

SUMMER 2008



A NEWSLETTER FOR THE VALIDATION TRAINING INSTITUTE



## CLINICAL COLUMN

by Naomi Feil

### "VALIDATION WHEN....."

Readers have requested that I write a column:  
"What do you say when....?"

Here are Validation responses to a common difficult behavior:

Miss Elinore Holmes, age 86, diagnosed with "early onset dementia", leans dangerously forward in her wheelchair, clutching the pants of Validation Worker, Hank Wollman, age 26, as he rushes by. This is what happened.

**Place:** Phillips' Nursing Home, hallway of the "Special Care Unit."

**Time:** 8:45 a.m.

**Miss H:** Honey, I'm gonna fall. Hold me! Kiss me!"

**Hank:** Acknowledging his discomfort at Miss Holmes' sexual outbursts and his fear of being late to an important Staff meeting, Hank takes a deep breath and "Centers."\*

Quickly, he "Calibrates,\* observing her puffy, pallid, blue eyes pleading. Her breath is rapid, spurting whiffs; cheek muscles flaccid; chin upturned toward him; lips puckered, quivering; hands loaded with arthritic lumps, brown spotted, deep purple veins spreading to gnarled fingers, thick, yellow nails piercing his skin.

Hank has validated Miss Holmes for one year. She trusts him and confides only in him. He knows her history. Single throughout her life, Elinore Holmes never had an affair. As a teenager, she sublimated her sexual urges with school work. She adored her father who abandoned her mother and two sisters when Elinore was 15. A legal secretary, Elinore lived alone and worked alone, until increasing memory loss robbed her of her job and her home. Her sisters died. She did not mourn them.

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Hank meets Miss H's cloudy eyes, his chest tightens. He recognizes his distaste of her. To Validate her Hank first must closet his own emotions to be open to hers; to feel what she feels. Empathy is the key to Validation. Elinore Holmes feels love. Her controls have evaporated with increasing brain damage. She longs to express the sexual sensations that she suppressed for so long. Hank understands, gripping the Validation principle that he learned in his first Validation class: **“Feelings that are ignored or suppressed gain in Strength.”** Laying aside his fear of intimacy, Hank restores his teen age years of sexual longing.

With empathy, Hank “Re-phrases:”\*

“Miss Holmes, you’re holding me so tight because you’re afraid you’ll fall?”

**Miss H:** “Well, sure, sweetie. You have to hold me real tight.”

**Hank:** “You need someone to be close to you?”

**Miss H:** “I need you, you handsome hunk.”

**Hank:** “You find me good-looking?”

**Miss H:** “You’re so smart, you darling. I love you. Your hands are cold, honey.”

**Hank:** “I’ve been outside.”

**Miss H:** “What were you doing?”

**Hank:** “What do you thing I was doing?”

**Miss H:** (Laughing) “Making pishocks?”

**Hank:** “What is that?”

**Miss H:** “Number one.”

**Hank:** “You mean, urinating?”

**Miss H:** “I’ve seen them on busses. They pee right out of the window.”

**Hank:** (Using Polarity\* to help Miss H. express her feelings fully, guiding by the Validation principle: **“Strong feelings that are expressed to an empathic listener lose their strength.”**)

“Is that the worst thing they can do?”

**Miss H:** “Sweetheart, the worst thing is what I want to do with you.”

**Hank:** “What is that?”

**Miss H:** (whispers) “Have intercourse.” (Long pause) “Oh! I’m too old to love you. Why did I have to fall in love with such a young boy. Daddy would be angry. He would spank me right now. Look at my lips! They are so dry. Honey, you don’t have any chin!”

**Hank:** (Centering) “I don’t?”

**Miss H:** “No. It should be round and firm.”

**Hank:** (Knowing that Miss H. has unresolved feelings about her father) Did your father have a strong chin, Miss Holmes?

**Miss H:** (Smiles and nods)

**Hank:** “Were you close to your father?”

**Miss H:** “I want **you**, honey, all the way.” (She grabs Hank’s arm, squeezing, pulling him towards her.)

**Hank:** (Centering & Re-phrasing) “You want to love me all the Way?”

Miss H lowers her head, resting her cheek on Hank’s hand for a few seconds, sighs, kisses his fingers and whispers: “You ask a lot of questions, honey.” (She hears Hank being paged) “Go now, honey. You need a shave.”

Her eyes glisten in mischief, facial muscles are relaxed, breath is even, lips upturned, smiling, her fingers wave goodbye in a fluttering flirting motion. Hank, quickly calibrating, knows that Miss Holmes’ feelings have been validated; that she is relieved, and he can go.

The next morning, Hank helped Miss Holmes express her sexual feelings in a Validation Group. Throughout the meeting, she squeezed the hands of a male resident who missed his wife. They sang love songs to each other. After six weeks, Miss Holmes no longer propositioned Hank.

**Note:** Because Hank had fully integrated Validation principles, he was confident that the techniques he used would be effective.

\*To learn how to: “Center,” “Re-phrase,”

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## **“VALIDATION WHEN.....” *continued*** **VALIDATION NEWS AROUND THE WORLD**

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“Calibrate,” and use “Polarity,” see:  
“VALIDATION TECHNIQUES for DEMENTIA CARE” “The Family Guide to Improving Communication,” by Vicki de Klerk-Rubin, 2006, available from Edward Feil Productions, 4614 Prospect Avenue, Cleveland, Ohio 44103.

OR

“VALIDATION: The Feil Method,” by Naomi Feil, also available from Edward Feil Productions.

### **VALIDATION NEWS AROUND THE WORLD**

#### **IN JAPAN**

- **From AVO ~ JAPAN**

The Japanese AVO has certified 69 Validation Practitioners, 16 Group Leaders and 12 Presenters. Six Presenters have attained their Validation Teacher® certification, and can now teach Practitioner courses. The AVO is planning to produce a film on Validation. Naomi continues to present yearly workshops throughout Japan.

#### **IN EUROPE**

- **From SWEDEN**

In Stockholm, Ersta Diakonie has completed a Level 2, Group Leader course with two co-Teachers. The AVO has begun a new energetic initiative to update Teachers with current Validation skills in teaching methods.

- **From MANNHEIM, GERMANY**

The Mannheimer Akademie has sponsored a Level 3, Validation Teacher course which was completed in October, 2007. Six students received Presenter Certification and can now begin their co-training to become Validation Teachers.

- **From M & R AVO ~ FRANCE**

M & R, directed by Validation Master®, Kathia Munsch, has completed 21 Basic Validation Courses, as well as Practitioner, Group Practitioner and

Teacher courses from October, 2007 to June, 2008. This AVO has sponsored two European Validation conferences, has revised the French Validation book, translated Validation films into French, and is in the process of producing a new Video on the results of Validation, as well as numerous other activities.

- **From THE EUROPEAN VALIDATION ASSOCIATION**

EVA held their annual meeting in Bremen, Germany. European Teachers discussed vital issues: revision of all tests; criteria for Teacher presentations, co-training and supervision; completion of the newly revised Validation Principles; implementation of Validation within an institution; and development of new teaching materials.

A standardized curriculum will be created to be used by all Validation Teachers.

The meeting included a symposium with presentations on Gerontology by experts.

The EVA Executive Committee has developed new Statutes, which will be housed in Strasburg, France.

- **From BREMEN, GERMANY**

Haus O'Land, was awarded a Validation Certificate of Quality. This organization is known as a “Validation Facility.” Validation Teacher, Sabine Greulich, has engaged the entire staff, who have integrated Validation Principles and practice into the daily functioning of this organization. Haus O'Land has become a model for others to emulate. *Congratulations!*

#### **In the UNITED STATES**

- **From LAKEWOOD, COLORADO**

A new AVO, organized and directed by Evy Cugelman, Validation Teacher®, has been formed by Piñon Management. The Validation Training Institute Board of Trustees is very pleased that Validation will now be taught in the Western United States. We are reaching our goal of creating Validation Training Centers in various regions

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of our country. We congratulate Evy and Piñon Management!

### • From NEW YORK CITY

Vicki de Klerk-Rubin, Validation Master®, European Manager, has moved from The Netherlands to New York City. With her committee, she has completed a new, 2008 AVO brochure. Michael Leader, CEO, George M. Leader Company, felt the need for this brochure to promote the formation of AVO's world-wide.

Vicki, with her committee, has also completed these *Validation Principles* that must be integrated into the practice of Validation.

1. *All very old people are unique and worthwhile.*
2. *Maloriented and disoriented old people should be accepted as they are: we should not try to change them.*
3. *Listening with empathy builds trust, reduces anxiety, and restores dignity.*
4. *Painful feelings that are expressed, acknowledged and validated by a trusted listener will diminish. Painful feelings that are ignored or suppressed will gain in strength.*
5. *There is a reason behind the behavior of very old maloriented and disoriented old people.*
6. *The reasons that underlie the behaviors of maloriented or disoriented very old people can be traced to fulfilling basic human needs.\**
7. *Early learned behaviors return when verbal ability and recent memory fails.*
8. *Personal symbols used by maloriented or disoriented elderly relate to people or things in present time that represent people or things or concepts from the past that hold strong emotions.*
9. *Maloriented and disoriented old people live on several levels of awareness, often at the same time.*
10. *When the five senses fail, maloriented and disoriented elderly stimulate and use their "inner senses." They see with their "mind's eye" and they hear sounds from the past.*

*11. Present day events, emotions, colors, sounds, smells, tastes and images create emotions, which in turn trigger similar emotions experienced in the past. Old people react to stimuli in present time the same way they reacted to similar stimuli from the past.*

\*To receive the complete list of Validation Principles with examples and the AVO Brochure, please write:

Vicki de Klerk-Rubin  
European Manager, Validation Training Institute  
236 East 32nd Street, New York, NY 10016  
Email: [vdeklerk@vfvalidation.org](mailto:vdeklerk@vfvalidation.org)

### • From COUNTRY MEADOWS, HERSHEY, PENNSYLVANIA

Steve Klotz, Validation Director, reports that as of April, 2008, 112 persons have passed the Validation Worker Course. All Country Meadows co-workers are required to complete an introductory Validation Course. Michael Leader, CEO, is encouraging The Validation Training Institute to promote Validation by updating our web-site, revising The AVO brochure, stimulating research, creating new Validation DVD's, maintaining quality standards at each level of certification, and devising means to present Validation at all national and educational conferences.

Here are upcoming Validation Worker and Group Worker Courses at these Country Meadows facilities:

November 10, 2008—July 21, 2009  
at S. Hills II, Pittsburgh, PA.

November 17, 2008—August 11, 2009  
at Federick, Maryland.

January 19—September 22, 2009  
at Bethlehem III, Bethlehem, PA.

January 29—July 24, 2009  
at Country Meadows, Hershey, PA.

For detailed information please contact: Jana Stoddard, Project Manager, (717) 533-2474, ext. 10113. Email: [jstoddard@countrymeadows.com](mailto:jstoddard@countrymeadows.com)

### • From BROOKSIDE RETIREMENT COMMUNITY, OVERBROOK, KANSAS

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## VALIDATION NEWS AROUND THE WORLD REFERENCES

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Validation is the operating system for Brookside. The entire culture of this once, "troubled facility," has changed since the inception of Validation Groups, led by administrator, Scott Averill, CVT®, and Dale Beaulieu, CVT®. Now residents communicate, staff experiences less burn-out, families visit more often, and there is less need for tranquilizing medications.

- **From THE VALIDATION  
TRAINING INSTITUTE,  
CLEVELAND, OHIO**

VALIDATION is being revived in the United States, as more caregivers view Michael Verde's production: THERE IS A BRIDGE. The scene with Naomi and

Gladys Wilson has evoked these comments:

"....I have always believed that Mom is "in there..."  
"I was stunned,"..."they are not empty shells...."

Edward G. Feil, Ph.D. of the Oregon Research Institute, is producing a new DVD on Validation to educate governmental agencies, gerontological organizations, caregivers and the medical community on the benefits of Validation.

Please visit our website: [www.vfvalidation.org](http://www.vfvalidation.org)  
and [www.edwardfeilproductions.com](http://www.edwardfeilproductions.com) for complete information about Validation films, books, articles, Validation certification courses and workshops.

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The administrator is aware that the bracelet is a symbol of all the things this 88 year old woman has lost: her home, her husband, her recent memory, her independence, and her femininity. Elsie Hope is "Maloriented."\*

She has always denied her emotions.

She has never faced losses. She has always blamed others when life soured. She blamed the doctors for killing her husband; blamed her children when she had to sell her home; blamed the mailman for losing her social security check. Blaming is her way of coping. The more she loses the more she blames. She blames to maintain balance, to survive! The Validating administrator accepts this woman where she is. It is too late to change her. Mrs. Hope has buried her knowledge that she gave the diamond bracelet to her daughter. A "Maloriented" person cannot face the truth. The administrator never argues, but rather helps Mrs. Hope express her feelings of loss.

**ADMIN:** Your husband always gave you expensive gifts?

**MRS. HOPE:** [*Her voice breaking*] He was a wonderful man.

**ADMIN:** [*Reminiscing*] How did you meet him?

For the next ten minutes, the administrator listens with empathy, feeling Ruth Hope's tremendous loss

as she describes her husband: his face, his beard, his physique, his generosity.

The diamond bracelet is forgotten.

Please send your \$20.00 tax-deductible contribution and become a member of the Validation Training Institute Association. This membership entitles you to continuing Validation Newsletters. Your contribution is our only funding source, and your support empowers us to spread the Validation message, worldwide. ***Thank you!***

• *Note from Naomi: At a recent Validation workshop, a participant observed: "There are no more Maloriented people. They are all medicated."*

### To my readers: Any comments?

We welcome your stories, comments and suggestions. Please write:

Editor, VALIDATION NEWSLETTER

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### Another: "WHAT DO YOU SAY WHEN?"

You are the administrator of an assisted living facility, and an 88 year old resident accuses you of stealing her jewelry:

**MRS. HOPE:** If you don't return my diamond bracelet immediately I will call the police.

**ADMIN:** [*Centering and rephrasing*] Mrs. Hope, you are ready to call the police?

**MRS. HOPE:** I certainly am! Do you know how much that bracelet was worth?

**ADMIN:** [*Remembering how she felt when she lost an earring, she asks with empathy*] Was it very valuable?

**MRS. HOPE:** Now that is a stupid question! Of course it was valuable. My husband would never give me anything cheap! [*Her voice trembles.*]

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