

CITIZEN CHARTER
Tobacco Control Office – City Health Department

NAME OF SERVICE: Smoking Cessation Seminar

Brief Description of the service


Smoking Cessation Seminar for Non-Violator who wants to quit smoking and Apprehended of Ordinance # 13 series of 2018 (No Smoking in Public Places) and Ordinance # 07 series 2019 (No Vaping in Public Places) violators. This program will help the smokers to quit their smoking habit through different smoking cessation seminar and other program intervention

Clients

Office or Division:	Tobacco Control Office – City Health Department
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Smoking/Vaping Violators / None Violator who are willing to quit smoking / Corporate Center / Business Establishment / NGO's / HOA's / Civic Society Organization/ Students / Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Form from CENRO (For Violator's)	4 th Floor City Environment and Natural Resources Office, Pasig City Hall Bldg., San Nicolas, Pasig City
Smoking Cessation Seminar	6 th Floor Tobacco Control Office, Pasig City Hall Bldg., San Nicolas, Pasig City and Smoking Cessation Health Center Clinic
Request Letter addressed to Joseph R. Panaligan, MD, MHA City Health Officer Attention: Chona P. Lolarga, MD Tobacco Control Manager (For NGO's, Corporate Center, HOA's Business establishment)	Room 4. Admin Office of City Health Department, Pasig City Hall Bldg., San Nicolas, Pasig City
Request Letter addressed to Joseph R. Panaligan, MD, MHA City Health Officer Attention: Chona P. Lolarga, MD Tobacco Control Manager (For Government Clients)	Room 4. Admin Office of City Health Department, Pasig City Hall Bldg., San Nicolas, Pasig City

NO .	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Violator proceeds to CENRO located at the 4 th floor of Pasig City Hall.	<p>CENRO staff at the window asks the apprehended smoking violator on the two (2) options to choose from regarding imposed penalty:</p> <p>a. Pay the penalty worth Php 3,000.00 (1st Offense) or attend the 5 Days Smoking Cessation Seminar</p> <p>(2nd Offense) Pay the penalty worth 3,000.00 and attend the 5 Days Smoking Cessation Seminar</p> <p>(3rd Offense) Pay the penalty worth Php 5,000.00 plus 15 days imprisonment</p> <p>b. If the violator opt to attend 5 Days Seminar the CENRO staff will give referral form to the violator and advise to go to Tobacco Control Office to secure their schedule for the Smoking Cessation Seminar</p>	<p>3000,00</p> <p>3,000.00</p> <p>5,000.00</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes (for scheduling)</p>	<p>CENRO Staff</p> <p>Treasury Office/ Cashier</p> <p>Treasury Office/ Cashier</p> <p>Treasury Office/ Cashier / PNP</p> <p>Tobacco Control Desk Officer (TCDO)</p>

2	<p>Violator proceeds to Tobacco Control Office located at the 6th Floor Pasig City Hall to get schedule of Smoking Cessation Seminar.</p> <p>Patient will give the necessary information for the scheduling</p> <p>Violator will scan the QR Code or Register thru this link bit.ly/TCOViolatorRegistration</p> 	<p>The TCO staff will borrow the Government ID of the violator for the verification if what offense he/she commit.</p> <p>The TCO Staff will write down all the details of violators to the Daily Scheduling Sheet</p> <p>The TCO Staff will provide the qr/link for the registration of the violator</p>	None	2 minutes	Emilhil B. Cabingan
3.	<p>The Violator will follow up to the FB Page <i>Pasig Tobacco Control Office</i> 3 days before their seminar to confirmed the date of their schedule.</p>	<p>The TCO-PIO confirm their schedule and gather all the names confirm to consolidate for the attendance</p>	None	2 minutes	Kathryn Joyce a. Apigo
3.	<p>Violator will wait for the call/text of the TCO Admin for the schedule of Smoking Cessation Seminar</p>	<p>The TCO Staff will contacts the violator to confirm their schedule.</p>	None	2 minutes	Emilhil Cabingan Rose Anne A. Zamora
4	<p>The violator will attend Smoking Cessation Seminar for their given scheduled.</p>	<p>The Tobacco Control Program Manager and Tobacco Control Nurse Coordinator conducts seminar to the violators</p> <p>a. 1st Visit – Screening Session and ✓ Vital Signs</p>	None	5 Days	Chona Lolarga, MD Edwin Edgar Jose F. Magno, REBL, RN

		<ul style="list-style-type: none"> ✓ Orientation on SC Program ✓ Accomplish <ul style="list-style-type: none"> • Personal Profile • Self-test on Reasons for Smoking • Self-test on Nicotine Dependence • Self-test on readiness to stop smoking • Reflection on Previous attempts to Stop Smoking <p>b. 2ND Visit – 1st Session and Signing of Contract</p> <ul style="list-style-type: none"> ✓ Health Benefits of Stopping Smoking ✓ Film Showing ✓ Signing of Contract (Itaga sa Bato) ✓ Quit Diary 			
		<p>c. 3rd Visit – 2ND Session</p> <ul style="list-style-type: none"> ✓ Managing Urges and Temptations ✓ Managing Withdrawal Symptoms <p>d. 4th Visit – 3rd Session</p> <ul style="list-style-type: none"> ✓ Coping Strategies ✓ Stress Management and Relaxation Technique ✓ Mindfulness: Breathing Exercise ✓ Basic Physical Fitness Program <p>e. 5th – 4 Session</p> <ul style="list-style-type: none"> ✓ Smoking and Nutrition ✓ Monitoring and 			

		Prevention of Smoking Relapse			
5.	The violator will receives a certificate of completion	The Tobacco Control Office / Smoking Cessation Clinic issues a Certificate for the violators who completed the Smoking Cessation Seminar.	None	15 minutes	Emilhil Cabingan Kathryn Joyce Apigo Rose Anne Zamora
6	The violator will forward his/her received certificate to the CENRO	CENRO Accepts the Certificate of Completion and removes the violation from their system as well as the link stating the violation of the patient so he or she can be allowed to be granted any government credentials like Barangay Clearance, Police Clearance, NBI Clearance etc.	None	15 minutes	CENRO staff
TOTAL:				5 Days and 1 Hour 31 minutes	
HOW TO HANDLE MINOR-SMOKING VIOLATORS					
1	A minor aged 17 and below, when caught smoking cigarette,	the enforcer must inform the teacher, parents, in case of a student and or send to DSWD together with the guardian and teacher.	Php 2,000.00 fine violation for parents / guardian of minor	30 minutes	Apprehending Officer

2.	The minor patient is encouraged to attend the Smoking Cessation Seminar together with a parent or guardian	The Tobacco Control Office conduct the Smoking Cessation Seminar for the minor together with his/her parent or guardian. The minor needs to be appropriately guided and the concerns that he/she may have and answered by the parent or guardian as minors may appear shy in raising clarificatory questions to the facilitator during the actual seminar.	N/A	8 Hours	Chona P. Lolarga, MD Edwin Edgar Jose F.Magno, REBL, RN
3.	The minor will received a Certificates of Completion to be presented to his/her teacher in school	The Tobacco Control Admin releases the Certificate of Completion to minor.	N/A	5 minutes	Emilhil B. Cabingan Kathryn Joyce A. Apigo Rose Anne A. Zamora
TOTAL:			N/A (None)	8 Hours and 35 Minutes	

HOW TO UNDERGO NICOTINE REPLACEMENT THERAPY

1	The Patient will give all the necessary details for the enrollment of Nicotine Replacement Therapy.	The staff encodes and assesses the enrollee before he/she enroll to the program	N/A	5 minutes	Kathryn Joyce Apigo Rose Anne A. Zamora Emilhil B. Cabingan
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2	The smoker/violator after attending Smoking Cessation Seminar, still deems the need to get further help and assistance towards successful quitting, is referred to Smoking Cessation Clinic or Tobacco Control Office.	The Tobacco Control Office or Health Center Smoking Cessation Clinic will assesses the enrollee for the Nicotine Replacement Program through NRT Forms.	N/A	30 minutes	Chona P. Lolarga, MD Edwin Edgar Jose F. Magno, REBL, RN Rural Health Physician Duty in Health Center
3	The violator will received the patch/pastilles.	The TCO Staff dispenses the patch/pastilles to the patient.	N/A	5 minutes	Kathryn Joyce Apigo Rose Anne A. Zamora Emilhil B. Cabingan
TOTAL:			N/A (None)	8 Hours and 35 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig
	2. Phone Call 8642-7754 loc. 390,391 (CITY HEALTH DEPARTMENT)/ 8643-0000 Pasig C3/ Pasig Katext No.: +63908-899-3333

	<p>3. Email at: tobaccocontrol@pasigcity.gov.ph</p>
	<p>4. Letter addressed to:</p> <p>JOSEPH R. PANALIGAN, MD, MHA <i>CITY HEALTH OFFICER</i> <i>Department Head</i> CHO 5th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City</p>
How feedback is processed	<p>1. Pasig City Public Information Office or Ugnayan sa Pasig will document feedback and forward to the City Health Office.</p>
	<p>2. Phone Call 8642-7754 loc. 390,391 /Command Center Hotline: 8643-0000 / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p>
	<p>3. Email received from tobaccocontrol@pasigcity.gov.ph will be documented by the clerk in-charge and will be forwarded to concerned personnel.</p>
	<p>4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.</p>
How to file a complaint	<p>1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/ or Ugnayan sa Pasig</p>
	<p>2. Phone Call 8643-1111 loc. 480/ 8643-0000 Pasig C3/ Pasig Katext No.: +63908-899-3333</p>
	<p>3. Email at : tobaccocontrol@pasigcity.gov.ph</p>
	<p>4. Letter addressed to:</p> <p>JOSEPH R. PANALIGAN, MD, MHA <i>CITY HEALTH OFFICER</i> <i>Department Head</i> CHO 5th Floor, Pasig City Hall Caruncho Ave, San Nicolas Pasig City</p>
How complaints are processed	<p>1. Pasig City Public Information Office will document feedback and forward to the Pasig City City Health Office</p>
	<p>2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received complaints or request from these contact numbers will be documented by Pasig C3 and will be forwarded to CHO.</p>
	<p>3. Email received from tobaccocontrol@pasigcity.gov.ph will be documented by the SWMO clerk in-charge and will be forwarded to CHO Administrative Office .</p>
	<p>4. Letter will be received by the CHO Administrative Office and forwarded to concerned monitoring officer or contractor in-charge.</p>
Contact Information	

Person in Charge:	JOSEPH R. PANALIGAN
Contact No./s.	Phone Call 8642-7754 loc. 390,391
Email Address:	tobaccocontrol@pasigcity.gov.ph