



Contact us: 208-334-0642

ID Tobacco Project Website: healthandwelfare.idaho.gov

Select the "medical" menu and then "Idaho Tobacco Permits"

Facts and Stats

"A" average for February

According to Idaho Code 39-5701, the Idaho Department of Health and Welfare must inspect each business that sells tobacco to ensure that it does not sell tobacco to minors.

In February 2018:

- 192 Vendors were inspected.*
- 11 Vendors sold to the inspecting minor.
- The compliance rate for the month was 94.27%

*Non-minor Exempt Inspections where purchase attempts were made.

Prevent the Sale Website

A training resource provided to you by the Idaho Department of Health & Welfare.

Preventthesale.com/Idaho

Visit our website and get valuable retailer education and training support on all aspects of Idaho's Prevention of Minors' Access to Tobacco law!

A Fond Farewell and A Warm Welcome

By Cheryl Reed

The Idaho Department of Health and Welfare (IDHW) says goodbye to its Idaho Tobacco Project (ITP) Program Manager, Terry Pappin. Ms. Pappin retires with over 30 years at the IDHW, over 20 of those years working directly with the Idaho Tobacco Project. Her knowledge of the program, commitment to serving the citizens and youth of Idaho, and dedication to Idaho's retailers has been unmatched. Ms. Pappin will be truly missed, but we wish her a fond farewell as she begins her retirement in April 2018.

While Ms. Pappin's shoes are difficult to fill, IDHW is pleased to introduce Alacia Handy as the new Idaho Tobacco Project (ITP) Program Manager. Ms. Handy is committed to serving Idaho's tobacco retailers as we work to Prevent the Sale of tobacco products to Idaho's youth. Should you have questions, concerns, or require assistance, Ms. Handy will be happy to provide you with the assistance you are accustomed to. She can be reached by phone at 208-334-5878 or by email at alacia.handy@dhw.idaho.gov.

Tools for Refusing the Sale

When refusing a tobacco sale to a minor, your tone of voice, body language and word choice can either start or prevent a confrontation with a customer. If you feel uncomfortable refusing the sale, try following these guidelines:

- Remain calm.
- If the product is on the counter, remove it.
- Be polite. Apologize. Maintain a customer service attitude.
- Remember that refusing a sale is not your choice; it is the law.

Using the right words can help defuse a difficult situation. Try using the following statements:

- "I'm sorry. It's against the law."
- "I can be fined and even lose my job."
- "Is there anything else I can get you?"
- "I'd be happy to hold this for you while you go get your ID."

Confrontational customers may be a challenging part of your job, but you have the responsibility to refuse underage sales. Don't let an abusive customer discourage you from carding in the future.

A Quiz for Retailers

Circle the correct answer

1. An Idaho driver's license that is vertical indicates the owner is:
 - a. Under 18
 - b. Under 18 or 21
 - c. 21 or over
 - d. Carrying a false ID
2. In Idaho, all employees who sell tobacco products must know the law concerning tobacco and minors.
 - a. True
 - b. False
3. It is illegal to sell tobacco products to persons under 18 years old, but that law does not include snuff.
 - a. True
 - b. False
4. Retailers will receive a warning in advance of an Idaho State compliance inspection.
 - c. True
 - d. False
5. If you sell tobacco to someone under 18 years of age, you can personally be fined
 - a. \$200
 - b. \$500
 - c. \$100
6. Cigarettes packages can be opened and cigarettes sold individually for \$1.00 each.
 - a. True
 - b. False
7. Tobacco and tobacco products are regulated by:
 - a. The Department of Health and Welfare
 - b. The U.S. Legislation
 - c. The Food and Drug Administration
8. Tobacco is the number one killer in Idaho causing more deaths by far than alcohol, illegal drugs, car crashes, homicides, suicides, fires and AIDS combined.
 - a. True
 - b. False
9. To get tobacco, most minors:
 - a. Ask their parents
 - b. Purchase their own products
 - c. Steal from self-service displays
 - d. Both b and c
10. Any establishment that sells tobacco is required by law to train its employees
 - a. True
 - b. False

Answers: 1:b; 2:a; 3:b; 4:b; 5:c; 6:b; 7:c; 8:a; 9:d; 10:a



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