SESSION 1: 10:00 – 11:55
Volunteers and Training in support of Tourism for all

Specialised Leisure and Tourism Support for Persons with Disabilities
Danielle Petesch, Vzw Tricentenaire & 321 Vakanz, Luxembourg
The group Tricentenaire

Since 1978, improving the quality of life of people with disabilities and their family environment

Services provided by Tricentenaire

- Accommodation and day activities
- Professional education center
- Ateliers du Tricentenaire s.c. (sheltered workshops)
  Hand-crafted chocolate factory- Digital printing office - Company services
- The « Réseau Tricentenaire »- Home care network
- The 321 Vakanz – holiday and leisure service
The service 321 Vakanz

321 Vakanz proposes specialized holidays and leisure activities for people with disabilities and/or with reduced mobility.

- 118 customers in 2017
- 18 holidays and 9 day excursions

Services provided by 321 Vakanz

- Trips with small groups (4 to 6 clients)
- Individual trip with a volunteer
- Volunteering for leisure activities
- Assistance in organizing individual trips
The volunteers of 321 Vakanz

- A pool of approx. 50 volunteers
- Of all ages: 16 to 83 years (generally adults only)
- Different nationalities as well as different professional or personal backgrounds
- Committed to on different levels
- Good physical condition and mental health (attested by the doctor)
- Clean criminal record

Statistics of the year 2017

- Nearly 2500 hours of volunteering in group holidays
- 8 individual holiday accompaniments for clients (53 days)
- 321 Vakanz was informed about more than 200 leisure activities with a volunteer
- Total of more than 3600 hours
The mission of the volunteers

- Assistance in mobility
  - guiding a person or pushing a wheelchair
- Assistance in daily life activities:
  - assisting at meals (serve, cutting meat in small pieces, if necessary feeding the food)
  - help with orientation
  - help with management of personal money
- Assistance in personal care and health care
  - assist at transfers (from wheelchair to bed)
  - assist with personal hygiene, in the shower or bath,
  - assist with taking medication

Training of the volunteers

- We organize training in collaboration with Info-Handicap Luxemburg
- Themes of this training are
  - Disability awareness
  - Accessible Tourism and Design for all
  - Specific needs of the different clients
  - Practical advice and hands on experience?
- Other trainings are proposed on free basis by the Tricentenaire
  - First aid
  - Wheelchair
  - Back Training
  - Hand hygiene
Coordinator for Volunteers

- Special training with the German Agency of Volunteering
- Is the contact person for the volunteers
- Organises the volunteers for the different holidays or leisure activities
- Asks for a regular feedback from the activities
- Gives a feedback to the volunteers, can adjust the mission or stop the collaboration if necessary

Welcoming the volunteers

- Firstly an interview with the coordinator of volunteers
- Signing an agreement of volunteering with the association
- Regular contact and information before activities
- Invitation to festivities and events
- Annual invitation for New Year Reception
Quality in volunteering

- Tricentenaire signed the « Charte du bénévolat » back in 2014.
- At this moment we are working on a certification called « Label de qualité bénévolat »

The label of quality in volunteering

Certifying different criteria of quality in

- The general work of the association
  - Management
  - Principles and values
  - Communication

- The volunteers of the association
  - Management of volunteers
  - Recruitment of volunteers
  - Welcome, integration and support of volunteers
  - Recognition and valuation of volunteers
The Team Joëlette

In 2013, the service won the Award of Merit for Voluntary Work for its project "Joëlette".

"Remember that the happiest people are not those getting more, but those giving more"  H.Jackson Brown Jr.
Thank you!

www.tricentenaire.lu
www.321vakanz.lu