**Appendix 2: Smokers’ Helpline detailed information**

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| **Services Offered** |
| **Phone Counselling** |
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| Standard counselling available for an adult tobacco smoker | Multiple: counsellor-initiated. |
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| Number of sessions provided for typical tobacco smoker | No set number of maximum sessions. |
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| Length of typical 1st session | 15 - 20 minutes. |
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| Length of typical follow-up session | 10 - 15 minutes. |
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| Timing of counselling sessions | Contemplation stage; 2 weeks after initial call; 3 weeks after initial call; option to add 1 additional call a week after last scheduled call. Preparation stage without quit date; 2 weeks after initial call, 3 weeks after initial call; option to add 1 additional call a week after last scheduled call. Preparation Stage with quit date; 1 week before quit date, call on quit date; option to add 1 additional call on new quit date if caller did not quit on originally set quit date. First four weeks of action; 2nd day, 5th day, 2 weeks and 4 weeks post quit; option to add 1 additional call a week after last scheduled call. Additional calls can be scheduled at the discretion of the quit specialist for caller in any stage. In addition to the regular proactive calls described above, women who are pregnant or post partum are eligible to receive the following proactive calls: 1 month before baby's due date, 3 weeks after baby's due date, 3 months after baby's birth, 6 months after baby's birth. There is no minimum specific stage requirement necessary to be eligible for these pregnant/post partum proactive calls.  |

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