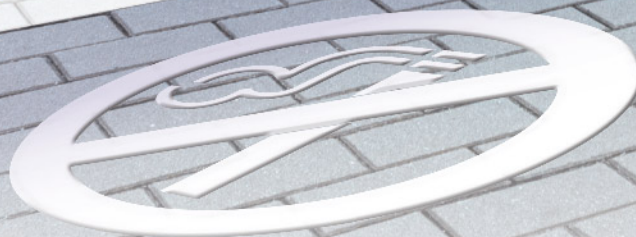




香港 HONG KONG SMOKE-FREE  
LEADING COMPANY AWARDS  
無煙領先企業大獎

無煙企業 實施指引

Guidebook  
for Smoke-free company







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# 推廣無煙文化

## Promotion of smoke-free culture

# 推廣無煙文化的好處

## Benefits of promoting smoke-free measures

吸煙及二手煙每年在香港引致的經濟損失高達55.8億港元<sup>1</sup>，包括因提早死亡而損失的生產力、吸煙引發的病假、醫療和住院費用等。要維持可持續發展的營商環境，企業可推動無煙文化以取得下列成果。

Smoking and secondhand smoke cause HK\$5.58 billion economic loss each year in Hong Kong<sup>1</sup>, including the loss of productivity due to premature death, costs of sick leaves, medical and hospital expenses. To maintain a sustainable business environment, employers are encouraged to implement smoke-free measures in the workplace for the following benefits.



保障員工健康及安全  
Safeguard employees' health and safety



提升工作效率  
Enhance productivity



節省經營成本  
Lower operation costs



改善公司形象  
Improve corporate image

無煙文化是以減低吸煙人口及建立無煙健康環境為原則，公司將其納入企業文化之一，可將無煙及鼓勵戒煙的信息傳遞至不同持分者。委員會建議公司在推動無煙文化之前可作以下準備：

Smoke-free culture aims to lower the smoking rate and build a smoke-free environment. If companies can incorporate it into the corporate culture, smoke-free messages can be effectively spread to different stakeholders. A few points to note before promoting smoke-free culture in the workplace:

- 為推動無煙文化訂立清晰目標，並將其視為履行企業社會責任的其中一部分。  
Set clear objectives for smoke-free measures and recognize them as ways to fulfill corporate social responsibility.
- 取得公司各方面的支持，包括管理層、各部門、分公司/分行/分店及員工等。  
Get internal support from the management, departments, branches, subsidiaries and employees.
- 分配資源、設立小組負責計劃及制定無煙政策和執行時間表，並作定期評估。  
Allocate resources, establish a team to be responsible for planning, executing, setting timetable and evaluating the smoke-free measures on a regular basis.



資料來源 Source :

<sup>1</sup>Jing Chen. PhD, Sarah McGhee. PhD, TH Lam. MD, PhD (2018). Economic Costs Attributable to Smoking in Hong Kong in 2011: A Possible Increase From 1998.



# 推動無煙文化的措施

## Examples of smoke-free measures

根據《吸煙(公眾衛生)條例》(第371章)，自2007年起任何工作間的室內區域均訂為法定禁煙區。(詳情請參閱第二章)世界各地有很多公司亦將無煙工作間政策列為重要的僱傭政策之一，推出不同的無煙措施，以保障員工的健康及減低因煙草而引起的醫療保險開支。委員會建議公司可因應個別的架構及實際情況設計適合的措施，並可參考以下幾項措施：

According to the Smoking (Public Health) Ordinance (Cap. 371) indoor areas of all workplaces are designated no smoking areas since 2007. (Refer to chapter two) Smoke-free workplace policy is one of the core employment policies in many companies around the world. They develop various smoke-free measures to protect the health of employees and minimize the medical care cost associated with smoking. Companies can tailor-make their own measures according to the organization structure and employees' smoking pattern. Examples of smoke-free measures include:

### 了解員工的吸煙情況

#### Conduct health survey on employees' smoking habit

僱主應定期為員工進行健康評估或問卷調查，了解員工及其家人的吸煙情況。

Employers should conduct regular health assessment or surveys to collect data and understand the smoking habit of employees and their families.

### 加強巡查及執法

#### Perform regular inspection and strengthen enforcement

設定巡查時間表予工作間管理人，定時巡查工作間範圍以確保無煙條例的執行，並授權管理人對違例的個案(包括員工及訪客)作出勸喻、警告，或在必要時召喚執法人員作出檢控。

Workplace managers should perform scheduled inspections to ensure that the workplaces are complying with the smoke-free policy. Managers should be authorized to give warnings or call the Police or Tobacco and Alcohol Control Office for prosecution if necessary.



## 向員工提供無煙文化的資訊

### Provide the information of smoke-free culture to employees

將有關煙草禍害及戒煙的資訊納入員工的培訓內容或定期發放有關資訊。公司亦可參考以下途徑定期向各持分者發放有關推廣無煙文化的資訊：

Staff training should cover the information on hazards of smoking and smoking cessation. Employers should also promote the smoke-free culture to stakeholders through the following channels on a regular basis:



員工守則 / 指引  
Employees' handbooks / guidelines



公司通訊刊物  
Publications



公司內聯網 / 網頁 / 社交媒體  
Intranet / Website / Social media platforms



告示板  
Notice boards



公司電郵  
Emails



宣傳單張  
Promotional leaflets

## 舉辦及參加無煙推廣活動

### Organize and join smoke-free activities

公司可舉辦不同類型的活動以推廣無煙文化，例如健康檢查、展覽、煙害講座、戒煙經驗分享座談會等，亦可主動參加委員會舉辦的無煙推廣活動，並鼓勵管理層與所有員工及其家人一同參與。公司更可積極投入社區，舉辦多元化無煙社區推廣活動，向市民大眾宣揚無煙生活的重要性，一同建設無煙社區。

Employers can organize a variety of activities or join smoke-free campaigns organized by COSH to involve the management, employees and their families in promoting smoke-free culture such as body check, exhibition, health talk, experience sharing session for quitters. Employers are encouraged to engage the mass public proactively by organizing smoke-free community involvement activities to promote the importance of smoke-free lifestyle for a smoke-free Hong Kong.





## 鼓勵及支持戒煙

### Motivate smoking employees to kick the habit

透過適當的協助以鼓勵及支持吸煙員工戒煙，包括提供戒煙輔導、轉介至合適的戒煙服務機構、資助及獎賞計劃等。（詳情請參閱第三章）

Provide assistance and support to motivate smoking employees to kick the habit, e.g. provide smoking cessation counselling, referral, subsidy and incentive programme. (Refer to chapter three)

## 與員工保持溝通

### Communicate with employees on smoke-free measures

專責小組在訂立措施後，應該於實行之前以公開的渠道向所有員工發佈有關措施的詳情。發佈通告時需要注意以下事項：

Details of smoke-free measures should be well communicated with employees through open channels before implementation. Special attention should be paid to the followings:

- 清楚列明禁煙的範圍、執行的時間及政策所涵蓋的有關人士，例如所有員工/訪客/顧客等。  
State clearly the no smoking areas, effective date of the smoke-free policy and people affected by the policy, e.g. employees, visitors and customers.
- 發佈通告以清晰表明無煙措施得到公司管理層的支持，例如通告應由管理層發出或附有管理層的支持信。  
Indicate that the management fully supports the smoke-free measures, e.g. announcement should be made by the management or can be accompanied by letter from the management.
- 在發佈通告前，應先與各部門、分公司/分行/分店的主管溝通，並商討如何應付可能遇到的困難。  
Communicate with heads of departments/branches/subsidiaries/site offices before announcement of the measures and identify potential obstacles.
- 發佈通告的渠道必須公開，並能有效地將信息傳遞予每名員工，例如通告板、員工會議、公司內聯網及電郵等。  
The announcement should be made through open and effective channels to each employee, e.g. notice board, staff meeting, intranet or email.
- 於員工守則、培訓資料和僱傭合約加入可持續的無煙措施。  
Incorporate sustainable smoke-free measures in employees' handbooks, training materials and employment contracts.
- 設立途徑讓員工對無煙措施提出意見。  
Provide channels for employees to express views on the smoke-free measures.
- 為員工提供充足的煙害資訊，讓他們明白公司措施的出發點及目標。  
Provide sufficient information about hazards of smoking to employees and ensure they understand the objectives and targets of the smoke-free measures.



# 實施無煙措施的成功因素

## Keys for successful smoke-free measures

要將無煙文化發展為企業文化，須注意以下關鍵的成功因素：

To develop smoke-free corporate culture, the key factors of success are:

- 正面地讓員工知道推動無煙文化的目標在於減低煙害、提升職業安全及健康，而不是針對任何吸煙員工或有意剝削他們的個人權益。  
Educate employees on the objectives of smoke-free measures, which are to protect employees from smoking hazards and improve occupational safety and health. The measures do not intend to discriminate any smoking employees nor depriving their rights.
- 因應公司的實際情況或吸煙員工的人數度身訂立合適的措施，確保無煙措施對每一個工作崗位或工種都是公平的。  
Tailor-make the measures according to the smoking habit and needs of the employees. Ensure that they are fair across different job categories or positions.
- 取得公司管理層的支持，鼓勵吸煙的管理層以身作則帶頭戒煙，以推動員工加入無煙行列。  
Management support is crucial. The management who smokes should take the lead to quit smoking and encourage employees to go smoke-free.
- 尊重員工意見，包括吸煙及非吸煙員工的意見，鼓勵他們參與有關無煙推廣活動和發表意見。  
Respect employees' opinions, including both smokers and non-smokers. Encourage them to participate in smoke-free campaigns and express their views.
- 推行持續的無煙措施，定時進行檢討及評估效益，並在有需要時作出適當的修改。  
Implement sustainable smoke-free measures, conduct evaluation regularly and make amendments if necessary.
- 向不同的持分者公開展示公司對無煙文化的支持。  
Demonstrate the company's commitment to smoke-free culture to different stakeholders.



資料來源 Source:

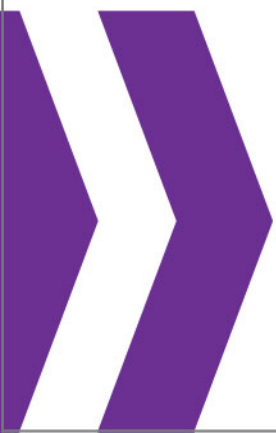
- 衛生署控煙辦公室，無煙工作間簡易實施指引。  
Tobacco and Alcohol Control Office, Department of Health. Smoke-free Workplace Implementation Guide.
- American Cancer Society. Strategies for Promoting and Implementing a Smoke-free Workplace.
- Minister of Health, Canada. (2007). Smoking Cessation in the Workplace: A Guide to Helping Your Employees Quit Smoking.





# **執行無煙工作間條例**

## **Enforcement of smoke-free workplace policy**



# 吸煙（公眾衛生）條例

## Smoking (Public Health) Ordinance

根據《吸煙（公眾衛生）條例》（第371章）規定，法定禁煙區範圍包括所有食肆處所的室內地方、室內工作間、公眾場所內的室內地方及部分戶外地方。任何人不得於禁煙區內吸煙（包括電子煙、加熱非燃燒煙草製品及草本煙）或者攜帶燃點著的捲煙、雪茄或煙斗。

Statutory no-smoking areas cover the indoor areas of all restaurant premises, indoor workplaces, public indoor places, and some public outdoor places in accordance with the Smoking (Public Health) Ordinance (Cap 371). No person shall smoke (including electronic cigarettes, heat-not-burn tobacco products and herbal cigarettes) or carry a lighted cigarette, cigar, or pipe in designated no smoking areas.



### 「室內工作間」的定義

#### Definition of indoor workplaces

《吸煙（公眾衛生）條例》（第371章）第3條及附表2已規定，在工作地方的室內區域，不論是自僱或受僱的工作地方，包括在工作時段之間用膳或休息時使用的地方，例如店舖、辦公室、工場或工作地方內的公眾地方均屬禁煙區。

Indoor areas of all workplaces are designated no smoking areas under Section 3 and Schedule 2 of the Smoking (Public Health) Ordinance (Cap 371), regardless for the purpose of self-employed or being employed, including any part of the place that is set aside for use during any intervals for taking a meal or rest. Examples include shops, offices, workshops, or public areas in the workplaces.



## 場所管理人的權責

### Roles and responsibilities of managers

場所管理人為負責管理禁煙區或公共交通工具的人，包括助理管理人及擔任類似管理人職位的人，或有關處所的擁有人。另外，法定禁煙區的管理人應該在禁煙區內的顯眼處，設置清晰的禁煙標誌，以提醒市民該處是法定禁煙區。管理人亦應將禁煙標誌保持在良好的狀況。

Managers of the premises are responsible for the management of the statutory no smoking areas or public transport carriers, including the assistant manager and any person holding an appointment analogous to that of a manager. Furthermore, managers of statutory no smoking areas should place no smoking signs in prominent positions to remind the public that the premises are statutory no smoking areas. Managers should maintain such signs in good order.

## 觸犯條例的刑罰

### Fixed penalty

任何人不得在指定禁煙區吸煙(包括電子煙、加熱非燃燒煙草製品及草本煙)或攜帶燃點著的捲煙、雪茄或煙斗，違者定額罰款港幣1,500元。

No person shall smoke (including e-cigarettes, heat-not-burn tobacco products and herbal cigarettes) or carry a lighted cigarette, cigar or pipe in designated no smoking areas, or else will be liable to a fixed penalty of HK\$1,500.

## 法例執行

### Law enforcement

衛生署控煙酒辦公室的控煙督察已獲授權執行《吸煙(公眾衛生)條例》(第371章)，包括對違例吸煙、展示或刊登煙草廣告等違例事項作出檢控行動。工作間管理人如遇到違例的情況需要執法人員協助，可致電 2961 8823 聯絡控煙酒辦公室或召喚警務人員。另外，控煙酒辦公室亦會為工作間管理人員提供有關執行控煙法例的講座及指引。詳情可瀏覽控煙酒辦公室網頁 [www.taco.gov.hk](http://www.taco.gov.hk)。

The Tobacco Control Inspectors of the Tobacco and Alcohol Control Office of the Department of Health have been conferred with powers to enforce the Smoking (Public Health) Ordinance (Cap 371), to initiate prosecution against offences like smoking, displaying or publishing of tobacco advertisements. Managers of a no smoking area can contact the Tobacco and Alcohol Control Office at 2961 8823 or call the Police for prosecution if necessary. The Tobacco and Alcohol Control Office also provides law enforcement guidelines or talks for managers, please refer to the Tobacco and Alcohol Control Office website at [www.taco.gov.hk](http://www.taco.gov.hk) for details.



# 給管理人的建議

## Advices to managers

為落實執行控煙措施，確保無煙環境，條例賦予工作間管理人相當的權力及責任。當發現有人在工作間內吸煙，管理人或員工應即時要求違例吸煙者將煙支、雪茄或煙斗弄熄。如該人不合作，管理人可召喚控煙酒辦公室的控煙督察/警務人員協助。

In order to implement smoke-free measures in workplaces, the Ordinance empowers workplace managers with certain authority and responsibilities. If anyone is found smoking in the workplace, the manager or staff shall request the smoker to extinguish his/her cigarette, cigar or pipe immediately. If that person refuses to cooperate, the manager may call the Tobacco and Alcohol Control Office or the Police for assistance.

### 熟悉法例 了解職權

#### Understand the power conferred by law

如果有人在室內工作間吸煙，管理人或員工有責任上前勸喻，緊記保持禮貌，友善地要求吸煙者弄熄煙支或離開。如果吸煙者不理會勸喻，管理人或員工可以請其他同事協助或召喚執法人員到場。

If someone smokes in indoor areas of the workplace, the manager or staff is responsible to request the smoker to stop smoking. Remember to maintain a polite attitude and ask the smoker to extinguish the cigarette or leave the area. If the smoker is uncooperative, the manager or staff can call other staff for assistance or the Police or the Tobacco and Alcohol Control Office if necessary.

### 加強對員工的培訓

#### Strengthen the training for employees

工作間管理人應教育所有員工，明白室內工作間已根據法例推行全面禁煙的措施，並解釋禁煙措施能為員工及顧客帶來清新的環境。同時，應向員工提供培訓，教導他們條例賦予的職權及勸喻技巧，以便他們能有效履行職責，順利勸止其他員工、訪客或顧客吸煙，確保工作間的室內範圍無煙。

Managers should inform all employees that indoor areas of the workplace have implemented smoke-free measures that pursuant to law and emphasize for both employees and customers. At the same time, staff training should be provided to make them understand their responsibilities and duties under the Ordinance, and improve their techniques of advising smokers. This enables staff to effectively discharge their duties of stopping other employees, visitors or customers from smoking, thus achieving a smoke-free environment in indoor areas of the workplace.

### 準備周詳 配套充足

#### Get well prepared

管理人應在工作間的當眼處展示清晰的禁煙標誌，以提醒顧客及員工在工作間內禁止吸煙，方便勸喻吸煙者。在工作間內設置煙灰缸會令人誤以為工作間內允許吸煙。因此，管理人應移走所有煙灰缸。若顧客/員工要求提供煙灰缸，管理人應婉拒及向他/她解釋法例規定。

Managers should display sufficient number of no smoking signs in prominent positions in order to remind customers and employees that smoking is prohibited in workplaces. Placing ashtray in workplaces can mislead people that smoking is allowed. Therefore, managers should remove all ashtrays. If customers or employees request for an ashtray, managers should decline politely and explain that the workplace has carried out smoke-free policy under the law.

資料來源 Source:

衛生署控煙酒辦公室，無煙工作間簡易實施指引。

Tobacco and Alcohol Control Office, Department of Health. Smoke-free Workplace Implementation Guide.





**鼓勵員工戒煙**

**Promotion of smoking cessation**





# 評估員工吸煙概況

## Assess employees' smoking habit

妥善執行無煙工作間條例能令室內工作間避免受二手煙侵害，但殘留在吸煙人士身上的三手煙有毒物質會在室內飄散開去，對其他人的健康造成威脅。要徹底杜絕煙害，企業應設立無煙措施支持及鼓勵員工戒煙，以保障全體員工及其家人的健康。在訂立合適的無煙措施幫助吸煙員工戒煙之前，企業可進行問卷調查或以面談的方式了解員工吸煙的概況，包括：

Strict enforcement of smoke-free workplace policies can protect indoor areas from secondhand smoke. However, the toxic residues of tobacco smoke will follow the smokers back indoors as third-hand smoke and get spread everywhere, which is hazardous to others. The best way to protect employees and safeguard their family members from adverse effects of smoking is to establish smoke-free measures and promote smoking cessation in the workplaces. Employers can take into consideration the smoking habit of employees before planning and establishing appropriate smoke-free measures to assist them in quitting smoking. Surveys or interviews can be conducted to collect data of the followings:



吸煙的原因  
Reasons of smoking



希望戒煙的原因  
Reasons for quitting



每日吸煙的次數及習慣  
Daily smoking frequency and habit



不想戒煙的原因  
Reasons for not attempting to quit smoking



煙齡  
Smoking history



嘗試戒煙但失敗的原因  
Reasons for failure in quitting



身體健康狀況是否已受吸煙影響  
Adverse health condition caused by smoking



曾採用的戒煙方法  
Ways used in previous attempts in quitting smoking



員工同住的家人是否吸煙  
Any cohabiting smoking family members





# 戒煙的支援及措施

## Measures to support smoking cessation

企業了解員工的吸煙情況及衡量資源後，可以透過以下方法給予合適的戒煙支援，並作出跟進及適當的鼓勵，才能有效幫助員工戒煙。

After understanding the smoking habit of employees and evaluating the resources available, employers can establish measures to help employees get rid of smoking. With proper encouragement and follow-up actions, employees are able to kick the habit effectively.

### 提供戒煙資訊

#### Provide information on smoking cessation

透過公司通告、告示板、電郵及內聯網等渠道為員工提供戒煙的資訊，包括派發小冊子、宣傳單張、戒煙手冊及宣傳物品等，讓員工知道戒煙的好處及方法。委員會及衛生署控煙酒辦公室提供免費的資訊物資給公眾人士索取，公司亦可選擇自行印製有關物資。

Provide smoking cessation information through notices, circulars, emails and intranet, etc. COSH and the Tobacco and Alcohol Control Office provide free education and promotional materials, e.g. pamphlets, posters, smoking cessation guidebooks and souvenirs to the public. Employers can also prepare tailor-made materials to fit the needs of their employees.

### 無煙工作間配套

#### Create a smoke-free workplace

除了於工作間當眼處展示禁煙標誌或鼓勵戒煙的宣傳品(如海報、單張等)，企業應移走所有煙灰缸及封閉垃圾桶盛載煙灰的位置，以時刻警惕員工及訪客室內禁煙。另外，可在茶水間/休息室提供無糖糖果、健康食品、茶包或飲品等，幫助正在戒煙的員工對抗煙癮。

Display signages and posters at prominent positions in workplaces, remove ashtrays and cover the ash containers of the trash cans to remind employees/visitors that smoking is prohibited in the indoor workplaces. Sugar-free candies, healthy snacks, tea or drink can be provided at the pantry/rest room for quitters to divert attention and fight against the withdrawal symptoms.



## 舉辦及鼓勵參與戒煙活動

### Organize and encourage to join smoke-free campaigns

鼓勵員工參加由委員會或戒煙服務機構舉辦的無煙活動，如戒煙比賽、講座、小組討論、訓練營等，企業亦可自行舉辦無煙或減壓活動，讓吸煙者學習新的技能，幫助他們遠離煙害。這種方式能令戒煙者更容易投入，透過互相支持及分享心得，可加強戒煙決心。

Encourage smokers to join smoke-free campaigns hosted by COSH or smoking cessation service providers such as smoking cessation contest, health talks, group discussions or training camps. Employers can also organize smoke-free campaigns or stress relief activities that can equip smokers with new skills and distract their attention from smoking. These activities encourage quitters to share positive experience with each other, create a supportive atmosphere and reinforce the determination.

## 提供戒煙輔導

### Provide smoking cessation counselling

給予戒煙者合適的輔導是戒煙計劃的關鍵所在。企業可聘請專業人員或培訓內部員工成為輔導人員，提供合適的輔導。（詳情請參閱本章「戒煙輔導的技巧」）

Employers can recruit professional agencies or train employees to be smoking cessation counsellors to provide counselling services to smoking employees. (Refer to counselling techniques in this chapter)

## 贊助戒煙療程/藥物

### Subsidize smoking cessation courses/medications

企業可提供津貼以贊助吸煙員工參加戒煙療程或購買戒煙藥物。

Employers can subsidize employees to enroll in smoking cessation courses or to purchase cessation medications.

## 戒煙服務轉介

### Referrals

香港衛生署及不同團體均提供免費的戒煙服務及輔導，企業可將有意戒煙的員工轉介至這些機構作戒煙治療及跟進。（詳情請參閱活動網頁 [www.smokefreeleadingcompany.hk](http://www.smokefreeleadingcompany.hk)）

The Department of Health and various organizations provide free smoking cessation services and counselling in Hong Kong. Employers can refer smoking employees to these organizations for smoking cessation and follow-up services. (Refer to Awards website at [www.smokefreeleadingcompany.hk](http://www.smokefreeleadingcompany.hk))

## 戒煙夥伴計劃

### Smoking cessation buddy scheme

透過戒煙夥伴計劃，鼓勵非吸煙員工積極支持吸煙員工戒煙，結伴參與無煙活動或跟進戒煙情況，有助營造支持戒煙的氛圍。

Through smoking cessation buddy scheme, employers can encourage non-smoking employees to actively support the smokers to kick the habit. They can join smoke-free campaigns together or non-smoking employees can help follow up the smokers' cessation status, creating a supportive atmosphere.

## 獎賞成功戒煙員工

### Offer incentives for successful quit cases

透過發放獎金或獎品，以示對成功戒煙員工的支持，或以獎勵的形式加強戒煙動力，減低他們再次吸煙的機會。

Employers can offer financial or prize incentives to avoid relapse and recognize employees who have successfully quitted smoking.

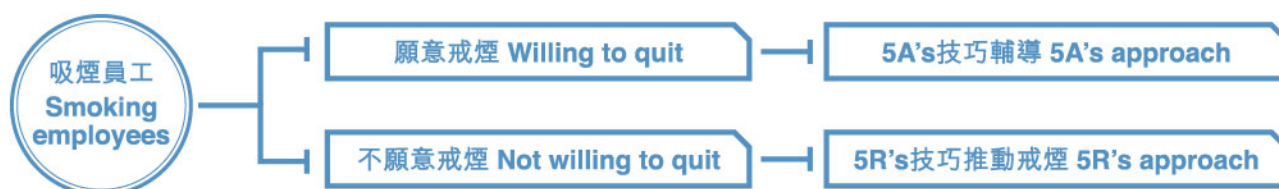


# 戒煙輔導的技巧

## Counselling techniques

公司除可選擇轉介吸煙員工到戒煙輔導服務機構外，亦可自行培訓內部員工成為輔導人員。輔導人員必須以同理心接納吸煙者的個人感受，亦需針對吸煙員工的意願以對症下藥。

Apart from referring smoking employees to smoking cessation services provided by various organizations, employers can train employees to be counsellors to provide counselling services. The counsellors should have empathy and consider the feelings of smokers. Different approaches should be used to cater the needs of different smokers.



## 5A's<sup>1,2</sup>

輔導者可參考「5A's」技巧來協助有意戒煙者計劃或實行戒煙。

Take reference to the "5A's" approach to help prospective quitters to devise or implement cessation plan.



### 詢問 Ask

每次與吸煙人士會面時詢問及記錄其吸煙狀況、每天吸煙數量和煙齡。

Ask the smoker at every consultation about his/her smoking status, quantity smoked every day and years of smoking, and record the information accordingly.



### 評估 Assess

評估每位吸煙人士的戒煙意欲或意願。

Assess each smoker's desire or readiness to quit.



### 建議 Advise

以清楚明確及堅定的態度敦促吸煙人士戒煙，並透過一些小測試如「尼古丁依賴程度測試」(請參考本章表一)來推動吸煙人士戒煙。

Convince the smoker to quit smoking in a clear and determined manner, and motivate the smoker to quit smoking by means of short tests like Fagerstrom Test for Nicotine Dependence (Refer to table one in this chapter).



### 協助 Assist

與吸煙人士一同草擬戒煙計劃，擬定戒煙日於未來兩星期內較理想。同時鼓勵他們把戒煙的決定告知家人、同事和朋友，以獲取他們的支持及鼓勵。

Assist the smoker to work out the smoking cessation plan and set a quit day preferably within the subsequent two weeks; encourage the smoker to tell family members, colleagues and friends about his/her decision to quit smoking so as to enlist their support and encouragement.

提供解決問題的合適技巧包括：

Provide appropriate techniques on problem solving, including:

- 可利用「平衡抉擇表」(請參考本章表二)來幫助吸煙人士認清戒煙的原因及戒煙的好處。

Identify the reasons and benefits of smoking cessation with smokers by using Decisional Balance Worksheet (Refer to table two in this chapter).

- 檢討過去戒煙的經驗(如有)，找出有效的戒煙方法及導致再次吸煙的原因。  
Evaluate previous quit attempts (if any), identify effective methods of quitting and avoid obstacles that cause smoker relapse.
- 把一切與吸煙有關的東西如煙草產品及火機等棄掉。戒煙日之前，嘗試於經常逗留的地方減少吸煙的數量。  
Throw away cigarettes, lighters and all other smoking-related items. Before the quit day, try to minimize the number of cigarettes smoked in places of prolonged stay.
- 戒煙日起要完全停止吸煙。  
Commencing from the quit day, refrain from smoking completely.
- 評估不同階段可能出現的挑戰，包括退癮徵狀，並協助吸煙人士找出應對的方法。  
Assess the possible challenges at different stages including withdrawal symptoms, and help the smoker identify the corresponding counteractions.
- 吸煙人士可要求同住的吸煙家人一同戒煙，或不要在他/她面前吸煙。  
The smoker may request cohabiting family members who smoke to join him/her in quitting or refrain from smoking in front of him/her.
- 建議吸煙人士避免飲用酒精類飲品，因飲用酒精類飲品會增加回復吸煙習慣的機會。  
Recommend the smoker to avoid alcoholic drink as intake of alcohol increases the probability of smoking again.
- 建議吸煙人士諮詢醫護人員意見，使用合適的戒煙藥物。  
Recommend the use of appropriate medications for quitting smoking with medical practitioner's advices.
- 按吸煙人士的意願轉介他/她到切合其需要的戒煙服務，並給予相關的戒煙資訊如小冊子等。  
Refer the smoker to receive smoking cessation service that suits his/her needs according to his/her wish. Provide relevant smoking cessation information such as pamphlets.



## 安排跟進 Arrange

- 與吸煙人士一同制定合適的跟進程序和模式，如面談或電話跟進等。  
Work out the follow-up schedule and approaches such as interviews and telephone calls with the smoker.
- 首次跟進最好訂於戒煙計劃開始的首星期內，然後安排定期跟進。  
It is preferable to conduct the first follow-up within the first week after the quit day and then follow up regularly.
- 每次跟進都給予輔導和鼓勵。  
Provide counselling and encouragement during each follow-up.
- 對成功保持不吸煙之人士加以肯定，若戒煙者仍偶有吸煙，可提醒他/她把這些疏忽作為警惕。  
Recognize the efforts of those smokers who have successfully refrained from smoking, and remind those who are still unable to kick the habit to regard occasional "slips" as an alert.



## 5R's<sup>3</sup>

而對於沒有戒煙意欲的吸煙員工，應盡量避免與他們爭論，可採用「5R's」技巧來推動他們戒煙。

For those smokers who have no intention to quit smoking, arguments should be avoided and the "5R's" approach should be adopted to motivate them to kick the habit.



### 相關 Relevance

引導吸煙人士明白戒煙對自身和身邊人的影響都是息息相關。提供能增強戒煙動機的資訊，如吸煙人士的家族健康病歷和身體狀況，並分析過往的戒煙經驗、動機及失敗原因，以找出可改善的地方。

Get the smoker to understand why his/her quitting is relevant to him/her personally and to the people around. Deliver motivational information such as the smoker's family medical history and physical conditions, and analyze his/her quitting experience, motives and reasons for failure in previous quit attempts.



### 危機 Risk

引導吸煙人士分析吸煙帶來的禍害。強調吸食低焦油或低尼古丁含量的煙草產品並不能減低吸煙相關的危害，如引致癌症、心臟病和呼吸系統疾病、使胎兒健康受損、不舉及不育等，並強調二手煙與吸煙的禍害相若。

Guide the smoker to analyze the hazards of smoking. Emphasize that consumption of low tar or low nicotine tobacco products cannot reduce smoking-related risks such as cancer, heart disease, respiratory disease, damage to fetal health, impotence and infertility. Stress that active and passive smoking bring more or less the same undesirable effects.



### 報償 Rewards

讓吸煙人士了解戒煙帶來的切身益處，包括改善自己和家人的健康和體能、延緩衰老及節省金錢等。

Educate the smoker on the benefits of smoking cessation including the improvement in health and fitness of the quitter and his/her family members; delay in aging and saving money, etc.



### 障礙 Roadblocks

引導吸煙人士評估戒煙可能面對的障礙，如受退癮徵狀的影響或害怕再次失敗等，然後加以輔導。

Guide the smoker to assess various barriers to quitting, e.g. experience of withdrawal symptoms or fear of repeated failure, and provide counselling accordingly.



### 重覆 Repetition

把握每次與吸煙人士接觸的機會，反覆地加強對方戒煙的動機。讓戒煙者知道大多數吸煙人士都經過多次嘗試才能成功戒掉煙癮，並鼓勵他們要加把勁。

Make good use of every opportunity to enhance the smoker's motivation to quit smoking. Tell the smoker that most smokers quit successfully after several attempts and cheer them up.

## 成功的要訣

### Factors of success

要有效地減低員工吸煙率，在實施戒煙支援措施時可留意以下幾點：

There are few points to note that can enhance the effectiveness of cessation support in the workplace:

讓員工知道鼓勵他們戒煙不是剝奪個人權利，而是保障他們及全體員工的健康及安全。

Ensure proper communication with colleagues – purpose of smoke-free measures is not against employees' human rights but for the benefits of all employees' health and safety.



公司必須明白戒煙是一個過程，在過程中應該給予員工充足的時間及支持，有需要時容許員工請假去參加戒煙治療/輔導。

Understand that quitting is a process – offer continuous support to employees during their cessation process, allow them to take time off to attend cessation consultation/counselling if necessary.



支援措施實施後要作定時的跟進，記錄戒煙者的進度及確保他們得到適當的支援。

Follow up – regular update and record smokers' quitting progress and ensure they get sufficient support.



鼓勵同事之間互相支持，一同對抗退癮徵狀。

Encourage peer's support – motivate co-workers to support smokers in the quitting process and walk through the withdrawal symptoms with them.



將推廣戒煙的活動伸延至員工的家屬，鼓勵他們一同參與及支持員工。

Involve family members – invite the employees' spouses and family members to support and join the cessation activities.





## 表一：尼古丁依賴程度測試

### Table one: Fagerstrom test for nicotine dependence

利用下表了解對尼古丁的依賴程度，戒煙行動會事半功倍。

Use the following table to understand the nicotine dependence level.

問題 Questions		選項 Response	分數 Score
1	你每天一覺醒來後多久才吸第一支煙？ How soon after you wake up do you smoke your first cigarette?	5分鐘 Within 5 minutes	3
		6-30分鐘內 6-30 minutes	2
		31-60分鐘內 31-60 minutes	1
		60分鐘後 After 60 minutes	0
2	當你身處非吸煙區內(例如商場、港鐵或升降機內)，會否感到難於忍住不吸煙？ Do you find it difficult to refrain from smoking in places where it is forbidden? (e.g. in a shopping mall, at a MTR station, in a lift)	會 Yes	1
		不會 No	0
3	你覺得哪一支煙最難放棄？ Which cigarette would you hate most to give up?	早上第一支 The first in the morning	1
		其他 Any other	0
4	在起床後數小時內你吸煙次數會否較在其他時間頻密？ Do you smoke more frequently during the first hours after awakening than during the rest of the day?	會 Yes	1
		不會 No	0
5	當你患病至大部分時間臥床時，你會否吸煙？ Do you smoke even if you are so ill that you are in bed most of the day?	會 Yes	1
		不會 No	0
6	你每天吸多少支煙？ How many cigarettes do you smoke per day?	31支以上 31 or more	3
		21-30支 21-30	2
		11-20支 11-20	1
		10支或以下 10 or less	0
		總分 Total score	

總分 Total score	尼古丁依賴程度及戒煙忠告 Nicotine dependence and advice
<b>0-3 較輕 Low</b>	你對尼古丁的依賴並不算嚴重，只要使用有效的戒煙方法，應該可以成功戒煙。 Your level of nicotine dependence is still low. You should act now before your level of dependence increases.
<b>4-5 中等 Moderate</b>	你已開始對尼古丁有依賴，但依然有機會自行戒煙，只要下定決心，並使用有效的戒煙方法，一定可以成功戒煙。 Your level of nicotine dependence is moderate. With your own determination and right smoking cessation measures, you can quit it successfully.
<b>6-10 偏高 High</b>	你對尼古丁已經非常依賴。在未引發與吸煙相關的疾病前，請即從速戒煙。 (衛生署綜合戒煙熱線：1833 183) Your level of dependence is high. You should quit now before suffering from serious diseases caused by smoking. (Quitline: 1833 183)

**表二：平衡抉擇表****Table two : Decisional balance worksheet**

無論是考慮戒煙或真正實行戒煙，出現矛盾的感覺都是正常的。輔導者可以透過鼓勵吸煙人士填寫以下的「平衡抉擇表」，以協助他們認清矛盾，作出決定，並讓吸煙人士保留此表格，於對抗煙癮時幫助堅定意志。

Ambivalence is common in the process of making up one's mind to quit and in the course of quitting. The following "Decisional balance worksheet" provides a clear picture of such ambivalence and helps the smoker fight against the temptation of smoking.

吸煙帶給你好的感覺 Positive feelings brought by smoking	吸煙帶給你不好的感覺 Negative feelings brought by smoking
戒煙帶給你好的感覺 Positive feelings brought by quitting	戒煙帶給你不好的感覺 Negative feelings brought by quitting
繼續吸煙的原因 Reasons for not quitting	戒煙的原因 Reasons for quitting

資料來源 Source :

<sup>1</sup> Public Health Services. (2002). *Clinical Practice Guideline – Treating Tobacco Use and Dependence*. U.S. Department of Health and Human Services. Public Health Service. U.S.A.

<sup>2</sup> Mayo Clinic. (2004). *11th Annual Mayo Clinic Nicotine Dependence Conference*. Mayo Clinic College of Medicine. Rochester. Minnesota.

<sup>3</sup> Anderson JE, Jorenby DE, Scott WJ, Fiore MC. *Treating Tobacco Use and Dependence: An Evidence Based Practice Guideline for Tobacco Cessation*. Chest 2002;121:932-941.

• 衛生署控煙酒辦公室，戒煙輔導資料套。

Tobacco and Alcohol Control Office, Department of Health. Smoking Cessation Information Kit.







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