



August 2025 Newsletter

This month we're taking you from Austria's buzzing Validation scene to breakthrough projects in Japan, Austria, and Israel—plus a behind-the-scenes look at VTI's bold 2029 vision. You'll meet our newest partner, Zinnia TV, see what sets Validation training apart, and get inspired by stories shaping compassionate care worldwide.



News from the VTI Board of Trustees

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On July 22nd, the VTI Board of Trustees gathered in Washington, D.C., for a full-day strategic planning session — and what a day it was! These rare moments, when we step back from the day-to-day and look toward the horizon, are essential. They help us chart the course for VTI's future and define where we want to go — and how we'll get there.

In the past few years we've been working with the OGSM framework (Objective, Goals, Strategies, Measures). It's a tool that helps us stay focused and aligned — so every action we take directly supports our mission. And what a mission we have.

Our Objective:

By the end of 2029, the Validation method is known and practiced throughout the world as an effective communication method for disoriented older adults.

We aim to achieve this by sharing research that proves Validation's effectiveness and ensuring that the method is accepted or endorsed by national and international accrediting bodies.

It's an ambitious goal — and it should be. We are working toward global understanding, respect, and compassionate care for some of the most vulnerable among us.

So, what's next?

Here are some of the key initiatives we're working on in the year ahead:

▣ Capturing Breakthrough Moments

You may remember Naomi's unforgettable moment with Gladys — that spark of connection that changed everything. While no one can ever truly replace Naomi, we know many of you have had those transformational experiences. We want to collect these moments on video — with your permission — to help inspire and educate others around the world. If you have a story to share, we'd love to hear it.

▣ Welcoming New Leadership

The search for a new Executive Director is underway, and we're taking it slow and steady. This person will carry our vision forward and work with the VTI team to grow and evolve VTI while staying true to our roots.

▣ Speaking Your Language

We're in the process of updating our website and communications to reflect your perspective. 'You' being, Validation learners and potential learners. What do you need? What are you looking for? And what do older adults want from their caregivers? Let us know. We're listening — and we're committed to ensuring every interaction with VTI is meaningful and helpful.

▣ Exploring AI — With Heart

Yes, even VTI is exploring artificial intelligence! But with a very human touch. We're starting with a code of ethics to ensure that whatever technology we use stays aligned with the spirit of Validation. Could we one day have a "Naomi Feil answers your questions" tool? Maybe. More immediately, we're looking into using AI to translate videos, add subtitles, and increase access to our resources across languages and borders.

It's a time of growth, reflection, and possibility — and we're so grateful you're part of this journey with us.

With warm regards,

Vicki de Klerk

Executive Director, Validation Training Institute



Teacher Feature: Violeta Koppensteiner – Building the Future of Validation in Austria

In March, VTI Master Teacher Violeta Koppensteiner guided 10 dedicated participants to become Level 3 Presenters in Austria.

For 2025, her goal is to continue supporting these new Presenters, preparing them for future challenges. Some are already co-training with her in Level 1 courses this year.

Austria's demand for Validation training continues to rise, fueled by interest from institutions, health and care programs, family counseling, dementia-friendly cities, and even children's and youth projects. Validation is embedded in Austrian health and care law, making professional training a requirement in many multi-disciplinary teams.

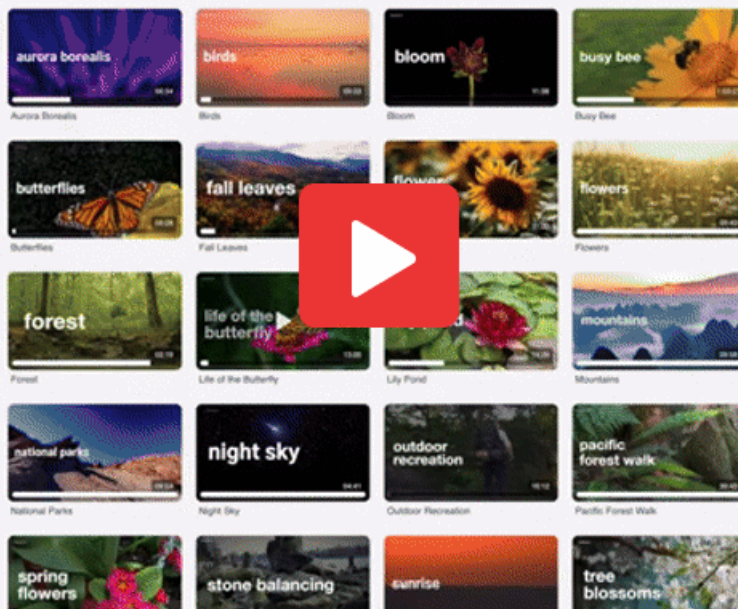
Emerging care challenges, including support for younger people with dementia and geriatric psychiatric patients, require trainers to expand their expertise. Violeta emphasizes fostering courage, joy, and lightness in communication, while ensuring Validation retains its focus on the older adult's stage of resolution.

[Read the full story here \[English\].](#)

[\[German\].](#)

Nature

Explore the beauty and wonder of our natural world.



Partner Feature: Zinnia TV – A New Window Into Caregiving

Zinnia TV is a streaming service designed to support families and professionals caring for people with dementia. Its science-backed videos act as visual cues to reduce stress, encourage reminiscence, and make daily routines easier.

Inspired by her own journey caring for her husband with FTD, Allyson combined lived experience with her background as a dementia educator and leader at the University of Washington's Memory and Brain Wellness Center. Her vision: create content that's simple, effective, and rooted in empathy.

Allyson often taught Naomi Feil's Validation Method, showing the powerful video of Naomi connecting with Gladys Wilson. Meeting Vicki de Klerk and the Validation Training Institute opened the door for a natural partnership. Today, a dedicated VTI Channel on Zinnia offers free, ad-free videos in three categories: What to Do When, How To, and Caregiver Self Care.

For caregivers, this partnership delivers immediate, accessible tools to connect with loved ones and reduce anxiety. For VTI, it brings Validation into homes worldwide and encouraging caregivers to continue their learning through VTI courses.

[Read the full article here](#)



AVO News From Around the World

AVO News:

🇯🇵 JAPAN

Today, June 28th, the 21st Validation Worker Course began. Last year, Teacher Kameda approached us with a passionate proposal to host the course in his home prefecture of Toyama.

At first, we were quite anxious about whether we could gather enough participants, but thanks to his strong desire to spread Validation in Toyama—and with the support of many people—we managed to make it happen. The course started with 16 participants and will continue until June next year. We, together with the teachers and administrative team, will do our best to support everyone, so that each participant who began will complete the course and receive their certificate with a smile next June.

Also, the Worker Course held last month in Nishi-Kagawa, Shikoku, was successfully completed with all participants passing. All of us are very much looking forward to seeing Vicki this autumn in Japan. We are excited to welcome her again to spend meaningful time together.

-Naofumi Kuroiwa

🇦🇹 AUSTRIA

Exciting changes at the AVO Caritas Vienna!

Starting in September, the Caritas AVO will become part of the Caritas Training Center. This places Validation training in a more central position within the organization and increase our visibility in the future. The new address will be:

Caritas Ausbildungszentrum Seegasse

Caritas der Erzdiözese Wien

Seegasse 30

1090 Vienna

The contact person for Caritas AVO continues to be Carina Lengauer-Schrenk: carina.lengauer-schrenk@caritas-wien.at

🇮🇱 ISRAEL

The 1ST AVO-VTI Partnership: Practical Validation Training

NEWS FROM TEL AVIV

ESHEL, the Authorized Validation Organization (AVO) in Israel, in partnership with VTI, launched its first fully online Hebrew edition of the *Practical Validation Training* course from June 11 to July 16, 2025.

Designed to make Validation more accessible across the country, the course brought together professionals working with people living with cognitive change—occupational therapists, social workers, nurses, and other practitioners from nursing homes, hospitals, day centers, health organizations, and social services.

Creating the online course was no small feat. Every webpage, video, homework assignment, and survey had to be translated into Hebrew. New Hebrew-

language pages were built, tested, and refined—while also navigating the technical challenges of right-to-left formatting. This project truly was a *labor of love*, with many hours spent ensuring the course was as seamless and engaging as possible.

The response exceeded expectations, with an impressive number of registrations and even a waiting list for the next course. Participant feedback was highly positive, especially regarding the experiential learning format, and many reported significant improvements in applying Validation principles in their daily work.

Despite the challenging circumstances in Israel, all participants completed the course and submitted impressive final videos. We look forward to offering the next *Practical Validation Training* course soon!

On behalf of our team, I would like to thank Vicki and the VTI staff for all your help in making this course a success. Your contribution was essential in bringing this project to life.

Participant testimonial:

I want to share with you the deep and effective insight I received in the course. Listening without criticism was the insight of the first session, but the insight that "we did not come to change or to fix others" was overwhelming for me. So true and precise, and not only in working with dementia patients. An important insight for a parent, a partner and a friend as well. Thank you very much for the opportunity to learn and deepen my knowledge and understanding of the human soul.

Upcoming Meetings – September & October 2025

Teacher & Presenter Meetings

- Fridays
 - Sept 12 – 10am CET, 11am Israel, 4pm China, 5pm Japan
 - Oct 11 – 10am CET, 11am Israel, 4pm China, 5pm Japan
- Mondays
 - Sept 10 – 10am Pacific, 1pm Eastern, 7pm CET, 8pm Israel
 - Oct 10 – 10am Pacific, 1pm Eastern, 7pm CET, 8pm Israel
- Tuesdays
 - Sept 3 – 9am Pacific, noon Eastern, 6pm CET, 7pm Israel
 - Oct 3 – 9am Pacific, noon Eastern, 6pm CET, 7pm Israel
- German Teacher Meetings (1st Tuesdays)
 - Sept 3 – 6–7pm CET
 - Oct 3 – 6–7pm CET
- French Teacher Meetings (Last Tuesdays)
 - Sept 24 – 7–8pm CET
 - (No October date listed)

AVO Meetings

- Mondays
 - Sept 23 – 9am Pacific, noon Eastern, 6pm CET, 7pm Israel
- Fridays
 - Oct 25 – 10am CET, 11am Israel, 4pm China, 5pm Japan

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Validation Training Institute

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