

# Validation

A NEWSLETTER FOR THE VALIDATION TRAINING INSTITUTE



## NBC airs Validation Clip

FALL '97  
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Betty Rollins, special assignment reporter for National NBC news, taped Naomi working with staff and residents at the St. Cabrini Nursing Home in Dobbs Ferry, New York. The three-minute news segment was aired June 7th, 1997, during NBC evening news. Janet Binder, our new board member and Public Relations expert, was responsible for this important contact.






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-  Validation Institute's new film, *Myrna: The Mal-oriented*, has achieved the following distinctions:
-  THE BRONZE AWARD at the 1997 Houston Annual WorldFest International Film Festival.
-  THE CINE GOLDEN EAGLE AWARD FOR EXCELLENCE IN FILMMAKING AND VIDEOGRAPHY. Films chosen by CINE will be shown in international film festivals, representing the U.S. in Europe, Asia, Latin America and Africa.
-  *Myrna: the Mal-oriented* was previewed at the 1997 World Congress of Gerontology in Adelaide, Australia in August, 1997.
-  *Myrna the Mal-oriented* will be shown at the annual meeting of the Gerontological Society of America on Nov. 16, 1997 at 10:15 a.m. in the Media Section of the Cincinnati Convention Center.



## "The myth of the therapeutic lie" (Continued)

resident's anxiety. The Validation worker notes Jessie's body language: rapid breathing, shaky voice, frantic, urgent movements. Rather than lying to the resident (trying to help her by telling her to relax and not worry), the Validation worker knows that this old woman needs to express her fears to someone she can trust. Once the fears are acknowledged, the resident will feel better and will quiet herself. Ninety-two-year-old Jessie Adams may have bottled up fears for years. Now, in her final resolution struggle, she needs to release them. Bottled-up fears hurt.)

*The Validation worker builds trust and helps the resident express fears with non-threatening, exploring words: "who, what,*

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**...the Validation worker  
knows that this old woman  
needs to express fears to  
someone she can trust.**

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when, where."

**Validation worker: WHAT CAN HAPPEN?**

(The Validation worker and the resident have stopped walking. They face each other. The Validation worker shares the resident's anxiety. Jessie begins to trust the Validation worker because she has not minimized the resident's concern, or tried to change the

subject, or quiet her by lying. Instead, the Validation worker helps the resident express her worry about her mother.)

*Jessie:* (She stops, looks around, and whispers into the worker's ear): WHAT CAN HAPPEN? TERRIBLE THINGS. A MAN ALMOST KIDNAPPED MY OLDER SISTER, BETH. SHE YELLED, AND HE RAN AWAY. SHE NEVER SAW WHAT HE LOOKED LIKE, IT WAS SO DARK.

*Validation worker:* (re-phrasing): YOU'RE WORRIED ABOUT YOUR MOTHER WAITING ALONE IN THE DARK? YOU'RE WORRIED THAT SOMETHING CAN HAPPEN TO HER. YOU LOVE HER VERY MUCH.

*Jessie:* SHE IS THE BEST MOTHER IN THE WORLD. I WOULD DIE IF SOMETHING HAPPENED TO HER.

*Validation worker:* YOU NEED YOUR MOTHER TO BE WITH YOU, ALWAYS, SAFE AND SOUND?

*Jessie:* YES, THAT'S RIGHT. AND SHE'S ALL ALONE IN THE DARK WAITING FOR ME. (Jessie has expressed her fear of being alone without her mother.)

The Validation worker has empathized, feeling the fear. The Validation worker and Jessie exchange an intimate moment. The Validation worker gently touches Jessie's cheek. Jessie looks into the Validation worker's eyes. Jessie's breathing is now normal, her eyes are soft, her muscles relaxed, her voice-tone is low and without tension. Jessie feels safe. The Validation worker has become a trusted MOTHER SUBSTITUTE.





## "The myth of the therapeutic lie"

(Part II) by Naomi Feil, M.S.W., A.C.S.W.



The Lie: "The bus doesn't run on Saturday. Your mother is not waiting for you at the bus stop. You'll see her at home in a little while. Let's take a little nap until your mother gets home."

(Told to 92-year-old Jessie Adams who has wandered from her nursing home toward a bus stop—from the Winter 97 *Validation* newsletter, Volume 16, no. 5.)

At 4 a.m. Jessie Adams, age 92, scurries down the street in her nightgown, one block from the nursing home where she lives. She is in PHASE II, TIME CONFUSION. A Certified Nursing Assistant, who is also a Certified Validation Worker, follows Jessie Adams.

**Jessie to Validation Worker:** LET ME GO, YOU WHIPPERSNAPPER! MY MOTHER IS WAITING FOR ME AT THE BUS STOP. IT'S JUST A MILE DOWN THE ROAD!

up the resident's urgent voice-tone) **YOU HAVE TO MEET YOUR MOTHER ON TIME? DOES YOUR MOTHER WORRY WHEN YOU'RE LATE?** (The Validation worker paces her movements according to the movements of the resident. They move down the street in synchrony. The Validation worker does not touch Jessie before building trust.)

**Jessie:** MY MOTHER WORRIES ABOUT ME. SHE ALWAYS TELLS US TO BE ON TIME. WE ALWAYS LISTEN!

**Validation worker:** (Re-phrasing, picking up on the stressed word, "always." This is the key word.) **DOES YOUR MOTHER ALWAYS WAIT FOR YOU AT THE BUS STOP?**

**Jessie:** ALWAYS. I WORK LATE AT THE RESTAURANT. IT'S DARK AND THE NEIGHBORHOOD ISN'T SAFE.

**Validation worker/CNA:** (re-phrasing, picking up the resident's urgent voice-tone) **THERE IS AN IMPORTANT REASON BEHIND THE**



## "The myth of the therapeutic lie" (Continued)

The Validation worker explores further by using Jessie's **preferred sense**. Jessie has used visual words. The Validation worker builds **trust by also using visual words**. In **TIME CONFUSION**, Jessie is seeing the past with her mind's eye.

**Validation worker:** ARE THERE NO LIGHTS AT ALL AT THAT BUS STOP?

**Jessie:** (As the two talk, they turn around now and are walking back toward the nursing home. Jessie stops in her tracks. She looks the Validation worker in the eye, and whispers in a low, mournful tone): THEY NEVER PUT A STREET LIGHT IN UNTIL TWO YEARS AFTER MOTHER DIED. AND YOU KNOW WHAT FINALLY MADE THEM DO IT? DON HARRY BROKE HIS LEG WHEN HE FELL IN THE DITCH RIGHT ACROSS THE STREET FROM THE BUS STOP. DON WAS THE MAYOR'S SON. THEY SAY HE WAS DRUNK, BUT I BET SOMEONE PUSHED HIM IN THE DARK.

**Validation worker:** (Noticing that Jessie's eyes twinkle when she says the name, "Don Harry." Jessie's mouth now softens in a sweet smile that remembers:) **DID YOU LIKE DON HARRY?** (Jessie's eyes light in blissful memory.) **WAS HE GOOD LOOKING?** (appealing to her visual preferred sense)

**Jessie:** NOW HOW DID YOU KNOW THAT I HAD A CRUSH ON DON HARRY? BUT HE NEVER NOTICED ME. EXCEPT ONCE, AT THE PENCIL SHARPENER.

**Validation worker (using the visual sense):** What did Don Harry look like?

**Jessie:** I CAN SEE HIM NOW: BLUE EYES, BROWN HAIR, AND LOTS OF PINK FRECKLES. (She reminisces, smiling, chuckling. Jessie has re-directed herself. But first she had to express her fears. Jessie knew, on a subconscious level, that her mother was dead, and not waiting at the bus stop).

Consciously, Jessie missed her mother, visualizing her alone, in the dark. Jessie's fear for herself, her fear of being alone, mixed with her fear of losing her mother prompted her to search for her mother at the dark, lonely, bus stop. When the Validation worker empathized with Jessie, the old woman felt safe.

The Validation worker has become a trusted mother-person. Jessie no longer feels alone. She can now visualize her old love with the Validation worker. The Validation worker has not managed Jessie's behavior. Nor has the Validation worker calmed Jessie by lying or re-directing. The Validation worker has listened with empathy. The old woman has expressed buried emotions and is relieved.

Jessie would not have trusted the Validation worker if the worker had lied, because, deep down, Jessie always knew the truth. Jessie and the Validation worker walk faster now, giggling like schoolgirls, to Jessie's room.

Soon, Jessie falls asleep, without medication.





## Validation— From the other side of the Atlantic

The Validation method is going strong on this side of the Atlantic.

\* In the last months, we have welcomed Ersta Diakoniesalskap of Sweden as an Authorized Validation Organization. (AVO.)

\* In Italy, Arja Ketola-Gonzaga has published articles on Validation in Gerontological journals, organized workshops, translated the Validation book, and is planning to become an AVO.

\* The fourth meeting of ten European countries, the European Validation Association (EVA), is being planned for November.

\* European nations have four levels of certification: Validation worker or practitioner; Validation Group Practitioner; Validation teacher/Trainer; and Validation Therapist. I am grateful for my European colleagues, who, each, in their own way, with their own culture,

have brought Validation to many corners of the world.

\* Cynthia R. Ray, RN, BSN, CCRN, P. O. Box 1217, Danville, Arizona, 72833, has published her review of Validation Research in the April, 1997, issue of *The Journal of Gerontological Nursing*, Volume 23, Number 4. She writes: "... Further research into the effectiveness of Validation Therapy must be conducted with emphasis on replication of studies."

We urge further researchers to use Certified Validation workers or teachers, who can implement Validation according to the standards of the Validation Training Institute.



**COMING LATE AUGUST: Validation's new website:** <http://www.vfvalidation.org>



### HERE'S A BARGAIN FOR YOU

**Membership in the Validation Association entitles you to a 25% discount off the current price of two or more Validation videos and a 30% discount off the list price of two or more Validation books**



\* WELCOME TO OUR NEW BOARD MEMBER, Janet Binder, an excellent addition to our roster. Her experience in Public Relations is being utilized to help more people in the U.S. learn about Validation. Our long-term dream—to open a Validation Teaching School for health care workers and families may become a reality. Many baby-boomers would benefit!

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\*THE VALIDATION TEACHING MANUAL IS NEARING COMPLETION AND WILL BE AVAILABLE SOMETIME THIS FALL. THE MANUAL is geared for use by the following: academic teachers of nursing, geriatrics and gerontology, in-service instructors, family support group leaders, recreational, occupational and physical therapy directors. The Validation Manual was made possible through a grant from Southwest Texas State University.

If you are interested in learning more about the manual or receiving a copy complete with four films (including three that are new), contact Sandy Ransom, Director, Southwest Texas State Institute for Quality Improvement in Long Term Health Care/601 University Drive/San Marcos, Texas/78666-4616 (Phone: 512-245-8234).

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