

Annotation

The aim of the bachelor thesis entitled Which aspects of exchange programs lead their users to treat is to introduce the importance and role of contact center workers in the life path of an addicted (drug addicted) client. Further focus on aspects of their treatment process through harm reduction, which can lead to lifestyle changes and associated abstinence. This was done by the testimonies of two k-center workers in the South Bohemian region, who helped to map their activities and consequently the difficulties of dependent clients.

The theoretical part describes the nature of dependence, the concept of motivation and related terms such as motivational interviews and case management. This section also includes types of facilities that provide services to drug addicts (hospitals, therapeutic communities, aftercare centers, substitution treatments).

The practical part contains qualitative research, which was created from interviews with four workers of k-centers. Followed by a discussion of the results obtained and the conclusion of the thesis.

Keywords:

Dependency, addiction

Motivation

Harm reduction

Motivational talks

Exchange programme