

# Validation News

A Newsletter from the Validation Training Institute

Validation is a method of communicating with and helping disoriented very old people. It is a practical way of working that helps reduce stress, enhance dignity and increase happiness. Validation is built on an empathetic attitude and a holistic view of individuals.



## Clinical Column

by Naomi Feil

**This clinical column will focus on well-meaning staff whose need to be in control can be intimidating to elders with a weak sense of self.**

### THE PERFECT CAREGIVER?

**Place:** Lou loved his job. His eyes twinkling, he zipped up his tight caregiver jeans, buttoned his bright orange shirt with the "Super Care-Giver" label, slicked down his unruly hair, and took off. "The old man will laugh when he sees this shirt. Hope he can read it. I've got to find his glasses. Darned if I know where they got to." Lou's thoughts drifted to George, his 93 year old client and his 85-year-old wife. "If the old biddy is watching, she'll know they're lost. She probably stashed them away in some drawer. She's nuttier than he is. I can't stand the bitch." Lou's thoughts slowed to a hiss, as he gammed the brakes, softly closing the care door. "I'll sneak up on them. She'll wonder if I'm coming today. That'll raise her blood pressure. The old witch doesn't know what day it is, but she sure keeps track of my time."

"Howdee do y'all!" Lou's voice loaded with good cheer, burst through the tiny three room apartment. "Mornin' young man. Ready for your oral hygiene?" Lou tickled George's big toe, dangling from the bed. Tickle it some more. That feels good."

"Aren't you going to change him first?" Gertrude's thin voice piped from the

[Continued on Page 2](#)

## What's Inside

- |                        |  |
|------------------------|--|
| <b>Clinical Column</b> | The Perfect Caregiver? pgs. 1-2  |
| <b>AVO Reports</b>     | Annual reports from Authorized Validation Organization from around the world pgs.3-5 |
| <b>What's New</b>      | Message from the VTI board president pg. 3   |
|                        | Innovative course updates pgs. 6-7   |
|                        | Research and presentations pg.8  |
|                        | Internship pg. 9   |
|                        | Traditional and <b>internet</b> courses pgs. 9-11                                    |
|                        | <b>New book editions</b> and translations <b>pg. 10</b>                              |



Stay Up-to-Date on Validation Announcements  
Like us on facebook: Validation Training Institute

## Clinical Column cont.

Continued from page 1



twin bed. Lou had learned how to get her goat.

He ignored her. "Time's awastin' young feller. Up we go." With the ease that comes with years of practice, Lou swung George's heavy legs from the bed, lifted his 200lb. bulk, easing him to a standing position.

Prancing like a mountain goat, Lou dressed, toileted, medicated and fed George. "See young man, we accomplished that in 38 minutes. A new record." Lou consulted his journal. "Yesterday, it took 46 minutes, 8 seconds for your blood sugar test, blood pressure, and temperature."

George and Gertrude's children adored Lou.

"He's wonderful with Dad. He's The Perfect Caregiver. Lou can get Dad to laugh. And he's so efficient. Dad's Diabetes is much better since Lou managed his diet," they proudly told friends. We don't know why Mom doesn't like him. He's so sweet."

Gertrude, over hearing the conversation, mutters: "Doesn't the damn fool know that there comes a time in an old person's life when we know we're old? Why does he call Dad, "you man," in that silky, smooth, supercilious voice? He treats me like a moron because I'm old. It makes him feel strong, young, the big boss.

Is that why he "takes care" of old people?

### *Validation Postscript*

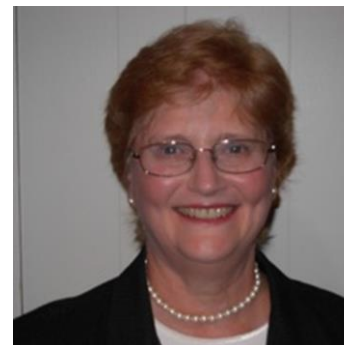
Validation Worker: George, especially with his severe memory loss, needs to maintain a feeling of identity and self-worth...a sense that he still has control over his world. George's recent memory is impaired, but he remembers when he is being patronized.

Lou supports his own need to control, be in charge, by belittling George. Some older people like George, with a deep sense of identity, who have come to terms with authority-figures, (parents, and superiors), can accept the condescending voice-tones and demeaning expressions of caregivers who have no insight into their need to feel superior. George makes light of Lou's condescending attitude, joking with him. Gertrude, however, with a weak sense of self, is intimidated by Lou and withdraws. She is super-sensitive to his patronizing, soothing tones. Very old people, who have not rebelled successfully, often become hostile and act out aggressively towards the seemingly loving, but condescending caregiver. The Validation worker cannot restore a deep sense of self-worth to the very old person, because the old person no longer has the motivation or cognition to achieve insight. However, the Validation worker can help motivated caregivers become aware of the need to control.

## LETTER FROM THE VTI PRESIDENT

### Fran Bulloff

As we begin 2015, the VTI Board extends its welcome to new AVOs and new practitioners. The world of Validation continues to grow in the United States and throughout the world. You may wonder what the VTI Board does and I hope to give you a general idea in this article. Our Board meets several times a year for formal meetings and also convenes by telephone and teleconferencing as needed. The theme of our last meeting in November, 2014 was: "Keeping the Validation Dream Alive: Strategies for Perpetuating the Mission of VTI."



Fran Bulloff, VTI President

- Our goal as a Board is to oversee and develop promotion of Naomi Feil's Validation Method and insure the competency of practitioners and quality standards expected of Authorized Validation Organizations. We are presently developing a Five-Year Strategic Plan to facilitate our mission.
- The Board offers guidance and support to new and existing AVOs as well as organizations seeking to become AVOs.
- The Board maintains a communication pipeline with EVA and NAVA.
- The Board allocates resources in response to requests for updating and translating materials, and enters into contracts with AVOs, vendors and employed staff.
- The Board's Education Committee responds to educational needs and specific inquiries including the development and staffing of new online training courses.
- The Board's Research Committee is actively involved in research activities and grant applications.
- The Board oversees the Website and Newsletter and promotional materials.

With the introduction of VTI's first online training course in 2014, we have begun to fulfill a longstanding wish to bring Validation to those who could not attend traditional training courses. We hope to build on the success of that first webinar in 2015 and expand our base of students even more. The Board shares my excitement and we hope to continue to share our ideas with you in future newsletters.

## AVO UPDATES AND NEWS

### AVO closings

We are sad to announce the closing of two AVOs:

Careum, in German-speaking Switzerland, has decided not to continue to offer Validation courses. Interested people should contact the French-speaking Swiss AVO, Plateforme romande, [info@anim.ch](mailto:info@anim.ch).

Paritätische Gesellschaft für soziale Dienste has also decided not to continue to offer Validation courses. Validation Master, Heidrun Tegeler is searching for a new organization to take on this role. All those interested in Validation can contact her at: [H.Tegeler@paritaet-bremen.de](mailto:H.Tegeler@paritaet-bremen.de).

## AVO News continued from page 3

### AVO KARLSKOGA, SWEDEN

Karlskoga Municipality is happy to have become an AVO in 2012. Since hosting a workshop in 2000 with Rita Schwartz, the interest in Validation has grown in Sweden. To date we have gone from having six Certified Workers in 2003 to 30 Certified Validation Workers and seven Group Practitioners. We are now actively working towards spreading Validation throughout other cities/municipalities and have had people outside of Karlskoga participate in our courses.

### **Validation Teacher Course**

In mid-January Vicki de Klerk-Rubin came to Sweden, to begin the Validation Teacher course. The course will finish in March 2015 and a level one course will follow.

### **Developing a "Validation" home**

We opened a new unit in January 2013, where almost all staff are Certified Validation Workers. The goal is that this unit's care will be guided by the philosophy of Validation and the "Quality Validation Criteria". The unit has Validation Groups, but also other forms of groups where they have improvisational groups using rhythm, music, dance and song. There are also opportunities for residents to paint.

Lisa Kihl, Geriatric Care Manager and Maria Hedman, Master of Nursing Science

### AVO VOLUNTEERS OF AMERICA

As we enter the year of 2015, Volunteers of America is about to have another class of graduating teachers in March. When we set out on this journey 5 years ago, with the help of Steve Klotz and Dianne Knettel, one of the ideas was to follow in Country Meadows footsteps to grow teachers and Validation at all levels, then get to a point where we have enough teachers to truly bring Validation to all parts of our company on a comprehensive basis. There have been multiple classes in VOA, primarily run by Dianne and in the last year, two new teachers in Minnesota, Sam Fritsche and Erin Wegleitner.

Along with teachers within our company, we have brought Validation to the surrounding Midwest area. It was/is important to our leader Wayne Olson, that we are good stewards of the privilege of being an Authorized Validation Organization. So along with teachers within our company other teachers include Michelle Neuman, Jessica Harstad, Betsy Horsch, Joanne Jacobson and Kent Mechler. There are also presenters Stacy Johnson and Kenndy Lewis.

We feel we are positioning ourselves to bring Validation on a much more consistent basis to all areas of our company and will have teachers in Arizona, Colorado and Minnesota. The process has been slow at times, however all along the way we kept hearing success stories and finding "Champions" of Validation. Through a number of initiatives the 'word' continues to get out there about the effectiveness and need for the Validation method in not only Volunteers of America, but the Long Term Care industry. We are looking forward to another fruitful year in 2015.

David Nilson  
Volunteers of America-AVO Representative

## European Validation Association Teacher Meeting in Paris 23, 24 October 2014

The EVA teacher meeting in 2014 took place in Paris and was comprised of a richly international group due to guests from Japan and the United States. The French AVO, M & R, thankfully took on the organization of these meetings. About 45 Validation Teachers from Belgium, France, Italy, Japan, Germany, Austria, Switzerland, the Netherlands and the United States were able to spend two days exchanging experiences on various themes in working groups and in plenum and be inspired by short presentations and lectures.

After the opening greeting from EVA President Kathia Munch, Dr. Pauline Name (France), presented her research project on Empathy and its effects on clients and caregivers. Afterwards, teachers could choose to take part in the following working groups: 'exchange experiences with exercises, role plays and giving feedback', 'course models in different countries', 'teaching Validation: experiences and supervision', 'cure, care, nursing and therapy in relation to Validation', EVA website', and 'dementia diagnoses: is it important and what does it mean in Validation'.

The highly concentrated work in the groups was broken up by short presentations.

- Fumie Inatani (Japan) presented, Validation in Japan, which was impressively illustrated with video clips.
- Odile Lavault (San Francisco) shared her experiences with hosting guests from other countries in her institution to work with Validation.
- Hedwig Neu and Vicki de Klerk gave a short report about VTI and the Education Committee activities.
- Wolfgang Hahl and Kathia Munsch presented the life tasks of Erikson as a deepening of Teacher's background knowledge
- Vicki de Klerk up-dated the group on VTI's e-learning project for the Validation Worker course and Family Caregiver course.



Naomi Feil showing Fumie Inatani the sights of Paris

This meeting was a rich experience, not only because of the diverse program, the Parisian atmosphere, and the good food, but also the decades-long tradition of seeing each other again.

The impression that Validation is represented in many European countries and around the world is encouraging. We look forward to the next EVA Teacher meeting, from 22-24 October 2015, in Klagenfurt, Austria.

Hedwig Neu, VTI Representative to EVA

## UPDATES ON INNOVATIVE COURSES

### Anatomy of an Internet-Supported Worker Course

For those of you thinking about taking the internet supported course, but wanted a little more information about the inner workings of the course here's an article about what goes on during the course. We hope it will answer many of your questions.

VTI's second ever Internet-supported Worker course got underway in October 2014 with 22 students. The first of two in-person weekend classes was held in Mission Viejo, CA in early December, with the second weekend class scheduled for April 2015. Aside from these two weekend classes, all of the instruction is completed through semi-monthly online webinars, web-based self-study, book reading, and individual practice. To give a clearer picture of what this web-supported course is like for students, here is a student-centered description of the course from beginning to end.

The course begins with a 75-minute webinar in which students get to know each other and their instructor, and discuss their motivations and expectations of the course. We are currently using a video conferencing service called Zoom which allows up to 25 participants to see and speak to each other in real time over the Internet.

During the first two months of the course, students watch recorded online videos of Vicki de Klerk Rubin explaining key concepts and principles in Validation. Students also complete written assignments, receive feedback from the instructor and share their experiences and thoughts with each other through lively online discussion boards. Learning is deepened and anchored to practice through group webinars conducted by the instructor twice monthly.

Once the introductory conceptual material is well covered, the whole class meets in person for the first of two weekends. The purpose of this first weekend is to prepare students to begin practicing Validation with clients in Malorientation and Time Confusion. The first day focuses on understanding and developing the Basic Attitude and theory, while the second day is devoted entirely to mastering techniques through practice. As in the traditional courses, group exercises, role playing, videos, lecture and many examples are used to impart the information and skills necessary to begin practice.

After the first in-person weekend, students begin at least 14 weeks of weekly sessions with clients in the first two phases of Resolution. The semi-monthly webinars now shift focus to watching students' session videos and giving and receiving

valuable feedback. Once students complete their 7 weekly sessions with clients in Malorientation and then in Time Confusion, the entire class meets again for the second in-person weekend.



Students Gayle and Mark practicing Validation techniques.

Article continued on page 7

Page 6

## Updates on Innovative Courses con't from page 6

The purpose of Weekend 2 is to prepare students to practice Validation with clients in the last two phases: Repetitive Motion and Vegetation. Approximately 3 months of weekly practice with clients in these last two phases is followed by the final written and practical exams, and a homework review. This hopefully culminates in certification as a Validation Worker for the students.

Students and instructors alike may wonder what the differences are between the Internet-support course and the traditional Worker course, which consists of 5 two-day in-person classes. One of the main differences is that Internet-supported students need to be even more self-directed and responsible for their own learning than typical course students.



Teacher Eric Portnoff, CVT teaching the first in-person meeting.

In terms of communication, the webinars can take some time to get used to, but they are proving to be an effective learning tool. Some of the benefits of the Internet-supported format include:

- Less travel to classes, including the associated cost savings.
- Less time away from home and jobs.
- More frequent class contact (twice monthly rather than every other month).
- Self-paced, self-directed learning appeals to adult learners and may be more effective for some.

Given these advantages and the success of this course format so far, it seems to be an exciting option for Validation Teachers and VTI to continue developing.

Eric Portnoff, CVT  
Regional Director of Memory Care, West Division  
Sunrise Senior Living

## YORK COLLEGE OF PA ENTERS PART TWO OF WORKER CERTIFICATION COURSE

The Spring 2015 semester has just begun at YCP, and so has the second half of the Validation Worker course. In part one last semester, eleven students successfully completed the equivalent of Blocks 1 and 2 of the traditional Worker course. This semester, five students have returned to complete their certification work. The others either graduated in December, have internships at a distant location, or have required classes with conflicting schedules. Since this semester focuses on phases three and four, some of the practical work will be done at Country Meadows of Leader Heights. The remaining sessions will take place at Rest Haven, a skilled nursing facility close to the college campus.

Steve Klotz, CVM  
Director of Validation Training  
Country Meadows

## VALIDATION RESEARCH AND PRESENTATIONS

### Participatory research project “Empowerment: an Inclusion of People with Dementia”

This research was presented at the 24th Annual Conference of Alzheimer Europe, Glasgow, Scotland on October 14, 2014.

The participatory and qualitative research project was conducted at the IFF-University of Klagenfurt, Vienna, Graz (Austria) and aimed at finding out to what extent the course “helping oneself in daily living” based on Validation® according to Naomi Feil contributes to empowerment and inclusion of people with dementia and their caregiving relatives. On a general level societal and structural factors that contribute to inclusion and empowerment in communities should be described.

The course, “Helping Oneself in Daily Living” was conducted by an interdisciplinary teaching team of three experienced Validation teachers. There is evidence that the course was well accepted by caregiving relatives of people with dementia. The fact that the people with dementia themselves were cared for during the training course was a key factor that enabled family care givers to attend the course. In some situations, this also has an effect on families talking about dementia in their community.

Empowerment took place both through the exchange with other relatives, and theoretical and practical information.

Communication and training of new ways of understanding people with dementia changed basic attitudes and helped to make life easier.

Those of you interested in learning more our research can find the abstract by going to this link:  
[https://vfvalidation.org/validation/alzheimer\\_europe\\_poster\\_empadem\\_2014fin.pdf](https://vfvalidation.org/validation/alzheimer_europe_poster_empadem_2014fin.pdf)

By Petra Fercher, Elisabeth Reitingger, Katharina Heimerl, and Maria Hoppe



Sample of the abstract

### VALIDATION PRESENTATION AT THE 2015 ANNUAL CONFERENCE OF AGHE

“Validation Goes to College: Offering the Validation Method for Academic Credit” is the topic selected for a resource exchange session at the Association for Gerontology in Higher Education annual conference on March 28, 2015 in Nashville. Professor Mary Ligon, PhD, CVW, and Steve Klotz, CVM will present the syllabus and other materials related to their Worker course at York College of PA, and then participate in discussions with conference attendees. This is the first time that Validation is included as a topic at this conference. AGHE is affiliated with the Gerontological Society of America.

## EDUCATIONAL OPPORTUNITIES AND OTHER NEWS

### NAVA CONFERENCE MARCH 26-28, 2015

We are preparing for the 3-day Validation conference in Minneapolis, MN sponsored by NAVA from March 26th to the 28<sup>th</sup>. All meetings, except for the AVO representative meeting, will take place at the Spring Hill Suites Hotel

- **Day 1**-General Assembly from 3pm – 5pm at this meeting, new officers will be elected. The AVO representative meeting will run 5pm-7pm at a restaurant to be named. The NAVA board meeting will meet from 7-9pm
- **Day 2 and Day 3**- Vicki de Klerk-Rubin will be leading the teacher meetings on May 27 from 9 to 5pm. Teachers will develop pedagogic skills, learn how to deal with difficult classroom situations, topics of their own choosing and learn how to develop into Validation masters.

Please go to the EventBrite website if you wish to attend the conference:

[https://eventbrite.com/event/15315578307/?utm\\_source=eb\\_email&utm\\_medium=email&utm\\_campaign=new\\_event\\_email&utm\\_term=eventurl\\_text](https://eventbrite.com/event/15315578307/?utm_source=eb_email&utm_medium=email&utm_campaign=new_event_email&utm_term=eventurl_text)

Here is the reservation link for those of you wishing to stay at the Spring Hill Suites Hotel:

[http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=NAVA%5Emspms%60NAVNAVA%60119.00%60USD%60false%603/26/15%603/29/15%602/24/15&app=resvlink&stop\\_mobi=yes](http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=NAVA%5Emspms%60NAVNAVA%60119.00%60USD%60false%603/26/15%603/29/15%602/24/15&app=resvlink&stop_mobi=yes)

### VALIDATION INTERNSHIP OPPORTUNITY

There is an unpaid (the real payment is the valuable experience you will acquire) internship available in a San Francisco senior nursing facility [www.jhsf.org](http://www.jhsf.org)

Olga Lavault, Certified Validation Teacher, Recreation Therapist and Musician is offering supervision 4 days per week of Validation practice in a multilingual, memory care unit.

Candidate Requirements:

- Validation Level 1 certification, or equivalent
- Medium level in English or Russian conversation

Please send inquiries to [olavault@yahoo.com](mailto:olavault@yahoo.com)

## WHAT'S NEW

### FIRST VALIDATION COURSE IN IRELAND

Great news for people wanting to take a Validation Worker course taught in English and live in Europe. The Adult Continuing Education department at the University College Cork is hosting the **first** Certified Validation Worker Course in **Ireland**. The course in Cork, Ireland originally scheduled to start in January, will now start in April. The deadline to sign up for the course is **March 13, 2015**.

Click on this link for more information and to register for the course:

<http://www.ucc.ie/en/sc-71/>

### VTI HAS UPDATED OUR FACEBOOK PAGE:

We've changed our cover and the logo is a current one. "Like" us to catch up on the latest happenings with VTI, post pictures of you with Naomi, connect with others interested in Validation, and ask questions.

<http://www.facebook.com/pages/Validation-Training-Institute-VTI/180270068675784>

### THE VALIDATION

**WEBSITE:** Have you visited the website to see the latest Validation tutorial? For more information see:

<https://vfvalidation.org/web.php?request=tutorial&tnum=4&tpage=1>

## EDUCATIONAL OPPS AND OTHER NEWS con't from page 9

Country Meadows in Pennsylvania, USA will be hosting levels 1-3 courses beginning at the end of February.

The Italian AVO, Fondazione Castellini, will be hosting a level one and two course starting in March.

Go to the Validation training page for cities, times and start dates for each of the courses.

<https://vfvalidation.org/web.php?request=training>

### Certified Validation Courses

Beginning in March, Naomi will be traveling throughout Europe, Japan and South Africa conducting workshops.

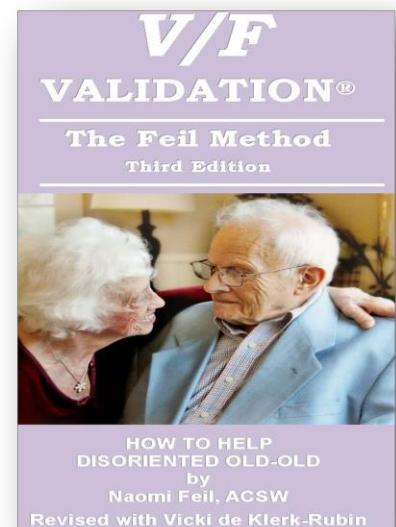
As always got to the Validation website for the list of locations, days, languages and registration information:

<https://vfvalidation.org/web.php?request=workshops>

## Validation Book News

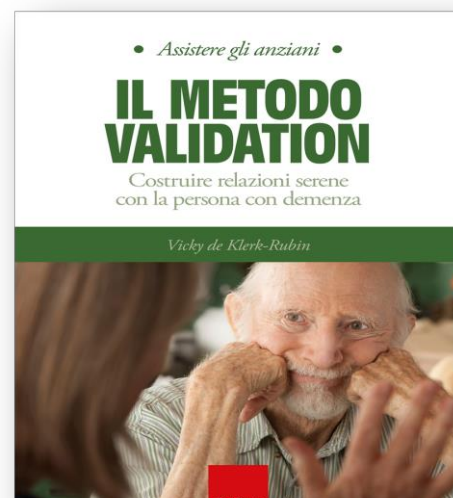
### New Edition

Edward Feil Productions will release the **third** edition of the Validation: The Feil Method book this Spring. The newest additions will be the revised Validation Principles which are now integrated with the theories of Erikson and Maslow and relate to the practitioner's behavior and actions. Changes were made to the list of basic human needs, the research studies on Validation were updated and additional study on the basic human emotions led to an expansion of the list of human emotions. The cost of the book will be \$20 (US) or \$15 for 10 or more. The ISBN number and Library of Congress number have been changed so please be sure to use **ISBN: 978-0-692-37158-9** if you order the third edition book from other vendors. We will also have a Kindle and ePub version so that you can read it on your eReaders. Once we know the release date we will announce it.



### New Translation of the Family Guide Book

The Edizioni Centro Studi Erickson publishing company is happy to announce that the book Validation Techniques for Dementia Care: The Family Guide for Improving Communication by Vicki de Klerk-Rubin has been translated into Italian. Family members of elderly people with dementia and cognitive deficits who speak and read Italian can now benefit from the family guide. The book costs 17 euro and people can start to buy it in March on the Erickson website [www.erickson.it](http://www.erickson.it) searching "Il Metodo Validation".



## *We want your feedback!*

Please email Newsletter Editor [jana@vfvalidation.org](mailto:jana@vfvalidation.org) with any questions, comments, or suggestions. We accept submissions for future newsletters.

### **Coming Soon: On-Line Worker Course:**

BEGINNING IN APRIL 20 2014, , on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of the months at 7-8 pm ET (6-7 pm CT and 4-5 pm PT) you can take the Worker Course online and then meet in person in Chicago, IL 2 times. [jana@vfvalidation.org](mailto:jana@vfvalidation.org) .