

Quitting is Easier *if you* Have Help!

The NWT Quitline Process

The NWT Quitline is staffed by registered nurses or cessation counsellors who are specifically trained to help people quit smoking. The line operates 24 hours a day, seven days a week. The line operates in French and English, but a caller can request the services of a translator for any of the official NWT languages and many other languages as well. This involves having a third party on line during counselling calls.



During the initial phone call a smoking cessation counsellor helps the caller to determine their readiness to quit. Callers in the contemplative stage (just thinking about quitting) are provided encouragement, offered printed materials and are advised to call back when they feel ready to quit. Smokers who are ready to make a quit attempt will continue with a series of phone calls.

An important feature of the NWT Quitline is the personal call-back option that is based on the quitter's needs. A caller can receive up to five calls from a counsellor to support their own quitting process at times that are convenient for them. After the initial call, the counsellor will work with the smoker to establish a quit plan, resolve practical problems and prevent relapse. They will also give support and reinforcement for the caller's quitting goals. Panic calls – when the temptation becomes too great – are also accepted.

With their patient's consent, a health care provider can initiate the referral process to the Quitline. The first call to the smoker will then be made by a Quitline counsellor at a time convenient for the smoker.

The NWT Quitline is a free 24 hours / 7 days a week confidential help line for smokers who want to quit