



# CANADIAN CANCER SOCIETY SMOKERS' HELPLINE FACT SHEET

*Smokers' Helpline* (SHL) is a free, confidential service that provides personalized support, advice and information about quitting smoking and tobacco use to Ontarians. Quit Specialists use techniques to help clients through the process of quitting.

## Accessing the Canadian Cancer Society *Smokers' Helpline*:

<p><b>Call toll-free 1 877 513-5333</b></p> <p>Monday to Thursday: 8 a.m.-9 p.m.  Friday: 8 a.m.-6 p.m.  Weekends: 9 a.m.-5 p.m.  EST</p>	<p><b>Quit Specialists can help with:</b></p> <ul style="list-style-type: none"> <li>• Making an individualized quit plan</li> <li>• Coping with cravings</li> <li>• Offering information on quitting methods</li> <li>• Withdrawal symptoms</li> <li>• Managing stress</li> <li>• Finding available services and resources</li> </ul>
<p><b>Register online at <a href="http://smokershelpline.ca">smokershelpline.ca</a></b>  <i>Smokers' Helpline Online</i> (SHO) is an interactive, web-based service available 24 hours a day, 7 days a week offering tips, tools and support to help with quitting smoking.</p>	<p><b>Features include:</b></p> <ul style="list-style-type: none"> <li>• Discussion forums</li> <li>• A "Quit Meter" that gives personalized feedback about financial and health gains based on your quit date</li> <li>• "Quit Buddies" instant messenger service</li> <li>• Inspirational e-mails</li> </ul>
<p><b>Sign up for text messaging at <a href="http://smokershelpline.ca">smokershelpline.ca</a></b>  <i>Smokers' Helpline Text Messaging</i> (TXT) is an interactive service offering support via a mobile device. (Standard text messaging rates apply.)</p>	<p><b>Features include:</b></p> <ul style="list-style-type: none"> <li>• Evidence-based messages supporting a person based on their quit date</li> <li>• Option to choose a message schedule</li> <li>• Keywords to text back for additional support</li> </ul>

### **Smokers' Helpline launch dates:**

Phone – April 2000                      Online – March 2005                      Text messaging – October 2009

Services are available in both English and French. Interpreter services are available in over 100 languages by phone.

*Smokers' Helpline* is operated by the Ontario Division of the Canadian Cancer Society and funded by the Ontario Ministry of Health Promotion

*Smokers' Helpline* offers support and materials for a variety of clients, including:

- o Tobacco-users who want to quit
- o Tobacco-users who don't want to quit
- o Tobacco-users who are thinking about quitting or who have quit
- o People who want to help a tobacco-user quit