



## A human approach

"Recognizing the worthy aspects of your environment and learning to nurture them in a spirit of optimism and respect is a profoundly transformational experience. EQ teaches people to take personal responsibility for their own futures - it's as simple as that."

-- *Extracted from EQ's mission statement*

In the approach to any undertaking, attitude is everything. We try very hard to ensure that a spirit of humour and optimism pervades everything that we do. It energizes the team and rubs off on the clients. We seek a lightness of touch in our work and, in our early approach to the complex, we've set about defrosting all things clinical and replacing all things rigid with more malleable alternatives. Standards and guidelines are important but they need to be imbedded in a culture that runs on common sense and human responsiveness.

We have a variety of different characters within the extended EQ team and they express themselves in different ways. However, we share a conviction that shapes our approach. Among the children and families that we work with there is a common characteristic - relationships between individuals and the world around them are out of kilter. There is nothing intrinsically wrong with the individual that precludes inclusion and there's no point in trying to change the world on a grand scale (using a sledgehammer to crack a nut). It's a question of striking a balance between human needs and aspirations and achievable circumstances - creating Equilibrium.

No individual that EQ encounters is labeled Vulnerable, Dysfunctional, Marginalized or Disabled. These are relative terms that refer to the person's relationship with his / her environment or the perceptions of others. We go to work on the situations and the misconceptions.

We blame nobody for the situations we encounter. Naming and shaming isn't part of our repertoire. We are not crusaders for children's rights. We look for practical solutions - short, medium and long-term.





## Комплекс за социални услуги за деца и семейства

адрес Русе, бул. "Липник" №14

тел. 082 813 380

@ ksuds@eq-bg.com

If we approach the community in which we operate in an overly ideological, bureaucratic or compartmentalized way, we dehumanize the members of that community in one way or another. This is fundamentally unsafe.

Equilibrium embraces the delightful complexity of the group of children it serves that just happens to include the physically and learning disabled and those who are 'educationally and socially disadvantaged because of early life experience that may have included domestic abuse, separation from parents, institutionalization, bereavement, prolonged deprivation or an especially traumatic event.'

They're children, sons and daughters.

Our main partner in the provision of social services and managing the complex is Ruse's Open Society Club (OSC), one of the city's best established NGOs and our friendship and collaboration extends back over several years. The participation of OSC adds depth to the management team and provides us with specialist support in public relations, training, event organization and project conceptualization and design.



адрес 7000 Русе, ул. „Борисова“ №27А, етаж 3, ап. 8

тел. 082 837 618

@ office@eq-bg.com

web www.eq-bg.com

