

DRO Script with Explanations

Revised September 12, 2012

1. **PT Scene & DM** – 5-10 Minutes (Here you are getting the PT Scene by asking a few questions)

Hi _____ my name is _____ and I am a Drug and Alcohol Counselor. I have here that _____ is using _____. Are there any other drugs or substances that you are aware of? Is _____ snorting, smoking or shooting _____ (Does not apply for Alcohol) What is the current living situation with _____ Is he/she working?

What Transpired recently with _____ that prompted you to call in today? (After they go off for a few minutes, use your TR4 to get the person back on track and to the next questions)

***Who in the family is aware and involved with _____'s addiction? Who in the family would want to see _____ get help? Who else is actively looking for treatment help for _____? What is _____ opinion on the situation and what should be done? What is _____ role in getting _____ help? What about _____'s Grandparents, Aunts, Uncles, Siblings

(Here you need to pull strings and find out Aunts, Uncles, Siblings and WHAT THEIR ROLE IS IN THE TREATMENT PROCESS – you should have figured out at this point who the DM or DM's are, and each person's role and opinion is in the family, Angry and Jealous Sibling, Sympathetic and enabling Mom, non-confronting Dad, Grandparents that don't know what's going on but would help if they did etc... (You should also get all the players names and relationship to the addict written down, you will go back later for phone numbers)

***If you **are not talking to the DM or one of the DM's**, then you should skip to #2 –Major Problems, quickly and concisely get 2-3 major outpoints/transgressions and then quickly go to #3 Ruin and get the contacts Ruin and willingness to do whatever it takes, then tell them step one is to call the _____ (DM(s) and get the DM's phone numbers. **Note:** if they don't give you the phone numbers you did not get a product from #2 and #3, go back and fully get your product then get the DM's phone numbers and let the person you are speaking with you will call them back after speaking with the DM.

What are some of the behaviors you are observing or have heard about?

Who is _____ drug addiction affecting? How is it affecting them? Please explain

How is _____ supporting their drug habit?

What does _____ look like physically?... Describe that to me

What about sleep patterns? Mood Swings? Tell me about that...Eating Habits?

(You want to really pull strings here and blow this up, find out if pale skin, eyes sunken back with circles underneath them etc... Let THEM Tell you) (This is your First Major addict outpoint you will present to later so the more you get about it and have them describe it to you in detail the better off you will be later, be sure to write it all down and repeat it back to them for emphasis. If there is no physical issue's then don't fret, move on you will find outpoints elsewhere- let's get real they are using drugs you are going to find specific outpoints.)

2. **Major Problems – 10-20 Minutes** - the purpose of this is to increase the contacts confront and awareness which is typically low, you want to slow them down and have them look at these 2-3 major life issues/traumas/transgressions the addict has had and make them see how bad the drug problem has gotten and how important it is for them to take action. *(You want to get 2-3 Big Problems that have occurred from the time the person started with drugs to PT, It can be a divorce, car accident, failing out of school, flunked out of college, girlfriend or Boyfriend OD'ed, Lost Job, Got Fired, moved areas, no social skills, never was accepted, father or mother died, never graduated High School, stole \$ from Dad's business, on Probation) Once you have located the major life problem that occurred you want to have the contact go back and relive it, to do this **you ask them some basic questions about it and how they think it may have affected the addict and family members**, then you move to the next major problem/issue which is typically now drug related, DUI, Possession, stealing from parents or loved ones, pawning stuff, getting kicked out of apt or house, losing job, lying, cheating, stealing manipulating etc..)*

Okay so before we go any further I would like to take a step back and get to where the trouble with _____ started. At what age did you notice there was a change in _____ behavior? How old was _____ and what was going on at that time in his/her life? Were there any problems at home? School? With relationships? Did _____ graduate High School? And then what happened?

(If you are talking to a cousin or someone far removed from the addict you will just concentrate on the events they know about and ask them questions about them until you have uncovered all the major details and had them go back and relive them, if you are talking to an parent or someone the addict lived with you should be able to get more details)

What was the next big problem _____ (Addict) ran into? What happened? Did the drug use escalate? How do you think that may have affected _____(Addict)

What was the next major event that occurred because of _____ (Addicts) addiction? Tell me about that....Who was there? How did you find out about it?

What has occurred here recently with _____ (Addicts) drug use?

Okay so tell me about when _____ happened (stole car, got arrested, got fired, DUI) who was there? How did you find out about it? Do you think _____ (Addict) after it happened had guilt, Anger, or shame associated with it? Do you think that _____ ever got over or moved past it? Or do you think they are still holding onto it?

What was the next major event that occurred because of _____ addiction Tell me about that..... Who was there? How did you find out about it?

And then you said earlier that you called in today because _____(addict) did _____(got arrested, stole car, kicked out) Wow this is really out of control....

3. **Ruin** – 3-5 Minutes- The Reg has uncovered the Prospects Ruin Points. These are things the prospect is not willing to experience and will do anything under the sun to avoid taking place. I.E – Felony charges and he will never be able to get a good job, Legal Charges, Kid’s get taken away by CPS, children grow up without a father or mother, Addicts liver or kidneys fail, wind up in Jail or prison, kill themselves or someone else by drunk driving, they die from an overdose. During this step the Reg should ask the following questions: **#1 - recapping the 3 major transgressions and then asking “Where do you see this situation 6 months from now if he/she continues on this path and does not stop using the drugs/ alcohol? (this is to have the prospect play the tape forward to see the future path of destruction)**
#2- “What is your worst fear of what will happen to _____ and the family if _____ does not get into rehab? (this is where the Reg should uncover the 1 thing the prospect is not willing to experience, which there can be many differences and variations from family to family)
#3 – “Are you willing to do whatever it takes at this point to prevent _____ (Answer from question 2) from happening?

***Tell the person (Non DM) you are speaking to after you speak with the DM(S) you will call them back and get everyone on a conference call. DO NOT PROCEED FORWARD UNLESS YOU ARE SPEAKING WITH THE DM A DM OR MAJOR FAMILY OPINION LEADER.

4. **Re-establish ARC with Addict** (3 minutes)

Okay I know this may be difficult but I want you to take want to take a step back from all the bad things and situations _____ has created, when was the last time _____ was doing well or was happy in life? Tell me about that....

(it could be sports in High School, Music, Art, Little League, Building Cars with dad, with his/her girlfriend or boyfriend, back at three years old running up to them and saying Mommy etc...)

***Once you have located a time and activity have the person tell you about it...

Now that person is still there, I know it is hard to see right now, and after all the destructive things _____ has done, but I am telling you clear as day, that person you just described to me is still there and can be helped, this bad movie can go away, we just have to take the correct steps and actions. Okay?

5. Educating on Addiction/ Establishing Self as Opinion Leader

Okay based on everything you have told me and we have gone over _____ has a Category 3 Drug Addiction, meaning that the drug use and abuse has continued despite all the negative consequences that have occurred, and despite all threats from you and the family to stop. _____ has crossed over to not stopping without a long-term comprehensive program to handle the drugs. The other qualifying factor for a category 3 addiction is the person has used daily for a period of more than 3 months which is clearly the situation with _____

When a person uses a drug regularly for a period of months, their brain chemistry and central nervous system make changes to make accommodations for the drug. The body and mind get used to having the drug present; when the drug is no longer present in the body because the addict attempts to quit, it is the body and the mind sending the addict the signal to get more drugs. The signal comes in various forms; the most common are thoughts, dreams, urges, cravings and compulsions. This is one of the two major causes for relapse. It is very important to understand that it takes a good 60-90 days for the central nervous system and the brain chemistry to return to normal, like mine and yours. During that time, the addict will receive constant signals to get the drug and it will be constantly on their mind.

The best way I can describe this is a common situation you may have experienced. Have you ever been late for an appointment and are running out the door and you can't find your car & house key's. You look in all the usual places and they are not there, and all you can think about is where are my keys, where are my keys, where are my keys? If someone were to attempt to stand in front and talk to you would you be listening to what they were saying? Or would you be tunnel vision on where are my

keys? Well that is how it is for _____, but instead of where are my keys, where are my keys, where are my keys, it is where is my _____ (drug), where is my _____ (drug), where is my _____ (drug) and it is pretty constant and relentless for those first 2-3 months. That is why every time _____ (Addict) promises himself and then you (he/she) will quit, which by the way he really does mean it at that moment when (he/she) promises you and swears he is going to quit, but cannot follow through with that commitment because of the constant signals and compulsions to get and do the drug. Then failure occurs in which the family becomes upset and comes down on the addict and the addict feels even more like a failure for not be able to follow through with abstinence which in turn further pushes (him/her) to get high and not have to think about it.

For precisely these reasons nothing less than a 90 Day treatment will work for _____'s situation. Does that make sense? (*Check for understanding and agreement*)

6. Educating Types of Treatment – What to Avoid/ Make recommendation

I want give you a brief education on the types of treatments **that will not work so that you know what to avoid**, most families make a few common mistakes that blow up in their face and the addiction then becomes worse. I tell you all this for your and the rest of the families piece of mind, because let's face it _____ is having negative effects everyone's life, not just (his/her's) We will go through these so you have an understanding of the options and why most will not work with _____'s situation and what ones will most likely work.

State Funded County Funded Low Cost Treatment Centers – First there are the free or low cost State Funded/County Funded Treatment, this is used as an absolute last resort. The reason I say this is because of the type of people they treat and the level of treatment they deliver. Most addicts that attend are criminals who are court ordered to be there. You have you convicted felons, sex offenders, hardened criminals who actually have no desire to be there or get better and are only there because a Judge forced them to go. Many of the State or County Treatment Centers have Security Guards, With Guns and Badges, barbed wire fences, dogs, and cameras. I used to get upset as to why they had all those things but realized a while back that with that type of clientele they have to. One of the major problems is that no one feels comfortable enough to talk about their problems or even begin to get help; they are just trying to avoid getting into fights or being sent to solitary. Also a lot of families that have put their loved ones in that type of treatment come to find out they met up with people and formed connections with harder drugs, crime rings, gangs etc... and get into more severe trouble when they get out. The counselors and therapists are underpaid and undertrained and the bottom line is the success rates are very low, ranging from 1-3% success rate, meaning that 97- 99% failure or recidivism rate. There are many reason for this, one major one other than the ones I already spoke about is the fact that you cannot punish the addiction out of somebody, I wish it were that easy but it's not.

“Well known” or “Reputable Treatment Centers”

Now, On the Other end of the spectrum you have your more well-known and I will use this term very loosely but you more “Reputable” treatment centers like Passages of Malibu, Sierra Tucson, The Meadows at Wickenburg, Cirque Lodge or Betty Ford, Promises and these programs are a mixed bag, some are very good like Passages Malibu others are not very good, the one thing they have in common is they are significantly more costly.

Passages of Malibu, in Malibu California is one of the best programs in the country, some might even say it is the best program. The success rate is very high, they use an individualized approach rather than group therapy, and they have a written guarantee that comes with the program. Although I do not agree with some of the methods, the bottom line for every 100 people that go through the program the vast majority stay clean and sober and at the end of the day that is all that counts. The only problem with the program is that most people cannot afford, their 90 day program is \$150,000, which in my opinion is a bit ridiculous. Unless you’re a celebrity or born into royalty this is not an option for most people and families.

The Cirque Lodge in Utah is \$78,000 for 30 days of treatment and their success rate is horrible. They advertise the Helicopter Ride you get to the lodge at the summit of the mountain as a major program feature. The program is mostly group therapy and is very ineffective. Lindsey Lohan went there twice.

Then you have Betty Ford, which you may have heard of. Betty Ford passed away this last year and God Bless her as she was a wonderful woman who helped countless people. The Betty Ford Clinic is more reasonably priced than the others in this category at \$56,200 for 90 days of treatment. This is mainly because it is a Non-Profit Treatment Center. The success rate is also very good, not as high as Passages of Malibu but much higher than the Cirque Lodge and the others. The only thing with the Betty Ford Center is they mainly specialize in Alcohol, which is what they have the most success with and they will be the first to tell you that when it comes to street drugs, they are not as successful.

Lastly you have a category of Non-Profit Treatment Centers that are time variable but are a minimum of 90 days. There are 6 centers in particular that are called Narconon Fresh Start or Fresh Start Programs. These centers are more reasonably priced and run off a flat rate of \$30,000-\$35,000 depending on the program and location. These programs are an individualized based treatment model and not group therapy. The success rates are claimed to fall between 75-80%. Some of the programs come with a written guarantee; you would need to ask a counselor which ones do. The only thing with these treatment centers is sometimes they are full and running on a waiting list. That and they are not as “Posh” or luxurious as the more expensive ones.

7. Present

Based on what we have gone over today and what you have told me of _____ addiction, the best fit would be one of the time variable non-profit treatment centers I just went over with you. They meet the 90+ days of treatment which _____ absolutely needs, it's an individualized approach rather than group therapy, and if you can get one of the programs that has a guarantee that would be the best thing you could hope for in regards to substance abuse and mental health treatment, as Passages of Malibu and a couple of these Fresh Start Centers are the only ones in the U.S. that have something like that, and with _____ track record so far with addiction, it will give the family some reassurance that the treatment is guaranteed to work. I have gotten very good feedback on several of these, with the only major complaint being that admissions process restricts some people for various reasons that and I had a mother call in the other day upset as her son got accepted but then there was no availability and they were working off a waiting list. The other aspect I like in these programs is they incorporate the treatment to be a cognitive behavioral model, not the disease model. Meaning that the counseling does not incorporate Relapse as part of the recovery process, the treatment deals with the physical aspect of the addiction and fully detoxifying the body, followed by the mental aspect where cognitive thinking, underlying issue resolution and, responsibility, work ethic, and life skills therapy are addressed, which every addict needs.

As a second choice and if there is no availability at one of the Fresh Start programs I would look at the Betty Ford Clinic's 90 day program, it does not have as high a success rate, but it is a good program and I like the fact that it is non-profit. It also has a good reputation, however with their specialty being with Alcoholics, and _____ having an addiction to _____ it is not ideal, but much better than the 30 day programs, or the state funded and low cost programs.

8. Website Walkthrough and LIVE TAG

Let's start with the Fresh Start Programs since they are going to be the best fit and go from there. I want to show you something in regards to _____'s (Addicts) drug of choice _____ (Drug – Meth, Crack, Marijuana). Are you in front of a computer? If No- Can you get in front of a computer?

Okay good type in www.drugrehab.com in the top address bar (Or GOOGLE Fresh Start and click on the first link it should say Drug Rehab – see it?) Good click on that link. What do you see? It should say "LIFE NEEDS YOU BACK, WE CAN HELP" Okay good, click on the big green button that says Tour, then click on Video Gallery. Okay now scroll down towards the bottom and you should see "The Truth About Drug Video's" See it? Okay good click on the one that says "The Truth about _____ (Addicts DOC). While you are watching this I am going to put you on mute so you can hear it and follow it. In the meantime I am going to try to get a counselor from one of these centers on the phone that can go over the program details, locations and availability and can answer specifics for you. I may or may not be able to but I will pick you back up at the end of the video. Click on it, okay I will pick you up here in a few minutes.

Hi _____,(DM) I am back, the video was informative huh?, that drug is just horrible, it destroys the person and destroys the whole family. Okay well I have _____(Reg Name) on the other line and I am going to transfer you over. I will call you in the next 24-48 hours to checkup and see if you need further assistance, is the (818-555-5785) the best number for me to reach you at? Or do you have an alternate number you want to leave with me? Okay...

I told the counselor a little bit about the situation with _____(Addict) but you may need to bring him/her (Reg) to speed on some the details.

Oh and a couple of things before I forget First and foremost clarify that the program length is at least 90 days with this or any treatment center. You also want to find out what the success rate is, and find out what the admissions process is and if they have an interview. Most importantly you want to speak to at least 2-3 parent references that will give you their experience with the center. Okay I am going to transfer you now hold on...

TAG the call and if you can listen to how the Reg handles it and how smooth the handoff from you to him/her was so you know what to do or not to do next time.

***ALWAYS TAG LIVE, if the person does not want to talk to a counselor, bring them back to the ruin, remind them they said they were willing to do whatever it takes, ICE WATER DIP them with major problems you uncovered, let them know what will happen if _____ doesn't get the right help

(Typically if the person does not want to get tagged, you have left out a step or not handled an objection properly, bring a copy of the reach sheet and the TAPE (you should have taped it) to Qual and ask qual to listen to the tape with you to see where the TECH went out or was left out)

Additional Program Type Dead Agent Material

30 Day 12 Step/ Modified 12 Step Treatment - There is also your 30 Day 12 Step or Modified 12 Step Programs, I would steer clear of these at all costs! They have several things going against them and the success rate is from 2-8% depending on the program, which once you really take, a look at the setup becomes very obvious. They teach that Relapse is part of recovery, so I have talked with many families that spend \$30,000 for a 30 day program and when their kid gets back he or she drops their bag off and says "Mom Dad, I am going to hang out with my friends and get high, relapse is part of my recovery. There is no accountability or responsibility and the addict uses this as an excuse every time

they mess up. The other issues are 30 Days of treatment is not near close enough for most people, they were originally designed that way by insurance companies to keep cost down, back when insurance companies used to actually subsidize substance abuse treatment. Look at how long _____(Addict) has been using, do you think all of a sudden in 30 days it's all going to be handled. Group therapy is the main form of therapy, which is what we call passive treatment, there is 1 counselor and 30-40 patients in the room, if you want to participate you can if you want to put your head down on the desk you can, if you want to stare out the window and think about your girlfriend you can. If you do decide to participate your limited to 2-3 minutes to share with the group, what actually gets accomplished in that 2-3 minutes?

Wilderness Programs – I used to frequently refer out to Wilderness programs such as Ashley Valley Wilderness in Utah, as they teach work ethic, teamwork and responsibility, three things most addicts do not possess. Each person has certain responsibilities and tasks they must complete in the wilderness, if they fail, the whole group suffers so they are encouraged not to fail. I got from a multitude of parent's and families that when their loved one returned, they were happy and would actually volunteer to help around the house, do chores etc... Many of them unfortunately relapsed within 2-3 weeks. After much research it became evident as to the many relapses, it was discovered that although responsibility, work ethic and teamwork were taught, many of the underlying issues, traumas and transgressions the person had experienced were not addressed, so all the negative feelings and emotions associated with those were still there and many times all it took was a bad day or getting yelled at and it was enough for them to want to go get high.

Medical Model/Drug Substitution Programs – There are also your 28 day or 30 day Medical Model Programs, these actually were the first of the short term quick fix programs. They were coined Short Term Inpatient Programs, but should not be confused with short term residential programs which I described earlier. They came about by thru hospital or medical center billing insurance companies and the insurance companies not wanting to pay out the claims above and beyond 30 days of treatment. The primary form of treatment and therapy is what we call drug substitution, meaning they take the addict off of the Meth, Cocaine, Marijuana, Crack, Heroin, Alcohol, and put them on other drugs like Ceraquil, Lexapro, Trazadone, Mellaril, Prozac, Lunesta, Ambien, Aderol on and on and on. A study done in 2010 showed that the average patient that checked into a 30 Day Inpatient (Medical Model) Program on one street drug left the program with an average of three different 90 day scripts for Pharmaceutical Drugs. There is a lot of money in Pharmaceuticals, which is now the biggest business other than gas and oil in the world. See taking _____ off of _____(drug) and putting him/her on a myriad of other drugs DOES NOT SOLVE THEIR PROBLEMS, it just masks them with a legal

drug rather than masking them with an illegal drug. It is the lazy mans treatment, meaning, don't roll up your sleeves and actually find out what is going on with the person, their past issues and traumas and help them sort through them and work them out, no, no, no, just give them a Dixie cup full of pills and tell them they will have to manage their illness with drugs. It's much easier and a hell of a lot more profitable!

Galoprogator