how can I work with employees or patrons who smoke?

Preventative measures help to limit smoking, remind rule breakers to stop and limit the possibility of a confrontation with customers.

- Measure 5 metres (that’s about 10 steps) in all directions from the door, windows and air intake and use tape, chalk or paint to mark your smoke-free space.
- Place no-smoking signs inside at every entrance in line with Tobacco Reduction Act guidelines.
- Place no-smoking signs in your smoke-free space.
- Indicate where smoking is permitted with signs.
- Put ashtrays or ash cans in the smoking area to reduce cigarette butt litter.
- Make the smoking area inviting by placing seating in the area.
- Provide new staff with information on smoking rules during their orientation.

how do I deal with people who break the rules?

- Take action with customers and staff members who break the rules by speaking up immediately.
- Refuse service or access to people who do not comply.
- Follow up on customer complaints about smoky entrances.
Alberta’s Tobacco Reduction Act and the City’s Public Places Bylaw bans smoking in all public places and workplaces. Smoking includes burning, holding or controlling a lit tobacco product including cigarettes, cigarillos, cigars or pipe tobacco.

**what are the rules about smoking?**

No one shall smoke:

- Inside a building unless it is a private residence.
- Within 5 metres of a doorway, window or air intake.
- On a patio related to a business, restaurant, lounge or nightclub.
- In a bus, taxi, LRT, LRT platform or bus shelter.
- In bars, bingo halls or casinos.

Business owners and managers must ensure that no smoking signs are permanently displayed. *(Public Places Bylaw #14614)*

**who is responsible to ensure people do not smoke indoors?**

Business owners, restaurant managers or anyone managing a place that allows public access can’t allow any individual to smoke there.

**what should I do if someone is smoking illegally in or near my business?**

A business owner or employee must make reasonable efforts to ensure that their customers are not smoking illegally on the property. Reasonable efforts include:

- Asking patrons to extinguish the tobacco product.
- Refusing them service.
- Requesting they leave.

If a patron still refuses to stop smoking in a prohibited area, you may contact the Edmonton Police Service at 780-423-4567.

**can exterior smoking areas be set up?**

Smoking areas are allowed outside businesses only where:

- No food or liquor is served in that area; and
- The area is not substantially enclosed or a building.

Any establishment interested in setting up an exterior smoking area should contact the Community Standards Branch at 311.

**do smoking rules apply to home-based businesses?**

Smoking is prohibited in the areas of a residence where clients or non-resident employees conduct business.

**what are the rules for tobacco promotion?**

Tobacco retailers may not display tobacco products in a way that would permit a consumer to see or touch a tobacco product before buying it.

Advertisements or promotions for tobacco products can’t be visible either inside or outside a place where tobacco products are sold or offered for sale.

**who is responsible for cigarette litter outside the business?**

Businesses must ensure that there are no nuisances such as litter, *including cigarette butts*, on the sidewalks and boulevards around their property up to the centre line of the adjacent city roadway. *(Community Standards Bylaw #14600)*

**what are the penalties?**

- Smoking in a prohibited place $250
- Failure to post signs $287
- Tobacco Promotion $575
- Cigarette Litter $250