

## TRAINING APPROACH



A philosophy of care  
based on relationship



150 concrete application  
techniques and tools

### SHARING A VISION

No forced care  
without abandonment

Place of joyful  
and peaceful living



Respect of  
singularity and  
intimacy

Opening to the  
outside world

Living and dying  
standing up

“

Humanitude relieves.  
Humanitude liberates.



Our experience, facing with the most complex care situations for nearly 40 years, taught us that putting all your heart in your work is not enough. Every professional will have to strengthen their knowledge and skills to create and maintain a relationship, what we call the link of gratitude. During training sessions, Humanitude's qualified trainers teach our philosophy to reflect on every single gesture of care in any situation. They teach hundreds of techniques we have developed over time to understand and know how to enter into relationships, to professionalize gaze, speech, touch and to promote verticality. They pass on these techniques and tools for a gentle, adjusted intake of care and promote this implementation of

personalized meals, and solidarity activities in living environments.

The first Humanitude pilot facilities decided to evaluate this quality of care and ensure its sustainability through a complete reference system that we have developed with the Humanitude Label. As a result, Humanitude's operational training approach has shown positive medical and financial impacts on work-related accidents, work disruptions, hospitalizations, neuroleptics...

Humanitude, the tenderness of care for the vulnerable and professionals

Preface by Annie de Vivie, founder of Agevillage.com and director of the Humanitude training network

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A training approach focused on medical and financial impacts



Like any positive and inspiring vision, the Humanitude training approach is first chosen and carried out by the management of the facilities. A steering group will reflect on its implementation, communication and evaluation based on Humanitude reference framework, on medical and financial indicators as well.

Little by little, one year after another, teams will follow their training actions on care, social life and nutrition. Care referents, nutrition and social life advisors will be trained. Time will be dedicated to them to ensure companionship and workshops, in order to help them in their tasks.

Teams will learn to observe their care with kindness and to support each other, so that the self-assessments result in

reaching 80% of the Humanitude Label will be achieved in two, three, four years.

Free from forced care, equipped to deal with behavior disorders, reassured by an appropriate organization, teams help each other and welcome families with serenity.

Humanitude care techniques save hundreds of thousands of euros on work-related accidents and stoppages, hospitalizations, avoiding bedsores and facilitating recruitment...

What a pleasure to see smiling faces, reassuring looks gathered around projects that give back meaning to your work !

By your side with the Gineste-Marescotti Institutes' network and Humanitude's qualified trainers !

# Part I

## Humanitude :

An innovative and voluntary training approach impacting quality of life and life at work for vulnerable people and professionals



# humanitude

## FOREWORD

Humanitude focuses on the links that allow Humans to meet each other regardless of their physical and mental conditions.

Maintaining those links depends on three relational pillars : gaze, speech and touch, in addition to one identity pillar, verticality. These four pillars constitute the essential and vital foundations of positive human relationships throughout our lives.

The Humanitude training approach is a professionalized support ensuring proper treatment of people in social, medical and health facilities. Its application helps preventing people from psycho-social risks.

It aims to generate a return on investment based on medical and financial indicators : work stoppages, work-related accidents, hospitalizations, neuroleptics, etc.



## FINDINGS ON COMPLEX AND EXHAUSTING CARE

Faced with the evolution of complex situations involving support for the elderly, the disabled or the sick, care professionals are lacking support, guidance and answers. Good practice recommendations assert values without showing how to put them into practice on a daily care basis. The CNAM-TS (French National Health Insurance Fund for Salaried Workers) is alarmed by the explosion of MSDs (musculoskeletal disorders), RPS

Psycho-social risks to the point that medical, social and health sector has become the most at-risk in France : + 45% in 10 years in personal assistance and care services.

The care culture has its pitfalls: pressure from the organization and teams to the detriment of individualized care. Health, safety and care are taking precedence over freedom and autonomy. Risk is the involuntary control over vulnerable, frail people's life.

Mentoring is slowed down to replace absent staff (labor law, fixed-term contract conditions). Safety, in a normative environment, overpowers any other aspect of care, risking misunderstandings, abusive interpretations and overwhelming ethical values. Physical restraints (so as not to fall, get agitated) and chemical restraints (agitation) are common, degrading the image of institutions.

### Situation analysis

People who are frail, sick, agitated, restless, considered "aggressive" are in fact "defensive" most of the time. Their cognitive abilities are impaired. They no longer recognize nor understand the care situation and the caregiver in order to mentally support the care, even though it is offered "for their own good". With the alteration of cognitive faculties, natural acts or gestures (e.g. "pinch grabbing"), habitual acts or gestures (standing upright when the person is sitting), classic acts or gestures of care (a sting, an intimate toilet), will very often, unless they are analyzed and understood, be felt as aggressions by people with this type of pathology.

And this is all the more so because these people, like any person in a situation of stress, dependence or vulnerability, are emotionally and relationally hypersensitive.

Accompanying the elderly, persons with multiple pathologies, neurodegenerative diseases, persons at end-of-life, requires analysis, expertise and technicality.

## SOLUTIONS DO EXIST : STRENGTHENING THE SKILLS OF PROFESSIONALS



To compensate for a lack of adaptation of the initial education of professionals, it is essential to use continuous training. It reduces the feeling of helplessness of staff and improves the quality of care for people received in medical, social and health establishments. The Gineste-Marescotti Care Methodology, known as Humanitude®, is an effective solution enabling caregivers to pacify their relationship with care receivers and be perceived as benevolent.

Humanitude's philosophy questions every gesture of care. It is combined with 150 care techniques to soothe difficult care. It is the only training approach that professionalizes the relationship between care receiver and caregiver around the pillars of Humanitude: gaze, speech, touch and verticality (20 minutes standing up every day to prevent getting bedridden).

## TRAINING COURSES IN REAL WORK SITUATIONS

The Humanitude training approach is part of the continuous quality improvement plan involving every working force in the facilities. It requires a steering group and action plans that are evaluated and monitored. Experience shows that it is necessary to train at least 75% of the staff for a concrete and sustainable implementation of the tools/techniques transmitted during training.

During the courses, trainees are testing in real work situations the techniques based on the 4 pillars of Humanitude and succeed immediately in decreasing behavior disorders.



GAZE



SPEECH



TOUCH

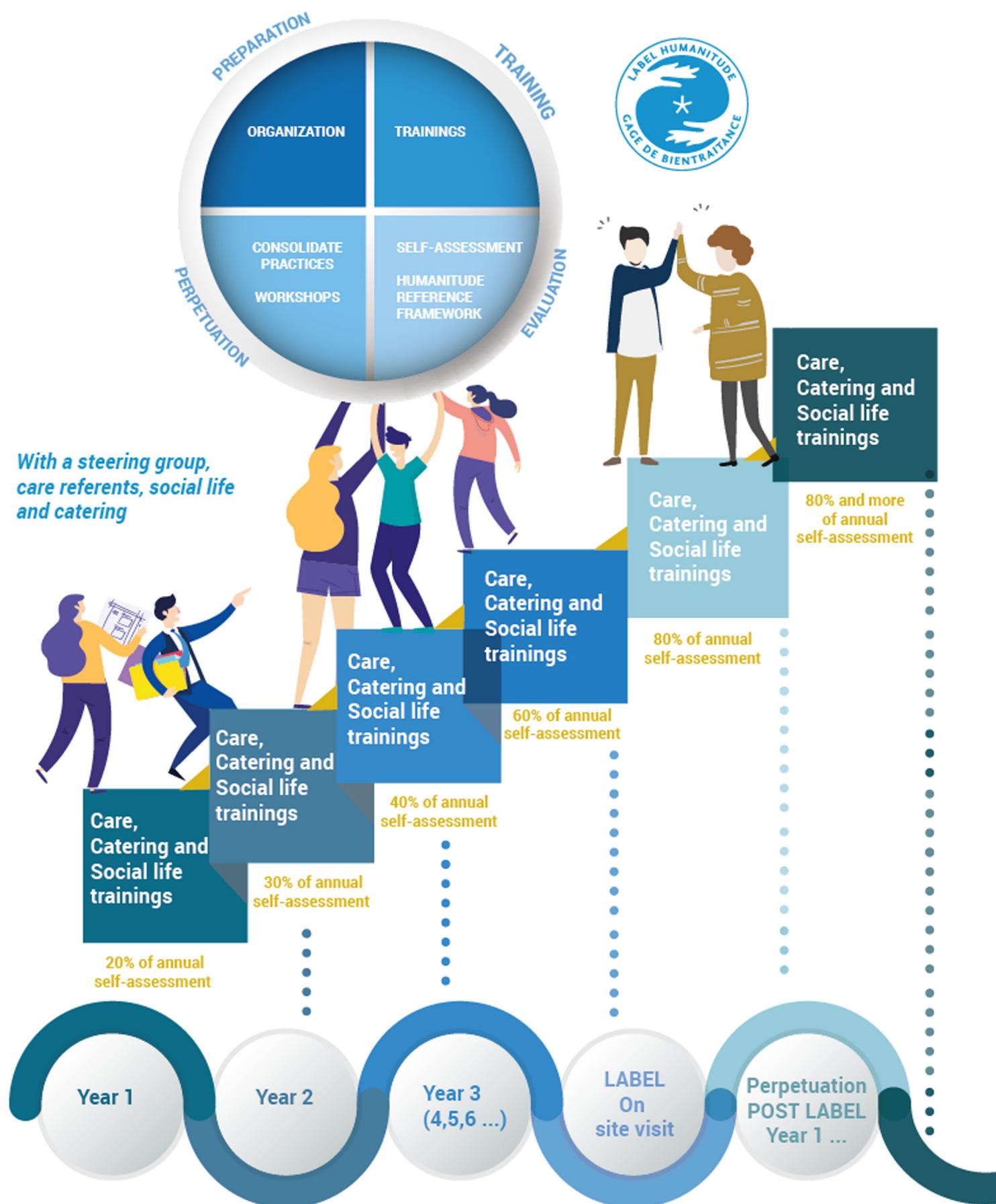


VERTICALITY



# CONTINUOUS IMPROVEMENT PLAN OF QUALITY

This training approach is an **investment** seeking for medical and financial impacts according to the **quality of life of care receivers** and **quality of life at work**.



# Training courses



## 01

### Training of the Humanitude project steering group

The challenge of the Humanitude training approach is to ensure the sustainability of its training regarding a return on investment with medical and financial impacts.

The objective of this training is to:

- implement dynamics of change, give thought to objectives set by authorities concerned;
- drive change management and promote team building to improve the quality of support and life of care receivers, as well as the quality of life at work;
- evaluate the results based on medical and financial indicators with the support of the Humanitude reference system, with its hundreds of criteria monitored online.

The steering group is composed of the people designated to manage the Humanitude approach within the facility: director, health manager, head of department, doctor, nurse, psychologist, occupational therapist, psychomotor therapist, caregiver and professionals from each shift (in particular from the night shift in order to improve the flow of information), specialized educator, hotel manager, animation manager, quality controller...

## 02

### Training courses for care, social life and nutrition: for health and medical and social sector teams (people made vulnerable by age, illness, disability, etc.)

These 4-day training courses always combine theory and practice.

Each gesture is questioned according to the philosophy of Humanitude. Techniques are applied in standard working conditions.

Built on an active and original pedagogy, the training modules include:

- concrete case studies by means of videos presenting situations, reflections and exchanges based on the participants' experiences;
- the application of tools and methods under standard working conditions;
- studies of individual or collective situations: group work, leading of meetings, project management.

The "care" training courses are directly targeting persons causing major difficulties to the team.

The "social life" training courses equip the personalized accompaniment projects, the sensory atmosphere, because there is a life after care.

The "nutrition" training courses cover all aspects of nutrition to reduce undernutrition in a concrete way.

## 03

### Relational Handling® Training

"The art of handling is the art of avoiding it".

Acquisition of its techniques aims to prevent from getting bedridden. Relational Handling® provides tools for communication, preservation and return to health.

It is the best prevention of risks of musculoskeletal disorders and work-related accidents.

## 04

### Specific interdisciplinary training

It is an essential training which strengthens the link between each department and helps to abolish unproductive organizations of work in silo.

This training is intended for "non-health care" staff of general departments: administrative, catering, laundry, kitchen...

**05**

## Humanitude Referent Training

It reinforces the skills of one or more key persons already trained.

The Humanitude referent is one of the operational pillars of the sustainability of the teachings (implementation of the “evaluative bathe” tool which helps assessing the person’s capabilities and helps defining personalized objectives of care, facilitation of workshops to assist in practice, companionship). This individual training takes place over two weeks.

**06**

## Social life training

The team training “Social dynamics, a multidisciplinary challenge” is aimed at all professionals in order to increase the potential of the facility as a “Place to live”.

Two individual training courses are also available:

- “Learning to create and implement the animation project” is intended for the person in charge of social life (occupational therapist) in order to give meaning to activities and learn to give life to the personalized accompaniment projects.

- “Day care: learning to support day after day” is aimed at professionals involved in the organization of these specific units for disoriented people.

**07**

## Catering and hotel training

Two team training courses: “Learning to build the catering project” and “Adapted Accommodation” are aimed at professionals in the catering industry and hotel teams. They provide concrete tools to fight against undernutrition, limit waste and make meals a real pleasure.

Two individual training courses, “Adapted Gastronomy” and “The catering consultant”, are aimed at professionals who are involved in supporting the catering project with the contribution of innovative techniques, especially eating with hands and the use of similar mixed textures.

**08**

## Training to improve your skills

**“Steering group of the Humanitude project”, “Reinforce knowledge and practice”, “Evaluative bathe towards a prescribed bathe”, “The doctor and the nursing act” aim to deepen the tools of the Gineste-Marescotti® Methodology of Care Training for people who have already followed the 4-days training.**

All our training courses are given by Humanitude trainers certified in Gineste-Marescotti® Care Methodology. They are all experienced and skilled professionals.

For more information on the e-catalogue: <http://humanitude.e-catalogues.info/>

## 5 TIPS TO PERPETUATE THE TEACHINGS OF HUMANITUDE :

As all continuing professional training, the lessons learned risk withering away, facing resistance to change without a committed support from management and supervision. While the term “good treatment” has become a key term in official recommendations, evaluation and accreditation processes, there is still a lack of clear benchmarks in the daily practice. One trained caregiver will think that it is necessary to make a weakened person walk, another will say the opposite. The notion of benevolence is often perceived as obvious, as natural. However, the behavior of people, particularly those with cognitive-mnemonic disorders, shows, on the contrary, that professionalized and consistent care is not so simple.



### *Every day*

#### **“The Humitude Minute”**

Example : during handovers

### *Every week*

#### **“Top 10 Humitude”**

2 workshops (10 mn) of practice led by Humitude referents

### *Every month*

#### **“Monthly Meeting”**

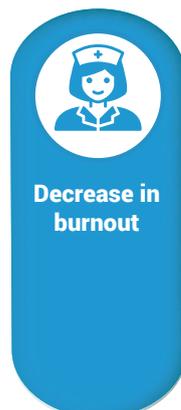
Action plans  
Organization  
Quality of Life at Work

### *Every year*

#### **“Self-assessment”**

Humitude reference framework  
Facility project

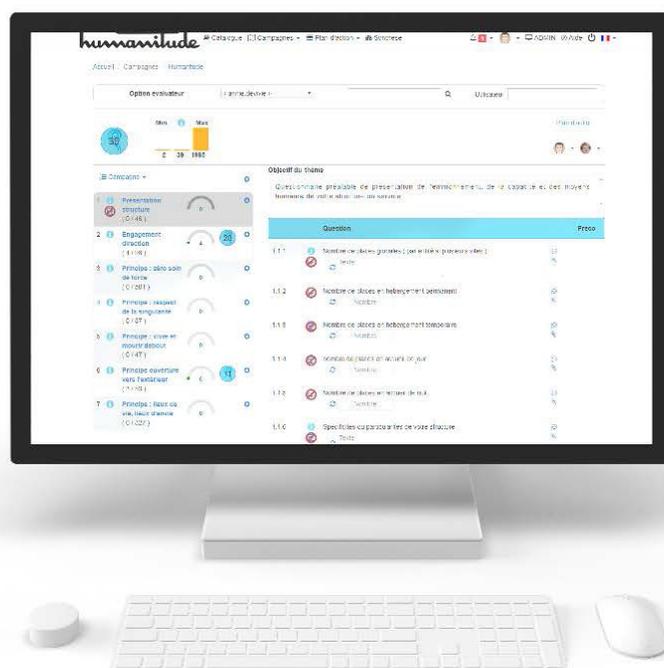
## RETURN ON INVESTMENT OF TRAINING ACTIONS MONITORING OF MEDICAL AND FINANCIAL IMPACTS



# OPERATIONAL TOOLS TO SUPPORT THE TRAINING PROCESS

The network of Gineste-Marescotti Institutes, with its 80 qualified trainers, is providing you with numerous working, observation and evaluation tools:

- Educational documents: trainee booklet, posters, DVD
- The Links of Humanity: 2 annual publications addressed to all institutions involved in the Humanity approach
- Many practical tools:
  - Evaluative bathe/prescribed bathe tool
  - Prescribed meals tool
  - Verticality profile tool
  - "Social life" profile tool
  - Scale of evolution of BPSD (behavioral and psychological symptom of dementia)
- Online access, via the Ancodea digital platform of the Humanity repository, which sets out the 5 principles of Humanity with hundreds of quality criteria.



## Chapter 1. Presentation of the facility

- Capacity and environment
- Human Resources

## Chapter 2 : Management Commitment

- Displayed willingness
- Shared Willingness
- Personalized accompaniment project
- Project management

## Follow-up of chapters on the 5 principles of Humanity

*For more information, do not hesitate to ask us for the "shortened reference document".*

## The 5 principles of Humanitude

### NO FORCED CARE, WITHOUT ABANDONMENT

Not to harm: accepted care towards  
no restraint

### PLACE OF JOYFUL AND PEACEFUL LIVING

Respect for home : Knock, knock, knock  
and wait for the answer. Respect of life  
rhythm (sleep) and choices (meals,  
activities)

### RESPECT OF SINGULARITY AND INTIMACY

Personalized  
accompagnement  
projects PAP  
Social dynamic  
Attractive places



### OPENING TO THE OUTSIDE WORLD

Open to families, volunteers,  
associations, schools, culture

### LIVING AND DYING STANDING UP

20 minutes of verticality  
every day to prevent  
from getting bedridden

## Part II

# HUMANITUDE LABEL



## A label created and delivered by **Asshumevie**



The Asshumevie association (Humanitude Evaluations and Places to Live Association) brings together the users of the Gineste-Marescotti® Care Methodology (directors of institutions and home services, doctors, executives), the Gineste-Marescotti institutes and the authors of the method.

They recognize themselves in the commitment to good treatment for vulnerable persons and want to share their experiences, to be a point of reference for the elderly, people with disabilities or sickness, their families, and also public authorities.

They have witnessed the efficiency of this Methodology and are convinced that this approach provides answers to the realities experienced on a daily basis, in support of people with Alzheimer's disease in particular.

They want Humanitude to be recognized, more widely spread and integrated into assessment processes, as well as into the initial training of professionals.

## The members of Asshumevie want to

- Be dynamic and active towards public authorities: field visits, reflections on initial training, evaluations of professional practices and results.
- Support professionals before and after the training sessions.
- Be part of the scientific evaluation of the care methodology itself in order to participate in its regular improvement.
- Enroll more facilities and departments in the Humanitude process until they obtain the Humanitude Label.

## Verbatim of Humanitude certified people and facilities

“The more people who adhere to this approach of good treatment, the sooner we will succeed in changing not only our daily practices, but also public policies.

In the long term, the investment on training is profitable, both financially and humanely.”



## Why the Humanitude Label ?

### *Why Humanitude Label for health, social and medical facilities ?*



- To promote and demonstrate the quality of their work and commitment to well-being.
- To support an improvement dynamic of people's quality of life, in compliance with current regulations and recommendations of good practices.
- To evolve towards real "places of joyful and peaceful living".
- To provide a reference point for vulnerable people, families, as well as supervisory and pricing authorities.
- To embody the values of Humanitude: freedom, citizenship, autonomy.

## The advantages of Humanitude



### *For the facility :*

- Valuation of quality of practices, dynamics of continuous improvement,
- Recognition of families, elected officials, public authorities,
- Ease of recruitment and retention of staff who find meaning in their jobs.



### *For care professionals :*

- Meaning given back to practices
- Harmonization
- Revaluation of professions



### *For vulnerable people :*

- Feeling of dignity with gentle care, standing up every day to prevent from getting bedridden,
- Respect for the environment, rhythms and lifestyle,
- Make the new place of residence a real place to live, where people want to live, share and plan.

## On the way to Humanitude Label

### **Signing of an agreement**

“Towards the Humanitude Label” between the facility and the Gineste-Marescotti Institute

### **Carrying out a self-assessment**

Every year for 3 years, thanks to the Humanitude repository on the Ancodéa platform online. This self-assessment is analyzed by the Gineste-Marescotti Institute as part of dedicated training sessions, in person or remotely.

### **Provision of communication tools**

Logos, graphic charter and a printed plate “On the way to Humanitude Label” by the Gineste-Marescotti Institute.

## The steps of the certification process

*After several self-assessments, the facility is ready for :*

1

### **Signing of an agreement**

- sharing of the evaluation specifications (eligibility criteria), prerequisites,
- organization of the on-site evaluation visit (timetable).

2

### **Evaluation by Asshumevie experts on site**

(at least two days, depending on the size of the facility).

3

### **Assignment**

Decision of the Asshumevie Certifying Label Commission:

- analysis of evaluation report, corrective actions,
- comparison with eligibility criteria,
- evaluation of facility reactivity,
- sending report with notice to the institution.

4

### **Communication on Humanitude Label**

The communication materials certifying the award of the Label are supervised by Asshumevie. In the event of withdrawal of the Label, the facility undertakes to remove all communication media within 2 months. Failing this, legal action will be taken for misuse.

5

### **Monitoring of the Label**

The structure produces an annual self-assessment with the support of Gineste-Marescotti Institutes network.

Asshumevie ensures a follow-up visit on site by an expert during the time it takes to obtain the Humanitude Label.

6

### **Renewal of the Label (5 years)**

The renewal process is the same as the Certifying Label process.

