

## Authorized Validation Organizations (AVOs)

A brochure for organizations interested in working with the Validation method.



### What is an AVO?

An Authorized Validation Organization (AVO) is an organization that has a standardized, contractual relationship with the Validation Training Institute (VTI) in Cleveland, Ohio. This contract gives the organization the right to offer training, certification on certain levels as well as a variety of Validation products and information based on the copyrighted works of Naomi Feil. These rights fall under international copyright regulations. This relationship is not transferable to other organizations. A small percentage of training course-related income is paid by the AVO to VTI each year. Usually this royalty is 2% for the first 2 or 3 years of operation, and 5% thereafter.

### What does an AVO do?

According to the contract between all AVO's and VTI, Authorized Validation Organizations shall:

- a) train individuals in Validation and offer supervision for those who practice it;
- b) facilitate a close ongoing association with VTI;
- c) promote interest in Validation philosophy and practice locally and regionally;
- d) provide information about Validation;
- e) advise VTI of advances in Validation philosophy and practice;
- f) promote research;
- g) facilitate communication among Validation practitioners;
- h) protect the integrity of Validation;
- i) communicate and cooperate with other AVOs.

### Why become an AVO?

Organizations benefit from becoming an AVO...

- Exclusive rights to offer certification training sets an organization apart from the competition
- Contact with an international community of Validation organizations gives new ideas and prestige
- Training and employing quality caregivers leads to an enhanced reputation as well as retention of staff
- All of which leads to becoming a community resource

Residents benefit from the AVO ...

- Use of Validation often leads to: less medication use, more family visits, less withdrawal inward, and increased verbal communication
- Raises self-esteem
- Offers dignity and respect
- Develops trusting relationships with staff
- Improves communication with others
- All of which, leads to an improved quality of life

Staff benefit from the AVO ...

- Better, richer communication with disoriented residents
- more tools makes it easier to handle difficult situations
- instills a philosophy of care and involvement
- All of which leads to increased job satisfaction

Family members benefit from the AVO ...

- Better communication leads to more satisfying relationships with disoriented relatives
- Validation courses for family caregivers and support groups provide new approaches and techniques, as well as building a sense of community
- An AVO becomes a source of information and support, a place to find answers and respite.
- Families visit longer if they know how to validate their loved ones

### **Requirements/Qualifications for becoming an AVO**

The qualities that VTI looks for in an organization are: trustworthiness, effectiveness and enthusiasm.

Trust is built up over time through working together constructively and with pleasure. Trust must be present on both sides in order to work effectively together.

An organization must be able to accomplish the activities required of an AVO. It must be productive and effective in reaching these goals.

An organization must have enthusiasm for Validation, stand behind the concepts and support the use of this method.

Criteria:

An AVO is an organization, not an individual.

An AVO has resources, a managerial structure and facilities that enable it to:

- offer training courses and distribute information throughout the region.
- manage the record-keeping and promotion responsibilities.
- communicate with other AVO's as well as VTI.
- communicate with certified individuals, offer possibilities for networking and supervision
- protect the integrity of the Validation method.

### **Steps to becoming an AVO**

Just as there is no single way to communicate with other human beings, there are many ways to become an AVO depending on the needs and circumstances of the organization. Here is one possible model that has worked well in the past.

Step 1: organize a full day workshop to promote interest and basic knowledge of Validation.

Step 2: organize a Level 1, Worker course using VTI or another AVO as the certifying body. It is wise to ensure that this course is filled with individuals who have the basic skills and desire to become Validation Teachers. The Validation Teacher would be brought in to teach the course, instruct the AVO in the basics of running a Validation course, and provide materials that the AVO will need in the long term. This also begins the process of building trust and security. If there is sufficient interest, it is possible to run 2 Worker courses consecutively to build a larger base of potential Teachers.

Step 3: organize a Level 2, Group Practitioner course

Step 4: organize a Level 3, Validation Presenter course

Step 5: organize one or more Level 1 courses to enable the Presenters to do their co-teaching.

At the end of this process, there should be a cadre of locally trained Validation Teachers who can continue giving courses for the AVO.

Concurrently during this time, discussion should begin about signing an AVO contract. VTI will send the draft contract to the potential AVO and once agreement has been reached, the contract and AVO relationship will begin.

## **Once a decision has been made to become an AVO, what steps can you take to develop?**

Basic AVO activities:

- have a telephone number, email address and postal address that can be contacted by people interested in Validation
- have a person who regularly (daily) responds to these inquiries. This person does not have to be trained in Validation, but does need to know how to answer typical questions and have prepared materials to send, both by post, fax and digitally.
- have a brochure ready to send out to people interested in Validation.

Basic functioning AVO activities:

- organize an annual Level 1 Validation Worker course
- organize Validation Workshops and presentations in local institutions, nursing homes, schools
- build a mailing list
- work towards having a local group of Validation Teachers who can offer courses, presentations and workshops
- communicate regularly with other AVOs and VTI
- offer intervision opportunities for certified individuals

Additional AVO activities:

- put out a newsletter to all certified (and interested?) individuals
- send speakers to Alzheimer support groups
- conduct in-service or in-house courses
- organize Level 2, Group Leader courses
- organize Level 3, Teacher courses
- start supervision meetings for certified individuals (workers, group leaders, teachers)
- have articles published in magazines

- involve radio, tv or press in promoting Validation

Advanced AVO activities

- send speakers to national conferences
- participate in research on Validation

You can contact VTI or AVO representatives for advice and support at any time.

VTI contact person for AVO development:

Vicki de Klerk-Rubin, Executive Director

email: [vdeklerk@vfvalidation.org](mailto:vdeklerk@vfvalidation.org)

See our website for contact information on AVOs around the world.

[www.vfvalidation.org](http://www.vfvalidation.org)

