Tobacco Cessation Program Evaluation: 2003

North Dakota State University

North Dakota State Data Center at North Dakota State University Fargo, North Dakota

FORWARD

The research presented in this report is part of a larger research effort focused on tobacco use on the campus of North Dakota State University. There were three phases to the project. First, surveys were sent to students, faculty, administration and staff on the campus of North Dakota State University to assess their tobacco use and their opinions of issues regarding tobacco and secondhand smoke. The findings from these studies are reported in the following documents:

Student Tobacco and Secondhand Smoke Survey: 2002 Tobacco and Secondhand Smoke Survey of Administration, Faculty, and Staff: 2002

Second, a media campaign was launched on campus to increase the campus community's awareness of tobacco use and its consequences. In addition, information was distributed about a tobacco cessation program, sponsored by the Student Health Service and Wellness Education. Follow-up surveys of students, faculty, administration and staff on the campus of North Dakota State University were conducted to determine how successful the media campaign was in disseminating information to the campus community. The findings from these studies are reported in the following documents:

Student Tobacco Awareness Campaign Evaluation: 2003
Tobacco Awareness Campaign Evaluation for Administration, Faculty, and Staff: 2003

The final phase of the project centered on an evaluation of participants of the cessation program and the findings are presented in this document. The cessation program was conducted by staff at Fargo Cass Public Health. Since the cessation program just started in late spring, these results must be viewed as preliminary. Nonetheless, they do provide insight into the early stages of the program.

Acknowledgments

We wish to thank Anne Markell, Tobacco Cessation Coordinator, Fargo Cass Public Health for her assistance in providing us with the data for the evaluation. Also, we want to recognize Barb Lonbaken, Director of the Student Health Service & Wellness Education, North Dakota State University and Holly Bergo, Health Educator, North Dakota State University for their effort in coordinating this project. Their assistance and helpful guidance have been greatly appreciated. In addition, we want to express our gratitude to Fargo Cass Public Health for providing the funding for this particular research and to Rich Fenno, Tobacco Coordinator, and Carol Grimm, Health Promotion Manager, Fargo Cass Public Health for their assistance in overseeing the project.

North Dakota State Data Center Contributors

Dr. Richard Rathge, Director Mandy Clemenson

North Dakota State Data Center Department of Agribusiness and Applied Economics North Dakota State University IACC Building, Room 424 Fargo, North Dakota 58105-5636 Phone: (701) 231-7980

Phone. (701) 231-7960

URL: http://www.ndsu.edu/sdc

TABLE OF CONTENTS

ist of Tables	v
ntroduction	V
Study Objective	V
Methodology	v
Results	1
History of Tobacco Use	1
Demographics of Program Participants	1
Characteristics of Program Participants by Whether They Experienced a Relapse	5
nstruments	9
Program Intake Form	9
Program Follow-up Form)

LIST OF TABLES

Table 1.	Program Participants by Age They Started Using Tobacco	1
Table 2.	Program Participants by Type of Tobacco Used	1
Table 3.	Cigarette Smokers by Number of Packs of Cigarettes Smoked Per Day	1
Table 4.	Chewing Tobacco Users by Number of Cans Used Per Week	2
Table 5.	Program Participants by Number of Years Tobacco Has Been Used	2
Table 6.	Program Participants by Number of Attempts to Quit Using Tobacco	2
Table 7.	Program Participants by Method Used to Quit Using Tobacco	3
Table 8.	Program Participants by Whether They Experienced a Relapse	3
Table 9.	Program Participants by Age	4
Table 10.	Program Participants by Gender	4
Table 11.	Program Participants by Classification	4
Table 12.	Program Participants by Whether They Experienced a Relapse by Age	5
Table 13.	Program Participants by Whether They Experienced a Relapse by Gender	5
Table 14.	Program Participants by Whether They Experienced a Relapse by Classification	5
Table 15.	Program Participants by Whether They Experienced a Relapse by Age Program Participant Started Using Tobacco	6
Table 16.	Program Participants by Whether They Experienced a Relapse by Type of Tobacco Used	6
Table 17.	Cigarette Smokers by Whether They Experienced a Relapse by Number of Packs of Cigarettes Smoked Per Day	
Table 18.	Program Participants by Whether They Experienced a Relapse by Number of Years Tobacco Has Been Used	7
Table 19.	Program Participants by Whether They Experienced a Relapse by Number of Attempts to Quit Using Tobacco	8
Table 20.	Program Participants by Whether They Experienced a Relapse by Method Used to Quit Using Tobacco	8

INTRODUCTION

After receiving Tobacco Settlement Dollars, Fargo Cass Public Health approached the Student Health Service and Wellness Education at North Dakota State University (NDSU) about funding a program on campus in 2002-2003. The program had three main components: an assessment of tobacco use and opinions of issues regarding tobacco and secondhand smoke, a counter-marketing campaign, and a tobacco cessation program. This report is a preliminary overview of the success of the tobacco cessation program which began in March 2003. As such, the findings of this report offer insight into participants who have been with the program for less than two months. Other evaluations of this program are expected to follow as it is an on-going effort.

Study Objective

The objective of this report is to gain insight into the preliminary success of the aforementioned tobacco cessation program and enable decision-makers to determine how to tailor the program to the needs of the campus community. This program has been an exciting joint effort between the staff at the Student Health Service and Wellness Education at NDSU and the tobacco prevention staff at Fargo Cass Public Health.

Methodology

The media campaign launched at NDSU exposed the campus community to the tobacco cessation program sponsored by the Student Health Service and Wellness Education on campus. Members of the campus community who used tobacco and desired to stop were encouraged to participate and contact the Student Health Service and Wellness Education staff.

The tobacco cessation program undertaken at NDSU was based on the Mayo Model of Cessation. It typically consists of five counseling sessions which are conducted by a cessation counselor from Fargo Cass Public Health. This study is a preliminary examination of the early participants in the tobacco cessation program. Data from 54 campus participants are included in this report. The relapse status of 12 participants was not reported which may impact conclusions drawn from Tables 12 through 20. It is important to recognize that the results should be viewed as a preliminary glimpse into a long-term process. Conclusions drawn from these results should be used with those limitations in mind.

History of Tobacco Use

More than 46 percent of program participants were less than 18 years old when they started using tobacco. More than one-third of program participants were 18 to 20 years old when they started using tobacco (35.2 percent) (Table 1).

Table 1. Program Participants by Age They Started Using Tobacco

	Program participants	
Age program participant started using tobacco	Number	Percent
Less than 18 years old	25	46.3
18 to 20 years old	19	35.2
21 years or older	6	11.1
Do not know	4	7.4
Total	54	100.0

Approximately 93 percent of program participants indicated they smoke cigarettes as opposed to using other forms of tobacco (Table 2).

Table 2. Program Participants by Type of Tobacco Used

	Program participants	
Type of tobacco used	Number	Percent
Cigarette	50	92.6
Chewing tobacco	3	5.6
Cigarette/chewing tobacco	1	1.9
Total	54	100.0

A majority of cigarette smokers (54.9 percent) reported they smoke more than one pack of cigarettes a day (Table 3).

Table 3. Cigarette Smokers by Number of Packs of Cigarettes Smoked Per Day

Number of packs smoked per day (One pack=20 cigarettes)	Cigarette smokers	
	Number	Percent
Less than one pack a day	23	45.1
More than one pack a day	28	54.9
Total	51	100.0

• Only three program participants reported that chewing tobacco was the only form of tobacco they used (Table 4).

Table 4. Chewing Tobacco Users by Number of Cans Used Per Week

	Chewing tobacco users	
Number of cans used per week	Number	Percent
2 cans per week	1	33.3
7 cans per week	1	33.3
10 cans per week	1	33.3
Total	3	100.0

The majority of program participants reported they have used tobacco for 20 years or less (55.1 percent). Nearly 45 percent of program participants reported they have used tobacco for more than 20 years (Table 5).

Table 5. Program Participants by Number of Years Tobacco Has Been Used

	Program p	Program participants	
Number of years tobacco has been used	Number	Percent	
1 to 10 years	18	36.7	
11 to 20 years	9	18.4	
21 to 30 years	10	20.4	
More than 30 years	12	24.5	
Total	49	100.0	

The vast majority of program participants have attempted to quit using tobacco at least once (90.7 percent). Approximately one in five program participants have attempted to quit using tobacco at least 11 times (22.2 percent). (Table 6).

Table 6. Program Participants by Number of Attempts to Quit Using Tobacco

	Program participants	
Number of attempts to quit	Number	Percent
Never	5	9.3
1 to 10 attempts	37	68.5
More than 10 attempts	12	22.2
Total	54	100.0

Two-thirds of program participants reported they had used the patch as a method to stop using tobacco while approximately one-third reported using either Zyban or gum (33.3 percent and 31.5 percent, respectively) (Table 7).

Table 7. Program Participants by Method Used to Quit Using Tobacco

	Program participants	
Method used to quit	Number	Percent*
Patch	36	66.7
Zyban	18	33.3
Gum	17	31.5
Lozenge	3	5.6
Nasal spray	2	3.7
Inhaler	0	0.0

^{*}Percents do not add to 100.0 due to multiple responses.

More than 44 percent of program participants reported they had relapsed since they quit using tobacco. However, one-third of program participants indicated they had not relapsed (Table 8).

Table 8. Program Participants by Whether They Experienced a Relapse

	Program participants	
Whether program participant experienced a relapse	Number	Percent
Yes	24	44.4
No	18	33.3
Do not know/No information available	12	22.2
Total	54	100.0

Demographics of Program Participants

Approximately 43 percent of program participants are less than 30 years old (Table 9).

Table 9. Program Participants by Age

	Program participants	
Program participants by age	Number	Percent
Less than 30 years old	23	42.6
30 to 49 years old	17	31.5
50 years or older	14	25.9
Total	54	100.0

A majority of program participants are male (57.4 percent) (Table 10).

Table 10. Program Participants by Gender

	Program participants	
Program participants by gender	Number	Percent
Male	31	57.4
Female	23	42.6
Total	54	100.0

A majority of program participants are faculty or staff (53.7 percent) (Table11).

Table 11. Program Participants by Classification

	Program p	articipants
Program participants by classification	Number	Percent
Student	25	46.3
Faculty or staff	29	53.7
Total	54	100.0

Characteristics of Program Participants by Whether They Experienced a Relapse

Program participants ages 30 to 49 were less likely to have experienced a relapse than program participants less than 30 years old and 50 years or older (35.3 percent, 43.5 percent, and 57.1 percent, respectively). (Table 12).

Table 12. Program Participants by Whether They Experienced a Relapse by Age

				gram pai	-	_				
Age of program	Ye	es No Not Reported						Total		
participant	Number	Percent	Number	Percent	Number	Percent	Number	Percent		
Less than 30 years old	10	43.5	8	34.8	5	21.7	23	100.0		
30 to 49 years old	6	35.3	5	29.4	6	35.3	17	100.0		
50 years or older	8	57.1	5	35.7	1	7.1	14	100.0		
Total	24	44.4	18	33.3	12	22.2	54	100.0		

Similar proportions of male and female program participants experienced a relapse (45.2 percent and 43.5 percent, respectively). However, it is important to keep in mind that females were much more likely to not report whether they experienced a relapse (Table 13).

Table 13. Program Participants by Whether They Experienced a Relapse by Gender

					rticipants erienced a				
Gender of program	Ye	es	N	0	Not Re	ported	Total		
participant	Number	nber Percent Number Percent		Number	Percent	Number	Percent		
Male	14	45.2	12	38.7	5	16.1	31	100.0	
Female	10	43.5	6	26.1	7	30.4	23	100.0	
Total	24	44.4	18	33.3	12	22.2	54	100.0	

Similar proportions of students and faculty or staff experienced a relapse (44.0 percent and 44.8 percent, respectively) (Table 14).

Table 14. Program Participants by Whether They Experienced a Relapse by Classification

				gram pai				
Classification of	Yes No Not Reported				Total			
program participant	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Student	11	44.0	9	36.0	5	20.0	25	100.0
Faculty or staff	13	44.8	9	31.0	7	24.1	29	100.0
Total	24	44.4	18	33.3	12	22.2	54	100.0

Approximately one-half of program participants who were 18 to 20 years old or 21 or older when they began using tobacco indicated they experienced a relapse (52.6 percent and 50.0 percent, respectively). A slightly smaller proportion of program participants who were less than 18 years old when they began using tobacco experienced a relapse (40.0 percent) (Table 15).

Table 15. Program Participants by Whether They Experienced a Relapse by Age Program Participant Started Using Tobacco

				•	rticipants erienced a				
Age program participant started	Ye	es	N	o	Not Re	ported	Total		
using tobacco	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Less than 18 years old	10	40.0	9	36.0	6	24.0	25	100.0	
18 to 20 years old	10	52.6	6	31.6	3	15.8	19	100.0	
21 years or older	3	50.0	2	33.3	1	16.7	6	100.0	
Do not know	1	25.0	1	25.0	2	50.0	4	100.0	
Total	24	44.4	18	33.3	12	22.2	54	100.0	

Forty-two percent of program participants who smoked only cigarettes indicated they experienced a relapse. All three program participants who used chewing tobacco only, indicated they experienced a relapse (Table 16).

Table 16. Program Participants by Whether They Experienced a Relapse by Type of Tobacco Used

				•	rticipants erienced a			
	Ye	es	N	o	Not Re	ported	То	tal
Type of tobacco used	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Cigarettes	21	42.0	17	34.0	12	24.0	50	100.0
Chewing tobacco	3	100.0	0	0.0	0	0.0	3	100.0
Cigarettes/chewing tobacco	0	0.0	1	100.0	0	0.0	1	100.0
Total	24	44.4	18	33.3	12	22.2	54	100.0

More than 46 percent of program participants who smoked one pack of cigarettes a day or more indicated they experienced a relapse. Approximately 35 percent of program participants who smoked less than one pack of cigarettes a day indicated they experienced a relapse (Table 17).

Table 17. Cigarette Smokers by Whether They Experienced a Relapse by Number of Packs of

Cigarettes Smoked Per Day

Number of packs				igarette s they expe					
smoked per day (One pack=20	Ye	es	N	o	Not Re	ported	Total		
cigarettes)	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Less than one pack a day	8	34.8	9	39.1	6	26.1	23	100.0	
One pack a day or more	13	46.4	9	32.1	6	21.4	28	100.0	
Total	21	41.2	18	35.3	12	23.5	51	100.0	

The majority of program participants who have been using tobacco for one to 10 years or more than 30 years experienced a relapse (55.6 percent and 50.0 percent, respectively). A smaller proportion of program participants who have been using tobacco for 11 to 20 years or 21 to 30 years experienced a relapse (33.3 percent and 40.0 percent, respectively) (Table 18).

Table 18. Program Participants by Whether They Experienced a Relapse by Number of Years Tobacco Has Been Used

				gram pai	•				
Number of years	Ye	es	N	0	Not Re	ported	Total		
tobacco has been used	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
1 to 10 years	10	55.6	4	22.2	4	22.2	18	100.0	
11 to 20 years	3	33.3	5	55.6	1	11.1	9	100.0	
21 to 30 years	4	40.0	4	40.0	2	20.0	10	100.0	
More than 30 years	6	50.0	4	33.3	2	16.7	12	100.0	
Not Reported	1	20.0	1	20.0	3	60.0	5	100.0	
Total	24	44.4	18	33.3	12	22.2	54	100.0	

Approximately 46 percent of program participants who had made between 1 and 10 attempts to quit using tobacco experienced a relapse. Similar proportions of program participants who had either never attempted to guit or had made more than 10 attempts to guit using tobacco experienced a relapse (40.0 percent and 41.7 percent, respectively) (Table 19).

Table 19. Program Participants by Whether They Experienced a Relapse by Number of Attempts to

Quit Using Tobacco

				•	rticipants erienced					
Number of	Y	es	N	0	Not Re	ported	Total			
attempts to quit	Number	Percent	Number	Percent	Number	Percent	Number	Percent		
Never	2	40.0	2	40.0	1	20.0	5	100.0		
1 to 10 attempts	17	45.9	13	35.1	7	18.9	37	100.0		
More than 10 attempts	5	41.7	3	25.0	4	33.3	12	100.0		
Total	24	44.4	18	33.3	12	22.2	54	100.0		

More than 66 percent of program participants who used lozenges (n=3) experienced a relapse. Less than one-fourth of program participants who used Zyban indicated they experienced a relapse (22.2 percent). Gum and the patch were slightly less effective methods of quitting tobacco use. Nearly 30 percent of program participants using gum and approximately 39 percent using the patch experienced a relapse. Those program participants who used nasal spray (n=2) reported they had not experienced a relapse (Table 20).

Table 20. Program Participants by Whether They Experienced a Relapse by Method Used to Quit

Using Tobacco

oung rossoo				gram pai				
	Ye	es	N	0	Not Re	ported	To	tal*
Method used	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Zyban	4	22.2	8	44.4	6	33.3	18	100.0
Patch	14	38.9	13	36.1	9	25.0	36	100.0
Gum	5	29.4	8	47.1	4	23.5	17	100.0
Lozenge	2	66.7	0	0.0	1	33.3	3	100.0
Nasal Spray	0	0.0	2	100.0	0	0.0	2	100.0
Inhaler	0	0.0	0	0.0	0	0.0	0	0.0
Total	25	33.8	29	39.2	20	27.0	74	100.0

^{*}Total number does not add to 54 due to multiple responses.

FARGO CASS PUBLIC HEALTH Break Away from Nicotine Program Intake Form Last Name. Middle Initial Social Security Number Address Citv County State Date of Birth Zip Female 0 Code Male 0 Home Telephone Number Cell Telephone Number **Email Address Contact Information:** YES 0 Can we leave a message if you're not in? NO 0 Where and When is the best time to reach you? If unable to contact you who can we leave a message with? Name Number Tobacco Product: □ Cigarette □ Cigar □ Pipe ☐ Chew □ Snuff □ Other Usage amount per day?____(Packs)__ (Cans/Tins/Pouches) **Have you tried to STOP BEFORE?** NO 0 or YES 0 Number of times: Method(s): Side Effects: Reason for Relapse: Does anyone in your household use tobacco: NO 0 YES 0 Who: Comments: How did you hear about the Fargo Cass Public Health Cessation Program (BAN)? ☐ Telephone Call ☐ Walk-in ☐ Agency _____ ☐ Web-Site □ Event □ Provider_____ Complete the following: The charges for services may be discounted based on income and household size. Payment is requested at time of visit; however if full payment cannot be made please make arrangements for unpaid balance. Proof of income is required within 30 days to be considered for discounted services. If financial information is not provided, services will be charged at full cost. Total Weekly Hours/ Wages/ Months/ **Total Yearly** Wages Wage Earner Rate/Hour Month Week Wages Year Self OR Х = Others (include spouse or partner if living together) List amount from other sources of income: Social Security Office Use Only Spousal Support/Child Support Income Verification GROSS ANNUAL INCOME \$ Initials Unemployment Other Total number of household members depending on this income: Do you receive Medical Assistance through a social service agency? 0 Yes 0 No ID # State I (please initial) authorize the release of medical information necessary to process an insurance claim and payment of medical insurance benefits to Fargo Cass Public Health. Company Address Insurance Company Contract Number Name of Policy Holder & Relationship to You My answers to the above questions are true and complete to the best of my knowledge. Signature Date Office Use Only

Income Code

9/17/02

Chart Number

FARGO CASS PUBLIC HEALTH Break Away from Nicotine Program PATIENT TELEPHONE FOLLOW UP SCRIPT

11/19/02	Thank you for your ti have questions or co 1360 during the work after hours.	YES ☐ Set up appointment.	Would you like a follow-up appointment?		CONGRATULATIONS		YES NO	Have you set a stop date?	Have you made any stop attempts since our last contact? YES	How much are you smoking/using per day?	YES 🗆	Have you smoked/or last seven days?	Hello, this is the Break Away from Fargo Cass Public Hofor a few questions?	Hi, may I speak to Mr./Mrs./Ms.	TWO	Quit Date:	Name:
	Thank you for your time. Remember if you have questions or concerns, please call 241-1360 during the workday or Seek 235-SEEK after hours.	NO 🗆	w-up appointment?	these problems with your physician? – OR – Please call your counselor to discuss the problem.	Are you having any problems with the medication? YES NO NO No No No No No No	Type?	YES NO		How long has it been since you last smoked/or used tobacco?	CONGRATULATIONS!	NO 🗆	Have you smoked/or used tobacco at all in the last seven days?	Hello, this is I am calling from the Break Away from Nicotine Program at Fargo Cass Public Health. Do you have time for a few questions?	/Mrs./Ms	TWO WEEKS		
	Thank you for your time. Remember if you have questions or concerns, please call 241-1360 during the workday or Seek 235-SEEK after hours.	YES ☐ Set up appointment.	Would you like a follow-up appointment?		CONGRATULATIONS		YES NO NO When:	Have you set a stop date?	Have you made any stop attempts since our last contact? YES ☐ NO ☐	How much are you smoking/using per day?	YES 🗆	Have you smoked/or used tobacco at all in the last seven days?	Hello, this is I am calling from the Break Away from Nicotine Program at Fargo Cass Public Health. Do you have time for a few questions?	Hi, may I speak to Mr./Mrs./Ms.	ONE N	Age:	
	ne. Remember if you cerns, please call 241- ay or Seek 235-SEEK	NO 🗆	v-up appointment?	these problems with your physician? – OR – Please call your counselor to discuss the problem.	Are you having any problems with the medication? YES NO	Type?	YES NO		How long has it been since you last smoked/or used tobacco?	CONGRATULATIONS!	NO 🗆	sed tobacco at all in	. I am calling rom Nicotine Program lealth. Do you have 1s?	Mrs./Ms	MONTH	SMOKER □	0
	Thank you questions during the	YES □ Set up appointment.	Would you like		CONGRATULATIONS		YES When:	Have you date?	Have you ma stop attempts last contact? YES □NO □	How much are you smoking/using per	YES 🗆	Have you smoked last seven days?	Hello, this is the Break Av Cass Public questions?	Hi, may I speak to			Counselor:
	Thank you for your time. Remember if you have questions or concerns, please call 241-1360 during the workday or Seek 235-SEEK after hours	ent.	u like a follow-up		ULATIONS		NO D	Have you set a stop date?	Have you made any stop attempts since our last contact? YES □NO □	How much are you smoking/using per day?	•	smoked/or used า days?	Hello, this is I am calling from the Break Away from Nicotine Program at Fargo Cass Public Health. Do you have time for a few questions?	speak to Mr./Mrs./Ms.	THREE MONTHS	CHEWER 🗆	
	Remember if ease call 241 ek 235-SEEK	NO 🗆	a follow-up appointment?	these problems with your physician? – OR – Please call your counselor to discuss the problem.	Are you having any problems with the medication? YES NO	Type?	YES □ What		How long has it been since you last smoked/or used tobacco?	CONGRATULATIONS	NO 🗆	or used tobacco at all in the	. I am calli tine Program ou have time	./Ms.	ONTHS		
r,	you have -1360 after hours.		11.7	ems with ian? – OR Il your o discuss	ing any ith the ? NO□ scussed		NO D		as it been ast used	JLATIONS!		II in the	ng from ı at Fargo for a few			Currer	
LABEL	Thank you for you have questions or 241-1360 during the SEEK after hours.	YES □ Set up appointment.	Would you		CONGRATULATIONS		YESO When:	Have you set a stop date?	Have you made any stop attempts since our last contact? YES □ NO □	How much are you smoking/using per day?_	YES 🗆	Have you the last se	Hello, this is from the Bre Program at F you have tim	Hi, may I s		Current time: AM □	
	u for your ti stions or co during the v	ent.	ı like a follo	et o I V t		1 -	NO D	set a stop	made any ipts since intact?	are you sing per		Have you smoked/or uthe last seven days?	is reak Away t Fargo Cas	Hi, may I speak to Mr./Mrs./Ms.	SIX Mo		
	Thank you for your time. Remember if you have questions or concerns, please call 241-1360 during the workday or Seek 235-SEEK after hours.	NO 🗆	Would you like a follow-up appointment?	these problems with your physician? – OR – Please call your counselor to discuss the problem.	Are you having any problems with the medication? YES NO Have you discussed	Type?	YES NO NO	-	How long has it been since you last smoked/or used tobacco?	CONGRATULATIONS!	NO 🗆	Have you smoked/or used tobacco at all in the last seven days?	Hello, this is I am calling from the Break Away from Nicotine Program at Fargo Cass Public Health. Do you have time for a few questions?	/Mrs./Ms	SIX MONTHS	PM 🗆	
	er if you e call ek 235-		ment?	s with 1? – OR our iscuss	g any the NO 🗆		NO 🗆		you last used	LATIONS!		at all in	calling th. Do				