

# Validation News



Validation Training Institute, Inc.  
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## Naomi's Clinical Article: Give Me My Keys!

Charles Bickworth's lips tighten in rage. He hisses: "You better give me my car keys!" His 200 pound body lurches forward, his voice menacing, he shouts at Janice, his 65 year old daughter. Hands clenched, he strikes hard. "Dad that hurt!" Janice cries in pain. "You stole my car keys! Give them back, thief!" 88 year old Charles reaches for his cane, threatening Janice.

"Dad," Janice pleads, "the doctor said you'll have an accident if you drive. You can't see enough to drive. I don't want you to get killed, or kill someone else." Janice's voice breaks into uncontrollable tears. "I know what I can do and what I can't do."

Charles pounds the carpet with his cane, emphasizing each word. Janice, at her wits end shouts in despair, "Dad! You cannot drive anymore! Period!"

Her voice cracks, as she rushes to the phone. "Doctor, I can't handle my father. He won't take his medication. He insists on driving. I promised never to put him in a Home. Oh God! What do I do?"

### (Validation theory)

Arguing with Charles will become a losing battle. His manhood is threatened. Driving means control. Each day, he loses control: his potency; his eyesight, his ability to think, to reason, to be independent. The more he loses, the more vehemently he denies the loss.

Charles never learned to deal with loss.

His self-defense was denial. Throughout his life, he submerged his emotions. He blamed the outside world. He had to save face when things went wrong. When he lost his job, he blamed the boss for discrimination. When he lost his keen eyesight, he insisted he had 20/20 vision. Charles is terrified of losing his identity, of death.

### (Validation Techniques)

Empathize with his need to control.

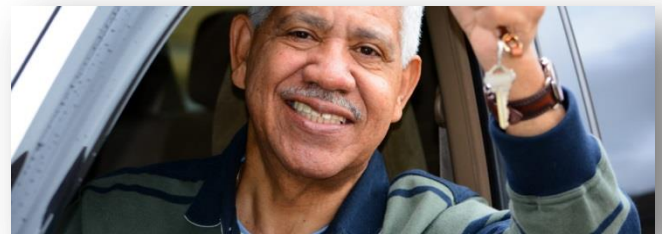
*Validation Worker:* (Reminiscing) "Mr. Bickworth, you had an important job. What work did you do?"

*Charles:* "I was manager of Gates department store. I had 36 employees under me."

*V.W.:* A lot of people depended on you.

## Inside This Issue

Clinical Article: Give Me My Keys	1-2
VTI Reach Out (New Column)	2
Exemplary Care for People with Dementia	3-4
New VTI Board Members	5
In Memoriam Al Paolino	5
"How to" Videos Needed	6
Validation Presentation in Cuba	6-7
2018 EVA Meeting	7
Support Group Schedules	8
VTI "Shout Out" (New Column)	9



## VALIDATION NEWS Cont

*Charles:* "Damn right! And they listened to me. Not like her." (He motions to his daughter.)

*VW:* (Exploring, Using non-threatening words) "What do you want her to do?"

*Charles:* "GIVE ME MY CAR KEYS!"

*VW:* (Empathizing with his need to be independent) "Driving is important to you? (Reminiscing) How old were you when you learned to drive?"

*Charles:* (His voice full of pride) "14 years old. I drove the company's truck. I was a good driver. Never had an accident. You can ask anybody."

VW and Charles reminisce for the next four weeks, 2 times per week. Gradually, Charles begins to trust the worker, who listens and explores with empathy.

*VW:* One month later: (Imagining the opposite) "Is there any time in your life when you couldn't drive?"

*Charles:* (thinking back) "Yeah! I forgot about that. In the War, I got shot in the leg, and couldn't drive for 3 months."

*VW:* "What did you do?"

*Charles:* "My Sargent...his name was Tom...something- gave me a desk job. I checked ammunitions."

*VW:* "If you couldn't drive today, what would you do?"

*Charles:* "I don't know."

*VW:* "They need someone to check people in at the Senior Center. Could you help out?"

*Charles:* "Maybe I could. I write pretty well."

*VW:* "Let's try."

Charles need to be important and in control, slowly becomes met in the next six months. He is able to give his car keys to his daughter without a fight. Charles remained in his own home, with his daughter, until his death at age 90.

### New Column - VTI Reach Out!!

*VTI is seeking potential partners for a funding opportunity from the Rose Community Foundation. This Foundation funds programs that serve the seven-county **Greater Denver** community of Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas and Jefferson counties. If you are an organization in this area or know of an organization there that is supporting family caregivers, please contact our VTI development consultant Meaghan McMahon at [meaghmcm@umich.edu](mailto:meaghmcm@umich.edu)*

*VTI is also seeking potential partners for a funding opportunity from the [Ralph Wilson Jr. Foundation](#). This Foundation funds programs that serve **Western New York** (Niagara, Erie, Orleans, Genesee, Monroe, Wyoming, Allegany, Cattaraugus & Chautauqua counties) and **Southeast Michigan** (Livingston, Oakland, Macomb, St. Clair, Wayne, Washtenaw, & Monroe counties) If you are an organization in this area or know of an organization there that is supporting family caregivers, please contact our VTI development consultant Meaghan McMahon at [meaghmcm@umich.edu](mailto:meaghmcm@umich.edu)*

## VALIDATION NEWS *Cont*

### Exemplary Care for People with Dementia



Group of Staff- Members from all Homes and the Hospital, which were certified

The Evangelical Hospital of Bad Dürkheim, Germany received the Validation Certificate of Quality from the Validation Training Institute (VTI) for its special Geriatric unit's excellent work with older adults with cognitive decline. This is the first hospital to develop such a specialized unit and to receive this Certificate of Quality.

Senior care centers, Paul Gerhardt House and House on Leininger Unterhof have also received certificates of quality for their exemplary integration of Validation.

"Validation is an integral part of life in all our facilities. It is especially central in elderly care but also increasingly in our more general health care," emphasized Hedwig Neu, head of the Validation® Center within LVIM.

At the Evangelical Hospital, nurses, therapists and doctors as well as staff from all services and administration are being trained in Validation. Specialized care programs, including training volunteers to be Validation Companions (also called 'the Green Ladies') respond to the special needs of older, confused patients.

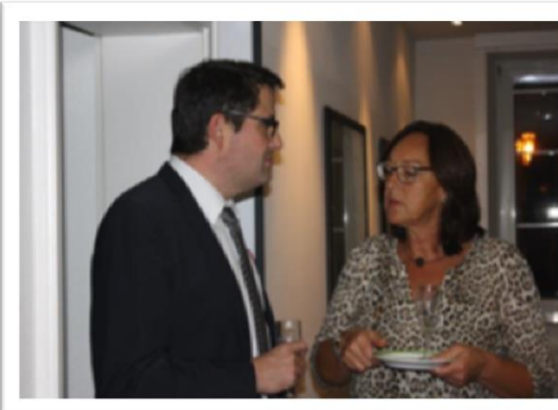
Within the Geriatric department, the 'Guud Stubb'(trans: good café), offers special care and activity programs led by these 'Green Ladies'. "Validation helps volunteers to identify the needs of people with dementia and offer the person-centered, Guud Stubb program," explains Hedwig Neu.

'We are very proud to be the first hospital in the world to have a unit that is VTI certified,' expressed Hospital Director of Nursing, Doris Wiegner.



Alice Höhn, ( Leader of the green Ladies, left) Doris Wiegner (center) Vicki de Klerk (right)

## VALIDATION NEWS Cont



Christoph Patzelt (left) Michaela Altpeter (Head nurse of Geriatric department right)



Peter Schaub ( left) Vicki de Klerk (right)

"The certificate is a great confirmation of our efforts and motivates us to go further on the path we have taken for the benefit of the patients," says Christoph Patzelt, Commercial Director of the Evangelical Hospital.

Two LVIM centers have also received VTI Quality certification: the Paul-Gerhardt-House (PGH) in Neustadt and the House am Leininger Unterhof (HLU) in Grünstadt.

"Over the past few years, we have integrated Validation more and more into our facility procedures, thus laying the foundations for successful certification," says Grünstadter facility manager Jörg Gaißer.

"The care of people with dementia is a central focus of our facility," the Neustadter facility manager Peter Schaub points out. "The certificate now makes this objectively measurable."

Vicki de Klerk-Rubin, daughter of Validation founder Naomi Feil, spent a day in each of the three audited facilities evaluating how the principles of Validation are implemented in the care of the patients or the care of the residents.

She observed daily life, including a Validation Group session, general nursing care, meals and activity programs. Talking with relatives, volunteers and Validation Workers among the staff gave her a sense of how the facilities support these groups when caring for people with dementia.

With these recent certifications, almost all facilities of the LVIM now have the VTI Quality Certificate. In addition to the Evangelical Hospital, the Paul Gerhardt House and the House on Leininger Unterhof, the Theodor Friedrich House in Haßloch, the Willi Hussong House in Kandel, the Bürgerspital in Wachenheim as well as the Pastor Johann Schiller house in Wörth have all been certified.

"I am incredibly impressed by how Validation is lived and practiced in the homes of LVIM" said Vicki de Klerk-Rubin. "The LVIM is a role model for the practical implementation of Validation for the whole world," she exclaimed.



## VALIDATION NEWS Cont



Mariska Praktiek



Rudolf Rodenburg

### Introducing VTI's new Board Members Rudolf and Mariska

On January 8<sup>th</sup> of this year the Validation Training Institute happily welcomed two new members Mariska Praktiek and Rudolf Rodenburg to the VTI board.

Rudolf is a brand strategy consultant, helping companies reposition themselves in order to better connect with the market and help their employees to better understand their role in the organization. Mariska is an internal communications manager for Shell's corporate functions. They have lived in Germany, Austria, Hungary, Romania and England, but are currently residing in the Netherlands and Switzerland.

Anyone who has ever had a conversation with Naomi or a member of her family has eventually heard about Validation. Rudolf and Mariska are no exceptions; they learned about Validation from Vicki de Klerk-Rubin back in the 1990s and have followed VTI's progress since then. Impressed with the method's true respect for human beings and wanting to contribute to making the world a better place, they joined the VTI Board.

Rudolf and Mariska hope that their skills in positioning, marketing and communication will help Validation be more widely adopted. The VTI is looking forward to incorporating their skills in communicating the need for Validation throughout the world, increase our level of activity, reach more people and achieve long term adjectives.

Please join us in welcoming Rudolf and Mariska to the VTI.



### In Memorium Albert Paolino December 14, 1921 - January 28, 2018

Albert Paolino helped to make the Validation Training institute what it is today and was very supportive to Naomi Feil when they were just getting started.

Al was born in December 14, 1921 in Kearny, NJ. He was a clinical psychologist, husband to Rosetta, father of three children, four grandchildren, brother - in-law, uncle and great uncle of many. He also was a WWII U.S. Army-Air Corps Veteran.

In 1965 he moved to Cleveland Heights, OH, where he met Naomi and Ed Feil while they were working on their film "100 Years to Live." One of the people they were filming, Mrs. Dorsey, was a patient of his and he was very helpful in making introductions and ensuring that she would feel safe during the filming.

Al, like many people who come into contact with Naomi, was impressed with the work she was doing and helped her spread the Validation method in many ways. And funny enough, he gave Naomi's father, Julius Weil, a job!

Al was a founding VTI Board Trustee in 1982 and remained an active member until 2010 when he and Rosetta resigned. His knowledge nurtured Validation theory to grow; his good advice helped structure courses and added the

## VALIDATION NEWS Cont

original certification system; his practical advice help resolve problems as they came up. Al supported Validation conferences and wrote articles for the newsletters. Albert will be missed by friends, family and colleagues for his kindness, patience, humor and good advice.

### "How – to" Videos Needed – a service to the whole Validation Community

VTI is creating a series of short videos for everyone in our community and beyond. Our plan is to post these to our YouTube channel

Do you have Validation skills and want to share them with others?

With a smart phone or video camera, and tripod you can be part of our global project.

Here's what we need:

Approximately 2 minutes of footage of any of the following Validation skills:

- Calibrating
- Finding eye contact
- Getting on eye level
- Using a matching voice tone
- Find the right distance
- Exploring instead of correcting or lying
- Using singing

Please make sure that you get written permission from any person who is in your video.

(Download the form [here](#), we'll need one for each person in the video)

These short videos will be used on the VTI YouTube channel as well as in training situations both in classrooms around the world and online.

Contact [jana@vfvalidation.org](mailto:jana@vfvalidation.org) for information.

### Validation Presentation in Cuba

When many years ago I started my journey in the great world of Validation, I never thought I could feel the great satisfaction I feel now; I'm proud!

I was proud of breaking out of my closed world as a psychologist, which challenged me with few problems. I was unable to observe without searching for a reason, without exploring what was hiding behind a problem, finding a disorder. I was proud of breaking out of my closed world as a psychologist.

Becoming a Validation Worker opened a new way of seeing the person who is facing me. It allowed me to throw away the barriers my training built around me and plunged me into the great world of empathy.

***VALIDATION NEWS Cont***

I was proud when presented with the opportunity to share my emotions and my great love for this work in Cuba just a few weeks ago.

Cuba was an experience that once again helped me grow professionally and personally. The title of my speech presented at the 3rd International Congress of Neuropsychology was "Communication with dementia: Validation Therapy-A new approach for caregiver and health professional".

A classroom full of great professionals from different nations: Cuba, Mexico, China, Japan, Italy, and England expressed much enthusiasm, different questions and curiosities, especially linked to the ability to communicate with old-old disoriented elders in any phase of the disease.

One very exciting moment was when a colleague who works in a Cuban facility expressed the desire to introduce the Validation Method within his own institution, where guests with different behavioral disorders are present.

All this made me happy and even more motivated to go on in my growth path in the great world of Validation.

Giusy Carrubba  
Certified Validation Teacher

## 2018 EVA Meeting

The Institu M&R is pleased to host the 2018 EVA meeting in Reims from the 18<sup>th</sup> to the 20<sup>th</sup> of October. A 2 day symposium will be held prior to the EVA meeting. The main theme will be "Relation and Motion."

For more information: [contact@vfvalidation.fr](mailto:contact@vfvalidation.fr)

The European Validation Association is also pleased to announce the launch of its new website. Check it out at: <http://vfvalidation-europe.com/>

## *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. If you have questions about how to use Validation either at home or at work, join us. Each internet, video-conferencing session is led by a certified Validation Presenter or Teacher. 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@vfvalidation.org](mailto:jana@vfvalidation.org).

#### **Certified Validation Support Group Schedule**

<b>Dates</b>	<b>Time Zones</b>
March 28, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel
April 25, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel
May 30, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel
June 27, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel
July 25, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel
August 29, 2018	5pm PST   6pm MST   7pm CST   10am Australia   3am Israel

The group is open to anyone who has completed a Validation Certification Course.

#### **Beginning Validators Support Group Schedule**

<b>Dates</b>	<b>Time Zones</b>
March 29, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
April 26, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
May 31, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
June 28, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
July 26, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
Aug 30, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST
Sept 27, 2018	5pm PST   6pm PST   7pm MST   8pm CST   9pm EST

This group is open to anyone who has attended a Naomi Feil workshop, taken the online Beginning Validation Course or read a Validation book.



## *VALIDATION NEWS Cont*

### New Column - VTI Shout Out!!

Congratulations to

**Stuart Torrance of Edgeworth, Australia**  
**Viviana Bilezker of Buenos Aires, Argentina**  
**Margaret Laskowska of Wielkie, Poland**

These remarkable people completed the Internet Supported Validation Worker Course, commuting from their homes to the United States for training. These newly certified validators are working hard to provide Validation to elders in their corner of the world and sharing their experiences with others.



**Eric Portnoff, CVT** of Meridian Senior Living is starting his third Worker course in China. His tireless effort to integrate Validation at the Beijing Authorized Validation Organization, Senior Living L'Amore has been impressive.

*Do you know of someone who deserves a 'shout out' of congratulations?*

- *completed a milestone in their Validation career*
- *pioneered Validation in new places*
- *started an AVO*
- *written an article*

*We'd love to know about it and recognize their contribution to the Validation community. Please contact [jana@vfvalidation.org](mailto:jana@vfvalidation.org).*

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.