

TOBACCO COMPLIANCE CHECK BOH MINOR TRAINING PROCESS

Purpose: Educate youth on the process and essential components of a safe and successful compliance check.

Before you begin:

- *Collect all required paperwork from youth (ie. application, copy of birth certificate, parental consent, etc..)*
- *Schedule date and time for youth to meet with you to conduct the training.*
- *Things you will need at the training:*
 - o *A phone/tablet with access to the internet*
 - o *A copy of this training document*
 - o *Samples of products*

** Best Practice* - put together a “training box” that includes scenario scripts and products*

** Best Practice* - schedule experienced youth to conduct compliance checks the day of the training. The experienced youth can assist with both the Tobacco Show and Tell and the “in store” experience. Have the new youth shadow the experienced youth after the training to learn by observation.*

Steps to accomplish this:

- I. **Online Training** - Login to the BOH online training with the youth. Enter BOH contact email address and select BOH collaborative from the list.

<https://forms.gle/LESYgKSeJ1Si5Kdd8>

- Ensure that minor watches the training video with you and takes the test. The minor should get a score of 80% or better. Be sure to address any incorrect responses with the minor and answer any questions the minor may have.

- II. **Tobacco Show and Tell** – show youth samples of tobacco products that they may ask for during a compliance check. At minimum this should include JUUL (e-cigarettes), e-juice/vape juice, cigarettes, smokeless tobacco and cigars.

- A. While showing the purchaser the product, be sure to talk about “lingo” that is typically used. (i.e. Can I get a pack of Marlboro’s – not a pack of Marlboro Cigarettes)
- B. Discuss what a “loosie” is
- C. Show how to determine if e-cig/vape product contain nicotine

III. **Reinforcement of Knowledge**

A. **Safety Overview**

1) **Reinforce safety ground rules**

- When doing compliance checks, there are 3 main things we care most about:

a. Your physical safety

b. Your anonymity (making sure nobody knows your name or where you live. We want you to be just another face in the crowd.)

c. Your comfort level.

- 2) If at any time during a compliance check you feel unsafe, uncomfortable or threatened in any way, get out of the situation as quickly as you can and let a staff member know. This means that you should abandon the attempted purchase. Abort mission! THIS IS OK.

B. Discuss Emergency Codes

- 1) If both youth and adult Compliance Officers have a cell phone, then a common code for emergencies can be developed, where a youth can call the Adult Compliance Officer and communicate if necessary.
- 2) If a youth is in a situation where they need additional support and cannot leave the store, they can call/text the Adult Compliance Officer and use the code, **"I'm not feeling well today."**
- 3) If there is a long line or the youth will be inside a store for longer than normal, they can call/text the Adult Compliance Officer and use the code, **"I'll be coming home late today."**

**C. Discuss/role play how the youth would respond to these situations:
(Scenario cards can be printed from the last page)**

- 1) Youth knows the clerk or other people in the store.
- 2) Clerk becomes agitated.
- 3) Clerk follows youth to vehicle.
- 4) Clerk asks for ID.
- 5) Clerk asks "how old are you?"
- 6) Clerk asks "is this a sting/are you with the cops?"
- 7) Clerk does not allow youth to leave the store

D. Remind youth of the relevant information that will need to be collected after the check

- 1) Did the clerk ask for an ID?
- 2) Did the clerk ask your age?
- 3) What was the gender of the clerk?
- 4) What was the approximate age of the clerk?
 - Teen? Young Adult? Adult? Older Adult?
- 5) Type of tobacco asked for?
- 6) Was the sale made?
 - If yes:
 - o How much did the product cost? Was a receipt given?
 - o Describe the employee who sold you the tobacco.

IV. FINAL POINTS

- A.** The youth should be encouraged to act like any other paying customer.
- B.** Ask the youth whether they have any questions before the check.
- C.** Discuss specifics of the job that are unique to your BOH program including but not limited to:
 - Pay rate, method, frequency
 - Methods of contact
 - Schedule of work

Scenarios

Q: Your supervisor instructs you to buy a cigar. You go into the store and the customer in front of you buys two loosies. What do you do? What product do you buy?

A: Attempt to buy a loosie. If they don't sell then try to buy a cheap cigar.

Q: You are in the store and there is a line of 5 people. What do you do?

A: You wait in line with the customers and use the opportunity to memorize the clerk's description and recognize what products are available for you to purchase. You should also text your adult supervisor that you are waiting in line so they do not worry. Continue to be aware of your surroundings.

Q: You enter a package store to purchase a tobacco product and the clerk asks for your ID. You respond you did not bring your ID. The clerk then asks you if the adult in the car you got out of is your mother/father. How do you respond?

A: No she/he is not my mother/father. Yeah, I know them.

Q: While outside the store walking back to the car with your newly bought ENDS product, the clerk exits the store and comes up to you and asks you for ID. What do you do?

A: Continue to the car and let your supervisor handle the situation.

Q: You are purchasing a tobacco product and the clerk asks: "You smoke these?" What are some appropriate responses?

A: It's all I ever buy. That's my brand.

Q: You ask the clerk to buy cigarettes. The clerk asks for your ID and after you inform them you do not have an ID the clerk says they cannot sell to you. As you leave the store, the customer behind you tells you to give them the money and they'll buy them for you. What do you do?

A: Politely say "no thanks" and leave the store.

Q: After entering the store you notice that the clerk behind the counter is in your Math class. You should....

A: Leave the store and explain to your supervisor that you cannot do this inspection and why. The supervisor may send in another minor.

Q: After being instructed to purchase cigarettes, you enter the Store and don't see any tobacco products anywhere. What you ask the clerk?

A: Can I get a pack of Newport's? You should not ask if they sell cigarettes. Assume they do and let them tell you otherwise.

Q: After attempting to purchase a tobacco product, the clerk becomes agitated and starts yelling at you. What do you do?

A: Leave the store immediately and return to your supervisor. They will handle it. Your safety is number one priority for us, do not worry about aborting the compliance check.

Q: You are in a store to conduct a compliance check and for some reason, the clerk or another customer will not let you leave the store. What do you do?

A: Immediately call or text your supervisor who will come into the store and handle the situation.