➢ To increase the comfort of the program participant, give a brief, general overview of what the placement process will entail: Intake processing at the police department and exploration and discussion of treatment options.

➢ Point out bathroom locations and reinforce your supportive role and intent to be with the participant throughout the process - - which may take some time.

➢ Reassure the program participant that an Angel will be with him/her for the duration of their intake and will ensure that he/she will not be alone for any reason.

➢ Express that you respect and support the program participant’s decision to seek help and will treat your interaction with them with discretion and will maintain confidence.

➢ Encourage the program participant to stay motivated; clarify that you are not a therapist; and that you are with him/her to keep them company and give comfort.

➢ Listen; use a calm tone of voice; be okay with silence; relaxed body language is important; empathize.

➢ Highlight the courage the program participant is demonstrating in asking for help.

➢ Distract with casual conversation (sports, music, films, hobbies, mutual interests etc.).

➢ If needed, reinforce in a gentle manner the reason they gave for seeking help - - in short, why they want to be sober and what caused them to come to the police station.

➢ Request assistance from police and EMS if the following occurs:
  - Significant emotional escalation
  - Vomiting
  - Onset of withdrawal symptoms
  - Participant needs comfort items (water, snacks etc.)

**Opiate Withdrawal Symptoms**

Early symptoms typically begin in the first 24 hours after a person stops using the drug and include:

- Muscle aches
- Restlessness
• Anxiety
• Lacrimation (eyes tearing up)
• Runny nose
• Excessive sweating
• Inability to sleep
• Yawning very often

Later symptoms begin after the first day or so, and can be more intense:

• Diarrhea
• Abdominal cramping
• Goose bumps on the skin
• Nausea and vomiting
• Dilated pupils and possibly blurry vision
• Rapid heartbeat
• High blood pressure

Although very unpleasant and painful, symptom usually begin to improve within 72 hours, and within a week they should be almost back to normal.