# Relational Care

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<th>Relational Care</th>
<th>Validation</th>
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<td><strong>Definition</strong></td>
<td>This <em>method of communication</em> is based on building a relationship with older adults with cognitive decline. The aim is to accompany them while acknowledging (“validate”) the emotions and needs being expressed, whether they still have the ability to speak or not.</td>
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<td><strong>Concept of humankind</strong></td>
<td>Holistic vision of people: physical, psychological and social factors are all critical to how people age and if they become Mal or disoriented.</td>
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| **Goals** | For the older adult:  
  Increased verbal and non-verbal communication;  
  Increased feelings of well-being and self-worth;  
  Expression of emotions and being actively listened to with empathy leads to less anxiety and stress;  
  Their process of resolving old issues is continually ‘validated’  
  Validation prevents isolation and loneliness which prevents withdrawal inward to vegetation.  
  For the caregiver (professional or layperson):  
  Less burnout  
  More joy and energy  
  Feeling more capable of handling difficult situations  
  For family caregivers:  
  Improve communication with relatives living with dementia;  
  For the older adult:  
  Maintain a relational life;  
  Increase your communication skills  
  For the intervener  
  Accompany the elderly person in what he/she displays in "incomprehensible" behaviors.  
  Develop relational support in a team environment  
  Better experience the sometimes difficult relationship with the elderly person  
  To have more satisfaction in this work.  

### Basic Theory

**Holistic vision.** Both the elderly person and the caregiver are part of a personal and social history and representations of aging, including cerebral aging. Taking this context into account is essential for the development of a positive relationship in "caring".

Based on 3 Main Elements:
- **The Attitude** based on empathy.
- Tailored communication **techniques**.
- **Principles** developed by Naomi Feil in reference to human beings psychophysical and social developmental theories. She refers to humanistic authors such as E. Erikson, C. Rogers, J. Piaget, S. Freud, C.G. Jung, A. Maslow...

### Targeted population

**Older adults who are often physically or psychologically dependent, accompanied by teams either in institutions or at home.**

**Older adults with cognitive losses; those diagnosed with 'late onset Alzheimer's disease. Aspects of Validation (the validating attitude and some techniques) can be used with many different populations.**

### Techniques used

**Prerequisite: empathetic attitude**

Explore with the person his or her life history through the genosociogram.

Communication techniques from NLP and Validation: verbal and non-verbal techniques

Development of institutional relationships from adult to adult. (systemic analysis, transactional analysis)

**Individual Validation:**
- Prerequisites: centering, finding a trust-building physical position (eye contact and using an adult to adult voice tone.
- Verbal techniques include: asking open questions and exploring the needs and emotions being expressed by the other person.
- Non-verbal techniques include: anchored touch, singing songs familiar to the client, saying the emotion with emotion, mirroring the repetitive movements.

**Group Validation:**
4-8 disoriented older adults form a weekly group that explore issues relevant to the group members using a fixed agenda, seating order and social roles.

### Developers

**Association for the Promotion of Validation for Older Persons (APVAPA) 1991**

This training is the result of the reflection of a multidisciplinary working group, whose members are all clinically involved in the elderly person's approach: nurses, physiotherapists, occupational

**Naomi Feil**


Over the course of 50 years, 2000 Naomi Feil Workshops have been held worldwide. At an average of 200 people per workshop, that’s 400,000 individuals who have experienced Validation from its founder.
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<th>Therapists, geriatricians, psychiatrists, psychologists, social workers, communication consultants</th>
<th>Validation is now further developed by 17 Masters who comprise the Education Committee of the Validation Training Institute. They also mentor over 430 Validation Teachers offering training in 12 countries with the support of 23 Authorized Validation Organizations. These organizations have certified over 925 group leaders and 6,500 workers.</th>
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| **Training** | **Workshops/Presentations:**
Offer an introduction to the method and a few basic skills

**Basic courses:** (2-6 days)
Offer integration of basic attitude skills and a few techniques

**Targeted courses, seminars and workshops (1-3 days)**
Offers an introduction to the method and some basic skills based on the needs of: Family caregivers Facility managers Volunteers Fire, police and ambulance workers Home healthcare workers ... and as requested |
| Training in 3 steps:
- Module 1 (3 days): How I develop the relationship in the tasks of accompanying the elderly person (Me - communication techniques - theory)
- Module 2 (2 days): How to develop a team project in Relational Care: develop your relational skills with colleagues, hierarchy, and family.
- Module 3 (1 day after 4 to 6 months): Where is the Relational Care project in the team for the different members?

To become a trainer in Relational Care:
- Participate in the training (3 days + 2 days + 1 day) as a participant.
- Participate in the training as a co-facilitator, supervised by an experienced trainer.
- Be positively evaluated by the experienced trainer
- Participate in APVAPA trainers’ intervision meetings | |
| **Certification Courses** | **Level 1. Worker course:** (certified) (10 days, spread out over an average of 9 months)
Offers integration of basic attitude skills and all individual Validation skills

**Level 2. Group Practitioner course:** (certified) (6 days spread out over an average of 9 months)
Offers further integration of individual Validation skills and adds Group Validation skills

**Level 3. Validation Presenter course:** (certified) (5-6 days spread out over a minimum of 2 months)
Offers presentation skills and deepening of theoretical and pedagogic knowledge |
as applied to teaching Validation.

**Level 4, Validation Teacher**
Successfully co-teaching a Level 1 course with an experienced teacher leads to Teacher certification.

**Level 5, Validation Master**
Validation Teachers with a minimum of 5 years experience of teaching all certification levels may apply for this certification. Validation Masters become members of the VTI Education Committee and are responsible for the integral development of the Validation method contents and teaching materials. Masters are authorized to teach Level 3 courses.