the number of cigarettes you will be cutting out of your daily routine.)

Example: Your daily intake is 20 cigarettes  $\div$  4 = 5 less per day. Your new daily intake is now 15 cigarettes.

Example: Your daily intake is 30 cigarettes  $\div$  4 = 8 less per day. Your new daily intake is now 22 cigarettes.

- Carry only your daily intake of cigarettes each day.
- Develop a strict schedule for smoking. Have no more than one cigarette every hour or every two hours. Do not smoke in between.
- Draw a line in the middle of each cigarette. Only smoke to the line. This will cut your intake in half.

### Learn positive self-talk

Another way to build your confidence is through “self-talk,” the things that you think or say to yourself. It happens inside your head, and it can be so automatic you don’t even realize you’re doing it.

For example, when people face tempting situations, they sometimes think: “One little cigarette won’t hurt” or “I know I shouldn’t smoke, but I don’t think I have what it takes to quit.”

This kind of negative thinking can reduce your confidence to quit. It is important to be aware of such negative thoughts and replace them with positive ones. You need to think and say good, motivating things to yourself.

Examples of positive self-talk include:

- “It will be nice to be a non-smoker again.”
- “I’m looking forward to being free of these cigarettes, lighters and matches.”
- “I really don’t need a cigarette to have a good time at a party.”
- “There’s no such thing as a perfect time to quit. There will always be stress in my life, so now is as good a time as any to quit.”
- “I will not let anyone stop me from quitting. I can’t change what they think or say. I can only change what I think and do.”
- “I don’t need this cigarette right now.”

Keep your self-talk short and simple.

**To complete Step 2**, do *all* of the following:

- Continue everything you did in Step 1.
- Delay, reduce, schedule or cut your cigarette intake in half.
- Apply your positive self-talk to trigger situations.

**Activity 12: Developing positive self-talk**

Name 4 situations when you want to smoke (refer to your triggers). For each situation, write down your positive self-talk and keep it in your pocket or purse so you can look at it any time you want.

Trigger: \_\_\_\_\_  
 Self-talk: \_\_\_\_\_

Trigger: \_\_\_\_\_  
 Self-talk: \_\_\_\_\_

Trigger: \_\_\_\_\_  
 Self-talk: \_\_\_\_\_

Trigger: \_\_\_\_\_  
 Self-talk: \_\_\_\_\_

**Step 3 (the day before you quit)**

Tomorrow will be your first day as a non-smoker. One of the most difficult things you'll have to overcome during your first days as a non-smoker is your craving to smoke. For some smokers medical treatment can help reduce these urges. There are also several things you can do if you feel the urge to smoke.

Keep your hands busy:

- Doodle, sketch or draw.
- Play solitaire, unless playing cards is a trigger.
- Make a list of rewards for yourself.
- Play a computer or video game.
- Take up handiwork or crafts.

Concentrate on other things:

- Listen to favourite music.
- Do relaxation exercises (see pages 35 and 66).
- Write a letter or e-mail you've been putting off.
- Call a friend.
- Work on a hobby that takes concentration.
- Do a word or Sudoku puzzle.

Do something that makes it hard to smoke:

- Take a shower.
- Brush your teeth.
- Eat a carrot or celery stick.

**Activity 13: Dealing with urges**

List 5 things you find easy and pleasant to do. Be sure to include some things that can be done in various places (for example, at work, in a car, watching TV). Keep your list with you to review whenever you crave a smoke.

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

Remember that urges only last a short time and will disappear even if you don't have a cigarette.

**Preparing for withdrawal**

Now is the time to start preparing for any withdrawal symptoms you might have after quitting. Look at withdrawal as "recovery in disguise."

Even though quitting smoking is very good for you, you may feel worse before you feel better. The good news is that these symptoms last just a few days and you can take action to help reduce their effects.

Here are some of the things you may feel and suggestions on how to deal with them:

#### *Headaches, nervousness or irritability*

Do some relaxation exercises or listen to your favourite music. If your headache gets too bad, try taking a mild painkiller. Drink lots of water and juice to flush the nicotine out of your body faster.

#### *Trouble sleeping*

If smoking helps you relax, you may have trouble sleeping after you quit. Eliminate caffeine (coffee, tea, cola, chocolate) from your diet for awhile. Also, slow down towards bedtime. Reading or watching TV is better than physical activity.

#### *Constipation*

Quitting smoking changes your daily routine and may make you irregular. Eat more vegetables and fresh fruit. Eat a high-fibre cereal each day for breakfast. Be sure to drink plenty of water and juice.

#### *Cough*

You may cough a bit more than usual shortly after quitting. Your lungs are cleaning themselves out. If it gets too bad, try a mild cough syrup or cough drops to soothe your throat.

#### *Dizziness*

Stop and sit down for a moment. It should pass in a few seconds.

#### *Changes in appetite*

This can be from changes occurring in your brain, your increased ability to smell and taste food, the need to have something in your hands and mouth, or all of these things. For information about gaining weight, see pages 11 and 32. Before you eat, ask yourself whether you really need to eat or if you just want to be distracted. Instead of eating, go for a short walk or call a friend. When you do eat, make sure it is healthy food that is low in fat and high in fibre.

#### Activity 14: Planning for withdrawal

What are the withdrawal symptoms you might have? Previous attempts to quit may give you some clues. Make a list of the withdrawal symptoms and how you plan to deal with them if they occur. If you are really concerned about withdrawal, your decision about using a nicotine replacement therapy should be made at this time.

**To complete Step 3,** do *all* of the following:

- Make your list of 5 things that you find easy and pleasant to do instead of smoking.
- Review your list of withdrawal symptoms and ways to cope.
- If you have decided to use a nicotine replacement therapy or other medication, make sure you have everything you need. Read the directions carefully. If you have any questions or concerns, talk to your doctor or pharmacist.
- Throw away your cigarettes and put away your ashtrays, lighters and matches.

- Review your schedule for tomorrow and decide how you will cope with triggers.
- Tell a trusted friend that you are quitting and ask for support. Arrange to call your friend at least once a day for your first week as a non-smoker. Look for a support group in your community.
- Feel good about having the courage to try – and making the commitment to succeed.

#### Step 4 (quit day)

The big day has arrived. If you've decided to use a pill, you will have already started using the prescription from your doctor. If you have chosen a nicotine replacement therapy, apply your patch, chew your gum, get your inhaler ready or put your lozenge in your mouth. Continue using these medical treatments as long as the package instructions or your doctor recommends, unless they cause severe side effects.

Today your body starts to heal from the damage caused by smoking. You will probably feel both good and bad at different times, but your body heals quickly if you give it a chance:

#### 8 hours after quitting

There is more oxygen in your system and your blood pressure begins going down. Your body feels like a heavy weight has suddenly been lifted.

#### After 1 day

Your lungs are working better and you don't feel quite so out of breath. You can climb the stairs more easily.

Today your body starts to heal from the damage caused by smoking.

#### After 2 days

Your senses of taste and smell are returning. You'll be coughing more as your lungs get rid of mucus.

#### After a week

The blood flow to your hands and feet will improve and you won't feel as cold.

#### Within half a year

You will notice less coughing, sinus congestion and shortness of breath.

#### After 1 year

Your risk of dying from a heart attack is cut in half.

#### Positive and negative connections

I thought I wanted to quit smoking, but I kept feeling like I was giving something up – sacrificing something important to me. So, I stopped thinking about what I was giving up and started thinking about what I was going to be getting as a non-smoker. Instead of saying to everyone that I was going to quit smoking, I talked about becoming a non-smoker. I found that it helped me to think and talk about it in a positive way – starting something versus quitting something. The more I said it, the better I felt.

How you act is based on how you relate or connect to a particular behaviour or situation. For example, you choose to be with friends because you connect them with feeling good. You may avoid going to the dentist because you connect it with pain.

You may have started to smoke as a teenager because you connected smoking with being an adult, looking cool or fitting in with your friends.

Once you started, you may have connected smoking with the temporary high it produces. Finally, you may have been avoiding quitting because you connect it with withdrawal symptoms and feeling “not normal.”

You can change these connections sometimes very quickly. For example, have you ever enjoyed eating a certain food until one day it made you sick? Suddenly, you are much less likely to eat that food again because your positive connection has been replaced with a negative one. Rethinking is when you purposely change a connection. A powerful technique for helping you quit is to rethink what smoking means to you.

For example, next time you crave a cigarette, make the self-talk change from:

“Quitting is making me uncomfortable” to “I dislike the hold smoking has over me, but it will pass.”

Instead of connecting withdrawal with quitting, you’ve connected it to smoking and you’ve told yourself it will get better.

You have changed one connection, and you can change more.

**To complete Step 4**, do *all* of the following:

- Avoid as many triggers as you can and change your responses to those you can’t.
- Drink less coffee and cola.
- Apply your self-talk to trigger situations.

- Review your schedule for tomorrow and decide how you will cope with triggers.
- Rethink your connections about quitting smoking.
- If you aren’t using medication to help nicotine withdrawal, remind yourself that the nicotine will be flushed out of your body in 3 to 5 days.
- Reward yourself with a treat.
- Practise one or more relaxation activities (pages 35 and 66).
- Put the money you save by not smoking into a glass jar where you can see it.
- Call a trusted friend and tell them the tactics you are using to remain smoke-free.

#### Step 5 (one to 5 days after quitting)

Congratulations, most of the hard work is behind you. Keep practising what you’ve learned so far. If you have a slip and sneak a puff, don’t worry. Read chapter 4 (starting on page 20) to get yourself back on track.

About half of all new non-smokers start smoking again within 2 weeks of making an attempt to quit. It is not uncommon, but don’t use this fact as an excuse. It just means that quitting smoking is very hard work.

The fact that you’ve come this far proves you have what it takes to be a non-smoker. If you can continue for 6 weeks without smoking, chances are very high that your smoking days will be in the past forever.

Although you've achieved a great deal, there are still a few more things you should know. In the last chapter of this booklet, we will help you develop the skills you need to remain smoke-free for good.

So, keep it up. You have quite a few quitting strategies by now, so take the items one by one and make sure you keep doing them. When you run into problems re-read this chapter to review the ideas.

**To complete Step 5**, repeat the list of items in Step 4 every day.

## Staying smoke-free for good (Stage 5)

You are now a non-smoker. You have quit smoking. Now you face the challenge of staying smoke-free. Like quitting, staying smoke-free will take some planning and commitment on your part. However, considering the effort you've already made, you should feel very confident about remaining smoke-free. You know how to deal with strong cravings, how to resist the temptation to start smoking, and how to enjoy life without turning to cigarettes.

These chapters will help you become a true non-smoker. You can use the suggestions in these chapters now and over the months to come.

To help you stay smoke-free for good, these chapters cover the following topics:

Chapter 9: How to stay smoke-free

Chapter 10: If you have a small slip

Chapter 11: If you have a relapse

## CHAPTER 9: How to stay smoke-free

Your challenge now is to remain a lifelong non-smoker. To do this, remember 4 things:

- 1 “I want to be a lifelong non-smoker.”
- 2 “I can change my behaviour.”
- 3 “I can control my surroundings.”
- 4 “I can reduce my stress.”

### Being a lifelong non-smoker

When you quit smoking, you were clear about why you wanted to quit. Now is a good time to remind yourself of your reasons for quitting. Then, if you get the urge to smoke, you’ll be ready. Or, if you have a little slip, you can use your reasons to help convince yourself that quitting is better than smoking.

#### Renew your reasons for quitting

If you have not already done so, write down your reasons for quitting and carry the list with you at all times. If you feel yourself being tempted, look at the list to help renew your commitment to staying smoke-free.

Choose 4 or 5 of the most important reasons why you decided to quit. Write each one on a separate piece of paper and post these around your house, car, workplace or other spots where you used to smoke. You can use small notes or large posters. It is up to you.

A slip does not always make you a smoker again. It depends on how you handle it.

The best way to defeat temptation is to avoid it in the first place.

### Changing my behavior

No matter how good your reasons are for quitting, you may still find yourself wanting to smoke. The best way to defeat temptation is to avoid it in the first place. This may sound too simple, but it really works.

- Avoid the places where you’ll want to smoke and try new places instead (for example, having dinner out, going to a movie).
- Avoid the activities that you associate with smoking and try a new hobby or sport.
- Avoid smokers who want you to be just like them until you feel stronger. Talk honestly with your smoking friends. Let them know you still want to be friends, but that it is important to you to be a non-smoker. Let them know you don’t expect them to quit, but that you could use their help and support. You may want to give them a copy of *If You Want to Help a Smoker Quit*.

### Controlling my surroundings

When you were a smoker, you developed smoking patterns. For example, you may have tended to smoke more while sitting in a certain chair or performing a certain task. You repeated these smoking patterns so many times that you actually trained yourself to have a cigarette when you sat in that chair or performed that task. Smoking became so automatic that you probably lit up without even thinking about it.

You repeated these smoking patterns so many times that you actually trained yourself to have a cigarette when you sat in that chair or performed that task.

If you want to remain a non-smoker, you will need to reverse this training. One way to do this is to control your surroundings (instead of letting your surroundings control you).

### Activity 15: Who's in control?

I've thrown away all my cigarettes, lighters and ashtrays.

Yes  No

I've changed my habits at work to reduce temptation.

Yes  No  Somewhat

I am avoiding places where people smoke a lot (bars, parties and smoking sections).

Yes  No  Sometimes

I can handle stress without smoking.

Yes  No  Somewhat

I've changed my morning routine to reduce the temptation to smoke.

Yes  No  Somewhat

I ask my family and friends not to smoke around me.

Yes  No  Sometimes

I ask my smoking friends not to offer me cigarettes.

Yes  No  Somewhat

I replace smoking with some other activity such as chewing gum or taking walks.

Yes  No  Sometimes

**If you answered NO, SOMEWHAT or SOMETIMES, you may be at increased risk for a relapse. You need to work hard to get your surroundings under control and change your old smoking patterns.**

### A little help from your friends

In some areas of Canada, groups have formed to provide ongoing support and encouragement to men and women trying to quit smoking. Many have informal meetings that allow you to share common experiences, stories, advice and encouragement. You can use a phone number on the back of this book to help find a group near you or an online discussion forum.

If you quit smoking a few days or weeks ago, you may find that your family and friends are offering less support now than when you first quit. That's normal. If so, you might want to encourage a few close friends or family members to give you a bit more support. Ask for their help when you need it.

### Reducing my stress

Many ex-smokers say that they are most tempted to smoke when their stress level is high. Trouble at work, a sick family member, financial difficulties, even a holiday can increase your stress and make you more vulnerable to a slip. Don't let stress be a reason to start smoking again.

When you feel the pressure in your life starting to build, take a few minutes to have a relaxing bath, listen to your favourite music, read a good book, go for a walk in the fresh air or call a trusted friend. You can also try one or more of the following activities.

## Stress busters

The best way to reduce your stress is to get rid of the source. Obviously, this may be easier said than done, since some situations can't be avoided.

The most effective approach is to change how you respond to stress. You may not be able to change other people or a situation, but you can work on how to see and respond to them differently. We gave you some ideas earlier in this booklet. Here are some more suggestions:

### *Gentle stretching*

These stretches can be done sitting down, and they will help reduce muscle tension and stress. It only takes a few minutes to do all of them:

- Lift your shoulders up to your ears, then drop them down again and relax for 10 seconds. Do this 3 or 4 times.
- Slowly turn your head to the right. Hold the position 10 seconds. Repeat to the left.
- Drop your chin to your chest. Relax for 10 seconds.
- Reach above your head with your right arm, then bring your arm down. Repeat on the left. Do both sides 3 or 4 times.
- Reach out in front of your chest with both arms. Then, pull your elbows back like you're rowing a boat. Relax for 10 seconds. Do this 3 or 4 times.
- Lean to the right as far as you can from the waist. Repeat to the left.
- Straighten your right leg, lifting your foot off the floor. Hold the position for 10 seconds. Repeat on the left. Do this 3 or 4 times.

- Lift your right foot off the floor and rotate your ankle. Repeat on the left. Do both sides 3 or 4 times.

### *Problem solving*

Resolving a problem using the “avoid, alter and accept method” can reduce your stress. Less stress means less temptation to smoke.

*Avoid:* Sometimes the best solution is to avoid the problem in the first place.

For example:

Someone asks you for a favour. You already feel stressed and you know that you don't have enough time to help out. Instead of bringing more stress on yourself, tell them that you can't help out right now. Avoid the stress!

*Alter:* Another way to solve a problem is to change the situation to make it less stressful.

For example:

You have a long list of chores to get done and not enough time to do them. Instead of trying to do everything and setting yourself up for stress, just do the most important things, and feel good when you're able to get them done. Ask someone for help or change your plans so you have enough time. Alter the stressful situation!

*Accept:* When you can't avoid or change a problem, you have to accept the stress as best you can. Keep things in perspective.

For example:

Your car breaks down and you can't get to an appointment. Instead of telling yourself that this is awful, try to see it as just unpleasant or a bit of a

hassle. It is not the end of the world. You could take a bus or a taxi, or reschedule the appointment. Accept the situation.

The avoid, alter and accept method really works. Try it.

### A few more tips

If you are using a medical treatment to reduce your nicotine cravings, remember to follow the instructions. Continue to take the medication for the entire recommended period. Not following the drug instructions is a common reason that people relapse. Don't let this happen to you.

For the first 6 months after becoming a non-smoker again, plan special celebrations on the monthly anniversaries of your quit date. Go out to dinner or a movie with family members and friends.

At your 6-month and first-year anniversary, review the pledge you made to yourself to quit smoking. Celebrate your accomplishment and calculate the money you've saved so far.

Continue to reward yourself from time to time with the money you are saving by not smoking.

Remind yourself of the following health benefits of not smoking:

- Within 2 days of quitting, your senses of taste and smell begin to improve.
- Within 4 weeks of quitting, your blood circulation begins to improve, your lungs work better and physical activity becomes easier.

- Within 1 year, your risk of coronary heart disease will drop to half that of an average smoker.
- Within 3 years, your risk of heart attack will be similar to someone who has never smoked.
- After 5 years, you will reduce your risk of getting cancer of the lung, mouth, throat, bladder, kidney and pancreas.

Share the health. Tell a smoking friend or family member about this program and volunteer to help them when they use it to become a non-smoker. Share your story and all the benefits of becoming a non-smoker, but don't pressure them! Remember how you felt when you were still smoking.

## CHAPTER 10: If you have a small slip

### What is a slip or relapse?

A small slip is when you have a few cigarettes. You might do this without letting anyone know. You might start carrying cigarettes with you “just in case.” It is a small slip if you think about your reasons for quitting every time you smoke. A relapse happens when you slip and start smoking again on a regular basis.

I was feeling really discouraged one time after I’d quit smoking. I was at a party with some friends, having a few drinks, and I ended up having a few cigarettes. The next day, I felt like a failure – couldn’t believe I’d had those cigarettes. My friend, trying to be encouraging, reminded me about when I first got my licence. It felt like it took forever. Parallel parking was really tough for me. I just couldn’t seem to get it, but I kept practising. There were a lot of failed attempts before I finally got it. Practice made a big difference. Now, I park like a pro. And as for my quitting smoking – I figure I’ll just keep at it until I’m smoke-free for good.

It is common to have a slip or two after quitting smoking. If this happens to you, remember that a setback is not a big deal. It is certainly no reason to give up your new smoke-free behaviour. After all, no one is perfect.

It is common to have a slip or two after quitting smoking. If this happens to you, remember that a setback is not a big deal.

If you slip and have one or more cigarettes, you might feel frustrated, angry or discouraged. That’s normal. Don’t lose sight of your goal. One of these days, you will be smoke-free for good. Get back on track as soon as possible. Even if you have another setback, think of yourself as getting stronger and more experienced in the quitting process.

Try getting your buddies on side and ask them not to give you a cigarette, even if you ask for one. Find out what works for you – and do it.

Here are 3 things you can do to get yourself back on track:

- 1 Remind yourself that your urge to smoke will not last forever. It will pass in a few minutes if you just wait it out.
- 2 Change your routine. Control your surroundings to eliminate any possible temptation to smoke.
- 3 Renew your commitment to quitting by getting support from people you trust.

### Getting back on track

If you’ve had a little slip since quitting smoking and you’re worried about becoming a smoker again, here are some ways to get back on track.

#### Block the urge to smoke

When you get the urge to smoke, you may think it will never go away, but it will. To make it go away faster, re-think the urge and see it in a new light.

When you feel the urge, see it like this:

- The urge to smoke is like a bird flying through the sky. You see it getting closer, then flying over your head and then flying away. Don't give this bird a nest to settle in.
- The urge to smoke is like a wave. Watch the wave coming toward you, then wash over you and then fade away. Wait for calm to return.

Practise an image that works best for you. When you feel the urge to smoke, you can use this image to overcome it. See the urge as a weak, temporary event you can handle without giving in to it.

### **Remove temptation**

As you know, your daily routine and your surroundings can sometimes give you the urge to smoke. If you are surrounded by reminders about smoking, you are more likely to have a slip. So, an important part of staying smoke-free is to control your surroundings and get rid of reminders that tempt you to smoke.

An important part of staying smoke-free is to control your surroundings and get rid of reminders that tempt you to smoke.

### **Practise the 4 Ds**

#### **Deep breaths**

Breathe in and breathe out slowly, as if you were smoking a cigarette. When you do deep breathing, inhale deeply, hold it for a couple of seconds and then release it slowly. Deep breathing will help you relax and make the craving go away.

#### **Drink water**

Drink lots of water all day long, especially during a craving. Drinking water helps wash the bad stuff out of your system, and it will help keep your hands and mouth busy if that's something you miss from smoking. Drink it slowly and keep it in your mouth before swallowing. Some ex-smokers prefer to drink through a straw, which also helps keep their hands and mouth busy.

#### **Distract**

Distract yourself by getting up and being active. Go for a brisk walk. Go out and meet with a friend. If you choose to stay indoors, go into a different room. Grab a carrot stick and munch on it elsewhere. Put on some music. Open a book or browse through a magazine. Call a friend. Many smokers have said that when they get an urge to smoke and then make the effort to change their surrounding environment, they do get distracted and actually forget that they wanted to smoke.

#### **Delay**

Most smokers wrongly assume that each craving lasts a long time – maybe 45 minutes or so. Cravings actually come and go quickly. The average craving really lasts just 5 to 10 minutes. No matter how strong the craving is, convince yourself that you can wait 10 minutes. To help those 10 minutes go by, practise the other Ds.

### Activity 16: Knowing your temptations

Think of your own routine and surroundings. Write down 4 situations that tempt you to smoke and how you'll deal with them.

For example:

My friends usually offer me a cigarette when we take a break together. I'll ask my friends to stop doing this.

1 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Be sure to follow your own good advice!

### CHAPTER 11: If you have a relapse

Having someone to talk to was what really helped me during my weak moments. I have a friend who quit drinking alcohol. He hasn't had a drink for 6 years, but he says when he's at a party, around people who are drinking, he still wants one – even after all this time. Talking to him while I was trying to quit helped me realize I wasn't alone. He knows what it is like to crave something so badly it hurts.

He helped me feel okay when I started smoking again after trying to quit. He said "It is a cycle. Starting to smoke again doesn't mean you're a failure, or that you'll never be able to quit."

It is like training for a marathon. You don't just go out and run 40 miles without any training. You start off with short distances, and eventually you go farther and farther until you go the distance you want. If you've tried to quit 5 or 10 times, you've run that many races. Maybe this time you're ready for the long run. It doesn't hurt to have a good trainer either, to show you how to pace yourself and what to expect.

Staying smoke-free for any length of time is a big accomplishment.

#### Does this sound familiar?

**After quitting smoking, you did okay for awhile. You resisted many temptations to smoke, but then for some reason – stress, frustration, desire or guilt – you started smoking again.**

Perhaps you started smoking gradually, just sneaking a few puffs. Maybe you returned to your old habit quickly. Possibly you made a conscious decision to start again, or maybe one day you just found yourself with a cigarette in your hand, not even sure why. Whatever the case, you should know that a relapse is very common. Instead of feeling badly about it, put it behind you and move on.

As you move forward, congratulate yourself for the success you've had so far. Staying smoke-free for any length of time is a big accomplishment. Look at it this way. A woman who smoked a pack a day before quitting has to resist at least 20 urges to smoke each day after quitting. This takes skill, self-control and motivation.

You've proven to yourself that you can quit. Now the question is:

Are you ready to quit smoking again?

Yes    No    Not sure

**If your answer is NO**, you may want to read *For Smokers Who Don't Want to Quit*. It is for people who don't want to quit smoking.

**If your answer is NOT SURE**, you may want to read Stage 2 in this booklet. It is for people who aren't sure whether they can or want to quit smoking. You can also review stages 3 and 4 to build the confidence in yourself to quit.

**If your answer is YES**, continue reading this chapter and do the activities.

Combining treatments such as nicotine replacement therapy or other medication with this booklet can be an effective method of quitting.

## Getting ready to quit again

As you prepare to quit smoking again, recall your last attempt. Think about what happened to make you start smoking again:

- What were you feeling before you lit up?
- How did your family and friends react?
- Why did you decide to continue smoking after that first cigarette?

You have a better chance of quitting this time if you can learn from your last attempt.

You learned on your last attempt that quitting takes self-confidence, preparation and a wide range of skills. Your goal now should be to improve in all these areas before your next attempt to quit.

Go back to chapter 4 of this booklet and work through it again. When you are finished, move to chapters 5 and 6. Use your experience to help you. Remember to read the information and do each activity as completely and honestly as you can.

Many people get more out of the program the second time they use it. If you didn't use a medical treatment last time to help with your nicotine cravings, perhaps you should consider trying one this time. Combining treatments such as nicotine replacement therapy or other medication with this booklet can be an effective method of quitting. See page 22 for more information on medical treatments.

You can also try a different program. There are many others which are excellent. If you have difficulty doing this on your own, the expert staff at smokers' helplines can assist or refer you to other programs

in your community. For some smokers, a group counselling session is a wise choice, while others might prefer to ask for help from a healthcare professional. If you'd like some friendly support from people who have had experiences similar to yours, find out if there is a smokers' support group in your area. What's most important is that you keep trying to quit smoking until you are successful.

### A few final words

If you made it through the first couple of months after quitting, you have plenty of reason to be proud. Nicotine withdrawal symptoms are strongest right after quitting, but the mental, emotional and social effects may last for many months. Don't be surprised if you're occasionally tempted to smoke 2, 3 or even 4 years after quitting. Keep this booklet in a handy place to remain prepared to resist that temptation.

Once again, congratulations. You have rejoined the millions of Canadians who enjoy life without tobacco. Best wishes for your continued success and your new healthy lifestyle.

### For more information

If you want to understand more about how people quit smoking, or you would like more information about the resources and programs in your community, call one of our information specialists toll-free at **1 888 939-3333**, e-mail us at [info@cis.cancer.ca](mailto:info@cis.cancer.ca) or visit our website at [www.cancer.ca](http://www.cancer.ca).

Smokers' helplines are now available across Canada where trained quit specialists are available for free, confidential help over the telephone. Please call the toll-free number for your area printed on the back of this book.





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Call a smokers' helpline at one of these provincial toll-free numbers:

**British Columbia**

**1 877 455-2233**

**Alberta**

**1 866 332-2322**

**Saskatchewan, Manitoba, Ontario, New Brunswick,  
Nova Scotia, Prince Edward Island**

**1 877 513-5333**

**Quebec**

**1 866 527-7383**

**Newfoundland and Labrador**

**1 800 363-5864**



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