

Why is it important for you to develop strong relationships with residents?

Response	Job Title	Years of Service
"In order to know them, you have to understand them. Knowing where they come from helps you serve them."	Supervisor	5
"If you work with these residents and don't build a relationship, you're simply monitoring them. Once you connect with them, that's when the learning starts."	Trainer	1
"It helps them ascertain the knowledge and skills that they may not have that will help them become more productive citizens."	Caseworker	18
"If you develop a strong relationship with a resident, once they leave custody, they will have goals and ideas they've developed with you that may help with future incarceration."	Youth Care Worker	3.5
"For me it's important because it's a way to avoid conflicts and major disturbances. If you have no rapport with a resident, it's impossible to de-escalate him. Having a good relationship will resolve a crisis 90% of the time."	Youth Care Worker	3
"One of the keys to working with this population is trust. Forming trust with residents is vital to the safety and security of the pod. It helps you de-escalate a resident. In a crisis, he's more likely to listen to you when you have a strong relationship. If he doesn't trust you, he'll only hear you."	Youth Care Worker	1
"It makes the job easier. It gives you different ways to reach them and give them options on what to do not to come back."	Youth Care Worker	3

Bartholomew County Youth Services Center (BCYSC) Staff Quotes

Response	Years of Service	Job Title
If a child can learn that there is a bright future to strive for, then they might second guess the future they are heading towards.	<1 yr	Youth Care Worker
In order to build rapport with the youth, we need to have an appropriate relationship with them. If we want to help the children that come into our building, whether it is to teach them life skills or holding them accountable for their choices, we need to get to know the residents in an appropriate manner. For some youth, we may be the only people in their lives that will listen, give unbiased advice, or even praise the child. We have to have the relationship with the residents in order to understand each one's strength and weaknesses. This is the best way to improve the weaknesses and enhance the strengths.	2 yrs	Control Officer
I feel it is important to have a relationship with the youth for several reasons. Being able to build a relationship creates rapport. Having a rapport helps strengthen respect and boundaries. We have all been kids before, and I think it is safe to say we remember those who positively impacted our life...as well as those who did not. By nature of the job (being a youth care worker), you are an authority figure; however, you can also be a role model to kids. It is important to inspire, encourage, motivate, and challenge the youth, for you may never know whose role model you may be.	18 mos	Youth Care Worker
<p>#1... Establishing, building and maintaining a relationship is vital if you want the kids to absorb anything you have to teach. Relationships are built on trust and respect and without those two elements your impact on a kid is moot or negative.</p> <p>#2.... The relationships I have built with the kids I have worked with have enabled me to verbally deescalate many situations that possessed a high probability of turning into a restraint situation.</p>	8 yrs	Youth Care Worker
Relationship building is everything. If the kids don't trust us or respect us then they will not respond to any of our efforts to help them better themselves. When the kids see us as people	3 yrs	Youth Care Worker

<p>wanting to help them get their lives back on track, they may actually listen. Most of the kids that come through here have been let down by enough adults in their lives. Their guards are up and they are ready for us to fail them too. When they see we actually respect them as people and believe in their ability to succeed, they are more likely to respond back with respect and maybe even listen and apply the things we are teaching them.</p>		
<p>A relationship with a resident is the most important tool you can have, in my opinion, as a youth care worker. It is helpful to the resident as it provides comfort, stability and someone modeling an appropriate adult-youth relationship, which they may have been lacking. It is helpful as Staff because a resident is less likely to escalate or is more likely to come to you with a problem before escalating or acting out. A resident thinking about self-harm is much more likely to approach you if you have a rapport with them.</p>	3 yrs	Youth Care Worker
<p>I believe that the key to a youth wanting to change is the motivational relationship you create with them. Youth want to be praised and make others proud and we have the best opportunity to offer them praise by offering them skills that will help them with future success. I have noticed that the youth are always eager to report back how the skills I have taught them worked for them in order to receive praise or feedback. I feel that kids are so much more receptive to what you offer them if they know you care, thus my reasoning for always working to establish a motivational relationship.</p>	13 yrs	Youth Care Worker
<p>How effective I am in the detention classroom is completely related to the relationship I have with the youth I am working with. It helps create an open environment where my students know it is ok to learn and do well that they don't have to maintain a reputation or look hard. Getting to know and having a relationship with the students I have also helps create buy-in. The youth are way more likely to actively listen or accept what we are talking about if they trust that I am interested in helping them and not just another authority figure or someone tied to the system.</p>	7 yrs	Teacher