

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

Faire mieux,
ensemble,
intelligemment et
dans le bonheur

Tricentenaire
a.s.b.l. reconnue d'utilité publique

Access Angels
Half-Day
Conference
Brussels
21 September
2018

Tricentenaire
321 Vakanz

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The group Tricentenaire



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

 Milieu
novateur

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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

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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

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



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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

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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

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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

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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

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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

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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



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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 »



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The label of quality in volunteering

Certifying different criteria of quality in

The general work of the association

- Management
- Principles and values
- Communication



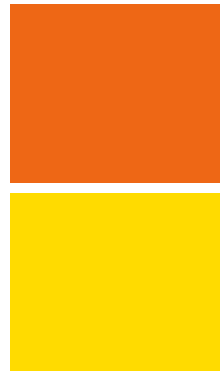
The volunteers of the association

- Management of volunteers
- Recruitment of volunteers
- Welcome, integration and support of volunteers
- Recognition and valuation of volunteers

The Team Joëlette

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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.*

