

Thesis deals with education and treatment approaches for persons dependent on addictive substances, specifically low-threshold programs for drug addicts.

In the theoretical part of the defined terms Public Health, Harm Reduction, low-threshold institutions are discussed in detail online and telephone counseling centers, contact centers and street work. Work is generally focused on low-threshold programs, their history, professional team and clients.

The empirical part is touching lives of drug addicts and their "drug career", which is reflected in areas such as family and partner relationships, health, housing, financial situation, crime, attempts at treatment, and more. Information was obtained on the basis of questionnaires and information gained from direct experience with clients.

**Key word**

history of low-threshold institutions, internet consulting, contact centers, low threshold, drug policy, access Harm Reduction, access Public Health, telephone counseling, tertiary prevention, street work, exchange programs in prisons, health policy