

Wingerdbloei - “The educating – helping relationship” model

“Creating a basic educational non-violent attitude and practice throughout the entire organization; supplemented, where appropriate, with a methodological NVR approach”

‘Wingerdbloei’ is an organization within the field of child welfare, providing context support, home counseling, (semi)residential care e.g. within the “Experimental Modular Framework”.

Between 2000 en 2010 Wingerdbloei evolved from a small scale setting, providing residential care for 16 adolescent girls, into a larger organization with several residential groups, and a department for home counseling, with a capacity of 146 youngsters and their context.

This development confronted the organization not only on a quantity level with more and more diverse problematic educational situations but also on a quality level with more complex and persistent problems.

By consequence Wingerdbloei as organization needed to find new and better answers in the way the care was organized in the residential settings. At the same time the need to embed and organize this care with and within the broader context of the youngsters increased exponentially.

This confronted us with:

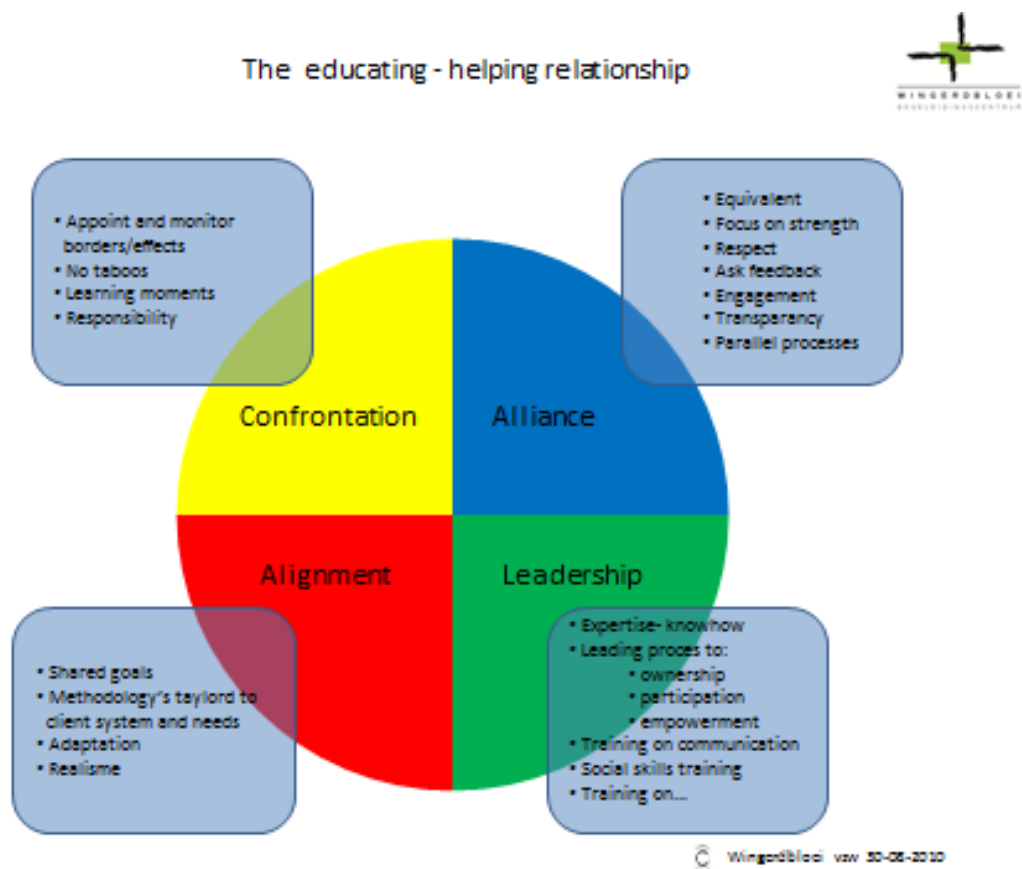
- The need for a clearer and consultable framework on what we see as good practices and as a constructive pedagogical climate for raising children in a residential setting (in connection with their context) or providing support in parenting for youngsters, their families and/or broader context trough home counseling.
- the need to develop an explicit vision on care taking, based on 'what is effective aid' for youngsters and their families.
- the need to avoid, or at least limit, escalation processes in the residential living groups that could affect the constructive educational environment or eventually may lead to the termination of the counseling process
- the awareness that: “believing that professional aid cannot be effective without connection with the client”, implicates that all our interactions or interventions with clients, should have to be carried out in a non-violent way.

Over the years these challenges were addressed, step by step elaborated and translated in vision texts, good practices, exploring new approaches (e.g. experiential learning) and consolidating them when effective. New frameworks, that were compatible with and/or broadening the vision on care, were introduced (e.g. collaborative therapy, signs of safety ..). The structure of the organization was adapted in order to meet clients needs in the best possible way.

In 2010 the vision, gradually developed over the past 15 years and formulated in several working notes was further elaborated and visualized in the model: “The educating – helping relationship” trying to provide a basic framework for all care providers in Wingerdbloei.

Basic underlying idea's are:

- that what really works in care providing, is the quality of the professional relationship between care provider (counselor-educator) and the cliënt
- that this quality is guaranteed when the care provider succeeds in offering within every interaction with the cliënt a combination of alliance, confrontation, alignment and leadership (translated in attitude and acting)
- that this approach guarantees a respectful and non violent answer to the specific clients needs



Most colleagues whether they had been building and living this vision during a longer period or just started to work in Wingerdbloei could endorse this vision and were able to link it to their daily work with clients.

Still we were frequently confronted with questions on how to translate this vision into action and communication in very tense and stressful interactions with some of the clients in residential or ambulant care.

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