

# Validation News



Validation Training Institute, Inc.  
 Website: [www.vfvalidation.org](http://www.vfvalidation.org) Email: [info@vfvalidation.org](mailto:info@vfvalidation.org)

## A Peek at VTI's 2019 Plans

By Vicki de Klerk-Rubin, CVM, Executive Director

Two years ago, the Board of the Validation Training Institute started meeting once a year (in person rather than our usual video conferencing) for a full day of strategic planning for the coming year. Here are the things you can look forward to in 2019.

*Promoting the use of Validation throughout the world:*

- We're connecting with more organizations and finding ways to work together, like our partnership with NCCAP. Together we are developing a special 'Validation Memory Care: Certification for Activity Professionals'. This training will be completely online and a good start to learning Validation basics. If you are an Activity Professional, keep your eye on both VTI's and NCCAP's websites for more

*Developing training programs, assuring quality and sustaining quality:*

Quality standards are one of the unique, distinguishing qualities of Validation training. We do not feel that quick and cheap training give you what you need in your daily work with older adults living with cognitive decline. We want you to have integrated skills that make your lives easier and give you joy.

- We plan to develop a Validation training for Administrators in the coming year. Also, a training for emergency room staff.
- Jana Stoddard will continue her excellent work creating new 'How-to...' videos, offering simple techniques on VTI's very own YouTube channel. These will be translated into Italian, German, French and Spanish.

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- We will collect data from all participants of Validation training and begin a small-scale research project. This will help us back up our claim that Validation training helps caregivers give better quality care to elders.

*Protect the integrity of Validation:*

For those of you who don't know, we have 4 levels of certification: Level 1, Validation Worker, Level 2, Validation Group Practitioner, Level 3A, Validation Presenter, Level 3B Validation Teacher, Level 4, Validation Master. Masters teach Teachers and offer supervision. Masters also are automatic members of VTI's Education Committee which is responsible for all development and authorization of new developments and materials used in training.

- This group of 14 international Masters will be broadened in 2019.
- The VTI Quality Manual that was revised over 5 years and is now available online in a clean, easy to use framework, will be translated into German and French. We will start on Italian and Spanish. Teachers will also be trained in how to use the QM.

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Maintain a worldwide organizational framework:

- We aim to add more board members, adding new energy, inspiration and resources to VTI.
- We will add at least 2 new Authorized Validation Organizations (AVOs) making it easier for people to get to training.
- We are building an Endowment Fund that will help VTI sustain itself into the future.

By making VTI stronger, more professional and maintaining the integrity of the Validation method, we ensure Naomi Feil’s lifework in the future. What she brought us all is a way to make the lives of older adults with cognitive decline more joyful, allowing them to find peace at the end of life – while caregivers gain feelings of competence, the skills to handle difficult situations and renewed energy.

## Understanding VTI. What We do and How We Support Caregivers and Older Adults with Cognitive Decline

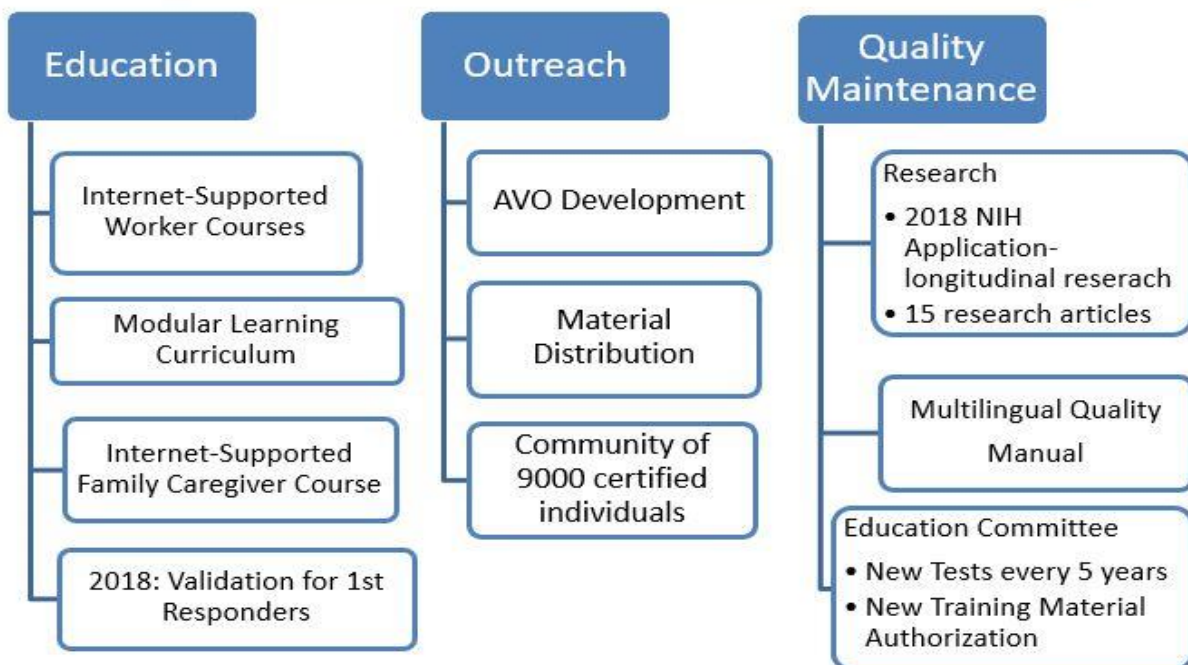


What We Do





VTI nurtures respect, dignity and well-being in the lives of older adults experiencing age-related cognitive decline and their caregivers by advancing knowledge, values, education and research rooted in the Validation Method.



## Announcing a New AVO in Italy – Validation Trieste FVG

The AVO Validation Trieste FVG was founded on November 01, 2017 by the collaboration between ITIS, the public service agency for the elderly of Trieste and EnAIP, the training institution for the region, to disseminate information and training of the Validation method.



Miriam Tonetto, Francesco Mosetti-d'Henry and Ilaria Maracch

ITIS, primarily set up for the care of elderly people who are no longer self-sufficient, was the first social and health institution in Italy to promote knowledge of the Validation method. Since 1999, its staff has been trained in the Validation method and includes 3 certified Validation teachers.

EnAIP Friuli Venezia Giulia, founded in 1979, is an important point of reference in the region in the field of training with a particular commitment to the training of care staff.

The cooperation between these two organizations, and the establishment of **AVO Validation Trieste FVG**, aims to promote and spread the Validation method throughout Italy and in neighboring countries (Slovenia and Croatia).

AVO's activity started with the conference 'Dialogue on two worlds' held on 17/11/2017 at ITIS, which presented the Validation method and the Gentlecare

method to a hundred caregivers.



Ilaria Maracch, Francesco Mosetti-d'Henry and Miriam Tonetto,

The first Validation courses were then started: a Level 1, Worker course at ITIS in Trieste and a Level 2, Group Practitioner course at Cernusco sul Naviglio (MI). Plus, several basic courses have been held to promote Validation among caregivers in this sector.

ITIS is the promoter of an Italy - Slovenia project called Crosscare in which several initiatives to disseminate Validation have been carried out, including a July 2018 workshop in which operators and managers of Italian and Slovenian institutions participated.

Over the next few years, AVO Validation Trieste intends to continue the dissemination of the method in the neighboring territories and in particular, Slovenia, and to continue with promotion of Validation within institutions and caregivers in this sector.

Also, collaborations with Universities offering degrees in nursing and physiotherapy have been started.

At the beginning of October, our team will present the Validation method, for the first time, at the 5th Congress on Pharmacological Therapies in the Geriatric Field, held annually in Rio de Janeiro by video conference.

### Contact:

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Validation  
Trieste FVG



## Elion Caspi Has Research Published

This research is on circumstances surrounding the death of 105 elders as a result of resident-to-resident incidents in dementia in long-term care homes in the Journal of Elder Abuse & Neglect, 30(4), 284-308.

<https://www.ncbi.nlm.nih.gov/pubmed/29851550>

It is the first study in the U.S. and Canada on these fatal incidents. Caspi believes that the findings could inform long-term care homes' efforts to prevent these harmful episodes and keep vulnerable and frail elder residents safe and free from psychological harm. He writes:

“The Validation Method's philosophy, guiding principles, and relationship-based and emotions-focused communication techniques can assist direct care staff members tremendously in understanding, preventing, and de-escalating distressing, injurious, and fatal episodes between residents. More importantly, a proactive, anticipatory, and consistent daily use of the method on an individual basis with older residents with Alzheimer's disease and other forms of dementia could help them experience the "highest practical emotional, psychological, and social well-being.”

When residents with dementia are overall calmer and free from significant emotional distress, anxiety, and fear, they may be less likely to engage in distressing and harmful interactions with other residents.”

Eilon Caspi PhD, is a longtime supporter of Validation and is associated with the University of Minnesota, School of Nursing.

Webpage: <https://www.nursing.umn.edu/bio/faculty-staff/eilon-caspi>  
and the Founder & Director of Dementia Behavior Consulting LLC, Minneapolis, MN  
Website: <http://dementiabehaviorconsulting.com/>

## VTI's 'How-to' Video Series

If you have visited the VTI website [www.vfvalidation.org](http://www.vfvalidation.org) or recently seen our social media posts, then you may be aware that the VTI now has 'how-to' videos uploaded to VTI's very own YouTube channel.

<https://www.youtube.com/c/ValidationTrainingInstitute>

This project started last August when the VTI Board had the ambition to share simple Validation techniques with the world. In March 2018, with the help of Vicki de Klerk, Cinzia Silviero, Jana Stoddard and other Validation practitioners around the world, this project was born.

If you go to our [YouTube channel](#) you will find three videos on centering. Centering is a way of setting your thoughts and feelings aside so that you are available to another person. It is the most important prerequisite to starting any communication. The next video covers the topic of using an appropriate voice tone to develop trust with someone with dementia.

The videos have closed captioning in English and Italian. German, French and Spanish will be added later in the year.

You can look forward to more 'How-to' videos in the future, covering topics like finding an appropriate distance, finding respectful eye contact and getting on eye-level. If you want to be part of this project, or if there are specific themes or techniques you would like to see presented, please let us know.

Jana and Vicki  
[info@vfvalidation.org](mailto:info@vfvalidation.org)

## VALIDATION NEWS Cont

### Validation Training Institute is Launching its Annual Fundraising Campaign



The Validation Training Institute would like you to **Save the Date** for our Fall 2018 Fundraiser!

Starting on **November 27<sup>th</sup>** this year, we will work to raise **\$40,000** to help expand the Validation network even further across the globe! We have a matching grant so every dollar you give – is doubled.

To stay in the loop on our fundraising this year please join us on social media:

**Facebook:** <https://www.facebook.com/ValidationHelps>

**Twitter:** <https://twitter.com/validationhelps>

**LinkedIn:** <https://www.linkedin.com/company/validation-training-institute/>

**Youtube:** <https://www.youtube.com/c/ValidationTrainingInstitute>

If you'd like to get an early start on contributing to our cause, please visit: <https://www.gofundme.com/validate-to-connect-with-purpose>

#### About the Validation Training Institute, Inc.

VTI is a United States-based, 501(C)3 nonprofit organization founded in 1984 by social worker and gerontologist Naomi Feil, one of the originators of 'person-centered care' for older adults with age-related cognitive decline or disorientation. VTI's mission is to enrich the lives of older adults experiencing age-related cognitive decline and their caregivers through education and support services-rooted in the Validation Method-that nurture respect, dignity and well-being.

#### Amazon Donates to the Validation Training Institute When You Shop AmazonSmile

When you shop at AmazonSmile, Amazon donates 0.5% of the purchase price to the Validation Training Institute. [Support Us Every Time You Shop](#)



## VALIDATION NEWS Cont

### A summary of the 2018 EVA meetings held in Reims, France

By Vicki de Klerk

A 2-day symposium was held on October 16<sup>th</sup> and 17<sup>th</sup> entitled: Alzheimer: Let's Move! Beyond Boundaries and Words

This symposium had an impressive array of speakers offering a variety of different perspectives on the theme. Speakers from France, Belgium, Canada, the Netherlands, Italy and Spain, spoke about ethics in care, new care methods such as Carpe Diem, the use of music and movement, and showed the audience how other methods often share the same principles as found in Validation.

The 2-day Teacher meeting opened with an impressive presentation including moving video clips of how Pepe Olmedo is using personalized music (similar to Alive Inside) in Spain.

There were approximately 30 Validation Teachers and Presenters who introduced themselves and an inventory of their questions or issues was made.

Miriam Tonetto, Ilaria Maracchi and Francesco Masetti (from Trieste, Italy) presented their work via video conferencing. They spoke about their project, "Crosscare", spreading Validation to Slovenia.

Nancy Brown (from Jerusalem, Israel) spoke about a study being done in her day-care facility, Melebev, which has shown how Validation increased the ability of older adults with Alzheimer's disease to engage with touch-screen games.

Vicki de Klerk proposed two projects. 1) revisiting how we teach the four phases so that there is less labeling. Some teachers have fallen into the habit of referring to older adults by their phase instead of using our phases to describe behaviors that help us choose how to connect. 2) creating comparisons of other person-centered methods and Validation, written by experts in each method, helps every teacher and AVO handle questions and competition.

Day 2:

Christiane Gruenenwald (Germany) explained how her organization, Landesverein für Innere Mission in der Pfalz, has used the Quality Certification for Institutions to spread both a person-centered atmosphere and the use of Validation through all 5 of their nursing homes as well as their hospital. Every person who works at LVIM has had some sort of Validation training including managers, and special full day trainings are offered on themes such as "Sexuality" and "handling aggression."

Vicki led the group in finding the Quality Manual online. It is important to note that every teacher must have a password. The participants found the QM very useful once they understood the basic structure of 'Parent documents' (things that must be done), 'Process documents' (how things are done) and 'useful documents' (forms, documents, formats that can be used.)

Teacher's questions were discussed:

How to make Validation relevant to young students who have never worked with older adults?

Teachers exchanged their experiences using the new Case Study.

Wolfgang Hahl gave an interesting new perspective on the technique, ambiguity, by starting with different definitions of the word. Ambiguity is a situation of uncertainty. It comes from the Latin *ambiguus*, meaning multiple meanings. It comes from NeuroLinguistic Programming. He made the point that we use it all the time. Ambiguity runs throughout our lives. When teaching this technique, it can be useful to show how common ambiguity is. Words change over time and how we use words also changes over time. After the presentation we exchanged exercises on ambiguity.

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Ambiguity allows more time to be in the relationship; we let go of facts and remain in the moment of contact.

The meeting concluded with everyone giving feedback and giving one word describing their experience of these two days.

Following the closing of the Teacher meeting, AVO representatives met to discuss common issues.

On Saturday, EVA held its General Assembly.

The new EVA website was presented: <http://vfvalidation-europe.com/home/>

Voting on new board members was done and the results should be released by EVA in the coming days.

## Partners to Needed to Co-Host 2019 Internet Worker Course

### What the Internet-Supported Level 1 course offers

#### Care Communities:

- Helps develop a 'person-centered' culture within the company.
- Goes beyond most other trainings because it integrates new skills and attitudes.
- Enjoy the benefits of Validation, including reduced levels of stress for caregivers and older adults.
- Brings Validation training to people in remote areas and places where there is not an AVO.

#### Older Adults:

Will enjoy the benefits of the Validation Method: increased communication with staff and families, less withdrawal, reduced need for psychotropic medications, more joy.

#### Course Participants/Staff:

- Learn to effectively use Validation techniques with older adults experiencing cognitive decline
- Embody the validating attitude: respectful, integral, empathetic
- Communicate better with older adults experiencing cognitive decline
- Feel more competent to handle challenging situations in work

### How the Internet-Supported Level 1 course works

Over a 40-week time frame:

Participants use self-paced video segments two times a month and have homework assignments that anchor the learning; there are two interactive webinars each month that deepen the learning and create a group feeling.

There are two in-person training sessions, each time for 2 intensive days

Participants are required to practice with clients for a total minimum of 26 weeks, videotaping of sessions and uploading them to a HIPPA certified site for supervision is mandatory;

Teachers are VTI certified; all have over 3 years of training and adhere to quality standards which include continuing education and supervision.

Evaluations for certification: a written Case Study, a short presentation, live or video demonstration of practical skills.

#### Who does what

- VTI will handle registration, provide the teacher and manage the internet-related aspects of the course.
- The hosting Partner will guarantee at least 10 paying participants, provide the space and AV equipment for the 2-day training sessions
- Both partners will be responsible for marketing the course.

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### **Specific Requirements**

- A private space for teaching, large enough for training that includes moving around
- A screen, projector, DVD player
- A white board or flip chart
- Photocopying: +/- 20 sheets/participant

Participants must have access to a computer, web camera, speakers and microphone plus high-speed internet service.

### **VTI's Offer**

The hosting organization will have 2 free places in the class.

Contact Jana Stoddard, VTI Manager, for more information: jana (at) vfvalidation (dot) org

## **AVO News**

### **Country Meadows AVO by Steve Klotz, CVM**

#### **Validation Mentioned in Dr. Goldman's Book**

In 2016 Dr. Brian Goldman, MD visited Country Meadows of Leader Heights and spent the day observing individual Validation sessions and a group session. Dr. Goldman also interviewed Naomi Feil later that year. A positive thing that came out of his visit and interview is that Naomi and Validation are the focus of one of the chapters of his book, [The Power of Kindness: Why Empathy is Necessary in Everyday Life.](#) Steve Klotz, CVM was quoted extensively, in his book.

Not many people who discuss Validation in articles do it in a positive manner and do it correctly. We are grateful to Dr. Goldman for shining a positive light on Validation.

#### **Update on Collaboration with York College of PA**

This fall marked the start of the fifth year of collaboration between York College of PA and Country Meadows (CM) in offering a Certified Validation Worker course for college credit. In the first four years, approximately 25 students completed this two-semester course and met all the requirements for CVW certification. Participants have come from a variety of majors – Nursing, Therapeutic Recreation, Human Services, and Psychology (some with a Gerontology minor). Several students who had not planned on working with older adults as a career changed their minds and decided to pursue it as a result of the course. An unanticipated benefit for CM is that at least six students applied and were hired as part-time CM co-workers. I teach this course with assistance from Mary Ligon, PhD, CVW, who is the department chair for Behavioral Sciences and Associate Professor of Gerontology at YCP.

### *Validation Shout Out*

A new qualitative study on the effectiveness of Naomi Feil's Validation method by Tamara Nemeth, Department of Nursing Science at the University of Vienna. The abstract in English can be found on the VTI website at [https://vfvalidation.org/wp-content/uploads/2018/10/Nemeth\\_Effectiveness\\_of\\_Validation\\_Oct\\_2018.pdf](https://vfvalidation.org/wp-content/uploads/2018/10/Nemeth_Effectiveness_of_Validation_Oct_2018.pdf).



## VALIDATION NEWS Cont

### Validation Support Group Schedules

Validation Support Groups are VTI's contribution to people who need suggestions for addressing challenging situations, exchanging resources and getting encouragement. The Certified Validation Support Group is for people who have completed a certified course. The Beginning Validation Support Group is for people who have read a Validation book or attended a Validation Workshop. If you have questions about how to use Validation either at home or at work, feel free to join us. Each internet, video-conferencing session is led by a certified Validation Presenter or Teacher. Naomi has even been spotted at the Beginning Validation Support Groups. New participants are welcome.

The technical requirements are simple: a computer or tablet with microphone and speakers. You can also join the meeting using a smart phone.

For more information, please contact Jana at [jana \(at\) vfvalidation \(dot\) org](mailto:jana@vfvalidation.org).

#### Certified Validation Support Group Schedule

Dates	Times
Oct 31, 2018	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel
Nov 28, 2018	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel
Dec - Holiday	<b>Happy Holidays</b>
Jan 30, 2019	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel
Feb 27, 2019	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel
March 27, 2019	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel
April 24, 2019	5pm PST/6pm MST/7pm CST/10am Australia/3am Israel

Contact [jana \(at\) vfvalidation\(dot\)org](mailto:jana@vfvalidation.org) for the invitation and link to participate in the call.

#### Beginning Validation Support Group Schedule

Dates	Times
Oct 25, 2018	6pm PST/7pm MST/8pm CST/9pm EST
Nov 30, 2017	6pm PST/7pm MST/8pm CST/9pm EST
Dec - Holiday	<b>Happy Holidays</b>
Jan 25, 2018	6pm PST/7pm MST/8pm CST/9pm EST
Feb 22, 2018	6pm PST/7pm MST/8pm CST/9pm EST
March 29, 2018	6pm PST/7pm MST/8pm CST/9pm EST
April 25, 2019	6pm PST/7pm MST/8pm CST/9pm EST

Contact [jana \(at\) vfvalidation \(dot\) org](mailto:jana@vfvalidation.org) for the invitation and link to participate in the call.

Please email newsletter editor [jana@vfvalidation.org](mailto:jana@vfvalidation.org)  
with any question, comments, or suggestions.  
We accept submissions, suggestions or ideas for future newsletters.