

## Soberlink Certified Professional Monitors: When to Use a Professional Monitor

Not all cases using **SOBERLINK** require a professional monitor to oversee and manage the monitoring process. Cases involving good communication, genuine cooperation, and mutual respect are probably well managed without professional involvement. Unfortunately, conflict and discord are more typical of families struggling with alcohol problems. **Before starting a SOBERLINK monitoring program consider using a Certified Professional Monitor.** Here are some things a Certified Professional Monitor can offer:

- **Consultation:** It can be helpful, even necessary, to have an expert to advise and consult about how the monitoring protocol should be setup. Questions like, *"What should the testing schedule be?" "What happens if there's a positive test? ...a missed test?"* These questions are best addressed prior to the start of monitoring. A Professional Monitor can assist with designing and managing an agreed upon testing protocol.
- **Clinically Sound Protocols:** The technology of monitoring with a remote breathalyzer such as Soberlink must be combined with clinically sound monitoring protocols. Clinically focused questions arise such as, *"Is there a need for additional testing to detect drugs in the case?" "Should additional or back-up testing such as hair, nail, blood, urine, or oral fluids be used if there are questionable Soberlink results or a missed test?"* A professional monitor can help because they have both the technical and clinical knowledge and experience.
- **Compliance vs. Noncompliance:** Compliance and noncompliance are not always straight forward issues. A Professional Monitor can opine on compliance vs. noncompliance issues based on experience and knowledge.
- **Continuity:** From implementation to completion, the same Professional Monitor oversees the monitoring and is available to advise when there are noncompliance or other issues causing concern. One professional knowing the case from start to finish can make a big difference.
- **Neutral Third Party:** Taking the other parent out of the monitoring role can allow both parties to begin to heal. As a neutral third party, the Professional Monitor can speak to all the parties and associated professionals to offer guidance and resolve disagreements about testing matters.
- **Accountability:** The monitored party is engaged in this process to establish accountability and document abstinence from alcohol. Only a meaningful and workable monitoring plan can accomplish this goal. A Professional Monitor can anticipate problems and help the parties to avoid potential problems of accountability.
- **Contingency Plans:** No system is fool-proof. Soberlink is very effective in detecting the presence of alcohol, but things can go wrong. Now what? *"The dog ate my device!" "I left my device on the airplane."* A Professional Monitor can help protect both parties by having contingency plans in place when unforeseen events occur.
- **Save money:** Utilizing a Professional Monitor adds very little cost to the Soberlink Monitoring. In fact, it can save money by getting the monitoring right the first time. This can save unnecessary returns to mediation or court.

**To consult with a Certified SOBERLINK Professional Monitor, contact:**

**Abstinence & Recovery Monitoring Support**

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## Frequently Asked Questions:

### **Does the Professional Monitor have to be located in my city, or are the services provided remotely?**

Thanks to modern technology, services can be provided remotely. Telephone and email communications between the parties or their attorneys can assist in designing and implementing a reliable testing protocol. Contingency plans can be developed to address likely problems. Questions about real-time alerts and frequency of emailed reports are answered. Even backup or for-cause testing protocols can be outlined and collection sites near the monitored party can be established.

**Is a Professional Monitor a direct employee of Soberlink?** No, Soberlink Certified Professional Monitors work independently of Soberlink, but establish and monitor the Soberlink testing through their own professional portal. A Professional Monitor oversees technology aspects of the monitoring and, in addition, the Professional Monitor establishes their own monitoring protocols that are consistent with best practice clinical monitoring theories. In this way, you will have a dedicated professional to contact with immediate questions or concerns and an individualized monitoring protocol.

**What kinds of problems does having a Professional Monitor solve?** Perhaps the most important advantage to having a Professional Monitor is having the individualized attention to your situation. Having an experienced Professional Monitor to weigh in when the schedule needs to change, when planned vacations and plane travel potentially affect the testing, when tests are missed, or when results come back that are not easily understood. A dedicated professional who is familiar with your case can help you avoid unnecessary returns to court or mediation.

**I can't test when I am in meetings at work! Can this work with my busy schedule?** Professional Monitors have worked with dozens of busy professionals, including national managers, physicians, pilots and others whose schedules can make testing difficult at times. We know how to design a program that will both accommodate these scheduling difficulties and still adhere to the court order or stipulations.

**Do you offer a free consultation?** As Professional Monitors, we are happy to offer a free 20 minute consultation to review the particulars of your case and answer general questions. More in-depth review of records and written recommendations would require a reasonable fee for the time required. The easy answer is, *"Call and ask about your situation."*

**How flexible can the system be and still be reliable?** A Professional Monitor can help design and monitor a protocol that offers flexibility without sacrificing reliability. This is particularly important when you know the participant's schedule is likely to result in unavoidable "missed tests." The purpose of monitoring is to provide reassurance to the concerned party and to rebuild trust. Establishing a workable protocol from the start avoids escalating conflicts and unanswered questions about abstinence.

**Does it cost more to go through a Professional Monitor than going directly to Soberlink?** The short answer is, **"No! It costs about the same for Level II Premium service through Soberlink and using a Professional Monitor."** Additional services, of course, are billed separately. Services such as Recovery Monitoring, Recovery Coaching, Random Urine / Hair / Blood testing, Substance Abuse Evaluations, expert witness and other related services may be available in your area. These can be discussed and quoted separately.

**A dedicated Professional Monitor is with you every step of the way. From setup to implementation, from initiation to successful completion, the goal of abstinence monitoring is to establish and maintain trust. A sober, trustworthy parenting relationship is priceless.**