

# IWA Volunteer Guide

Third Edition | March 2018





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## Welcome

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Welcome and congratulations on becoming a volunteer for Irish Wheelchair Association (IWA). We thank you for your interest and commitment to furthering the work of IWA.

Irish Wheelchair Association has a long history of volunteering and is committed to the ongoing development of the role of volunteers within the Association. We realise that people volunteer for different reasons including: a personal involvement with disability, an interest in contributing something back to the community, an interest in meeting new people or an interest in developing new skills. Whatever your motivation may be, we are sure it will be a pleasant and positive experience.

The number one priority of IWA is to provide consistent quality to the people who avail of our services. As a volunteer you may be involved in the planning, organisation and delivery of IWA services. This Volunteer Guide has been developed to assist you in understanding and undertaking your role in IWA. The guide gives a brief history of the organisation and outlines the Vision, Mission and Values of IWA. Essentially this guidebook is your guide to the Association, what you can expect of it and what it will expect of you.

As you can appreciate, in an organisation as large and diverse as IWA, it is not possible to include every piece of information in a guide. However, the guide will direct you to additional sources of information. Induction will be provided, during which information in the guide will be explained in more detail. A nominated staff member or volunteer will be your 'support person' and give you any additional information relevant to your specific volunteer role. I would encourage you to clarify with the support person any queries or concerns you may have, no matter how insignificant you might feel them to be.

Again many thanks for your interest in volunteering with IWA. I hope that it is a worthwhile and pleasant experience for you and the Association.

A handwritten signature in dark ink, appearing to be 'R. Keogh', written over a horizontal line.

Rosemary Keogh  
Chief Executive Officer

## Glossary of Terms

<b>IWA</b>	The abbreviation for Irish Wheelchair Association
<b>Person</b>	Refers to an individual who has chosen to avail of IWA services and supports
<b>ROC</b>	The abbreviation for a Resource and Outreach Centre. These are IWA's community centres located nationwide.
<b>Volunteer Branch</b>	An IWA Volunteer Branch is by its name a branch of the Association that is governed by IWA Volunteer Bye Laws. A Branch is made up of IWA members and volunteers form the local community. Each Branch organises and provides an annual social calendar of activities and events; primarily in the evening and at the weekends. An IWA Branch social calendar focuses on increasing people's opportunities to be active citizens and gain access to their local amenities and facilities. The Volunteer Branch additionally supports local IWA services and fundraising initiatives with their time, skills and financial support.
<b>Sports Club</b>	A Sports Club is a locally based group of members and volunteers. Each sports club operates within the aims and objectives of IWA-Sport and the Association. A sports club can either be sports specific i.e. wheelchair basketball or multi-sport as is the case with most junior (U18) clubs.
<b>Sports Specific Section</b>	A Sports Specific Section is a national group of members and volunteers who have a specific interest in and responsibility for just one sport. A sports specific section operates in line with the aims and objectives of IWA-Sport and the Association.
<b>IWA Volunteer Role Description</b>	A volunteer's role description outlines how they have chosen to be involved in the Association, their duties and responsibilities, who they report to and the location and times of their volunteering.

# 1. Roles in IWA Services

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## **IWA Service Manager**

This is a broad term which refers to individuals who have a lead role in an IWA service or voluntary group. It includes a service coordinator, youth worker, chairperson of a branch, chairperson of an activity group and chairperson of an IWA sports club.

## **IWA-Sport Volunteer Service Coordinator**

The IWA Volunteer Service Coordinator with national responsibility to liaise with and support IWA Sport Volunteers. He/she is available to support individuals in the recruitment, selection and management of volunteers.

## **IWA National Volunteer Programme Manager**

The IWA National Volunteer Programme Manager with national responsibility to liaise with and support service managers, individual volunteers, branches and activity groups on behalf of IWA. He/She is available to support individuals, Branches and Sports Clubs in the recruitment, selection and management of volunteers.

## **IWA Volunteer Support Person**

The person designated by a service manager to support a volunteer on an ongoing basis. This may be an employee or a volunteer and they may support a number of volunteers.



## 2. About IWA – Who We Are

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In November 1960 the Irish Wheelchair Association was founded by eight wheelchair users who saw a need for an organisation to directly represent the views and respond to the needs of people with disabilities. Since then, the IWA has gone on to become an advocate for the needs of people with disabilities or impaired mobility, and an important provider of supports. With a membership of 20,000 nationwide, over 2,300 staff, 2,000 registered volunteers and an annual turnover in excess with €55m, IWA is today one of Ireland's largest social enterprises and a leading provider of quality person-centred services. The Association provides over 2 million hours of service annually to people with disabilities in their homes and communities throughout Ireland.

### **IWA VISION**

Irish Wheelchair Association (IWA) has a vision of an Ireland where people with disabilities enjoy equal rights, choices and opportunities in how they live their lives, and where our country is a model worldwide for a truly inclusive society.

### **IWA MISSION**

Irish Wheelchair Association (IWA) works with, and on behalf of, people with physical disabilities to drive positive change in Ireland through the influencing of public policy, the provision of quality services and enabling accessibility to all aspects of society.

### **IWA VALUES**

People are at the heart of everything that we do and this is enshrined in all of our values:

**Integrity:** IWA is proud of what we do and how we do it – we behave responsibly with the highest standards of integrity. Our work is informed by need and we operate to the highest standards of governance being accountable to our members, funders and the wider public.

**Excellence:** IWA's commitment to excellence in the provision of services and corporate governance drives our development and growth as we strive to attain the highest standards in everything we do. We are results focused and operate with independence in all areas of our work.

**Leadership:** IWA is the leading influencer in shaping public policy and societal attitudes to advance social inclusion for people with physical disabilities. We see beyond boundaries and identify new approaches for an improved world for people with physical disabilities.

**Respect:** IWA is committed to a culture of mutual respect between members, staff and volunteers. We listen with an open mind to what people have to say and value their diversity and contributions.

**Equality:** IWA believes in a fair and inclusive society. We work actively to ensure that every person with a physical disability in Ireland can achieve their right to an independent life, with equal access to opportunities, services and supports within their communities.

**Positivity:** IWA is immensely proud of our heritage, achievements and people. We believe in the determination of our members, staff and volunteers to be instrumental in the achievement of a new, inclusive Ireland

### 3. Irish Wheelchair Association Structure

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Irish Wheelchair Association is a registered charity and company limited by guarantee which is governed by a voluntary Board of Directors and managed by our Chief Executive Officer (CEO) and Senior Management Team. The Association's structure, locations and contact details can be seen on [www.iwa.ie](http://www.iwa.ie)

IWA is a non-for-profit company limited by guarantee with charitable status and is wholly owned by its members, who are people with disabilities and others with impaired mobility, as well as family members, friends and volunteers.

### 4. IWA Services and Supports

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Irish Wheelchair Association provides a choice of services and supports that are delivered in the person's home or community. Our diverse range of services and supports respond to people's expectation to be independent and active in the social and economic life of Irish society.

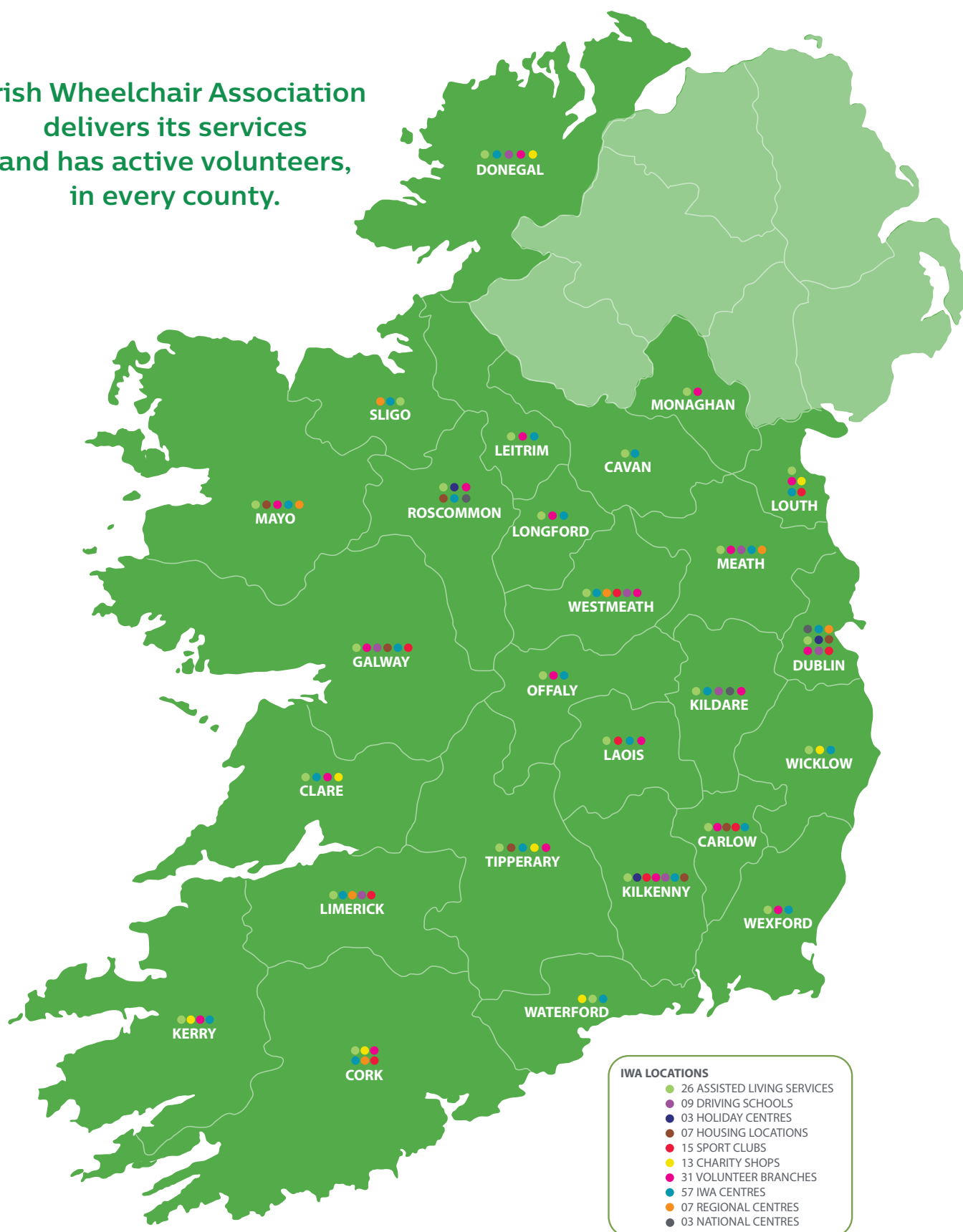
IWA services and supports are developed in line with IWA's Vision, Mission and Values.

Assisted Living Service	Youth Services	IWA Charity Shops
Resource and Outreach Centres	IWA Sport	IWA Wheelchair Solutions
Accessible Transport Fleet	Housing Association	Fundraising
Motoring Advice and Tuition	Housing Support Services	Publications
Disabled Parking Permit	National Advocacy	SpokeOut Lifestyle Magazine
Holiday Services		Respite Services



## 5. IWA Services Countrywide

Irish Wheelchair Association  
delivers its services  
and has active volunteers,  
in every county.



## 6. IWA National Standards

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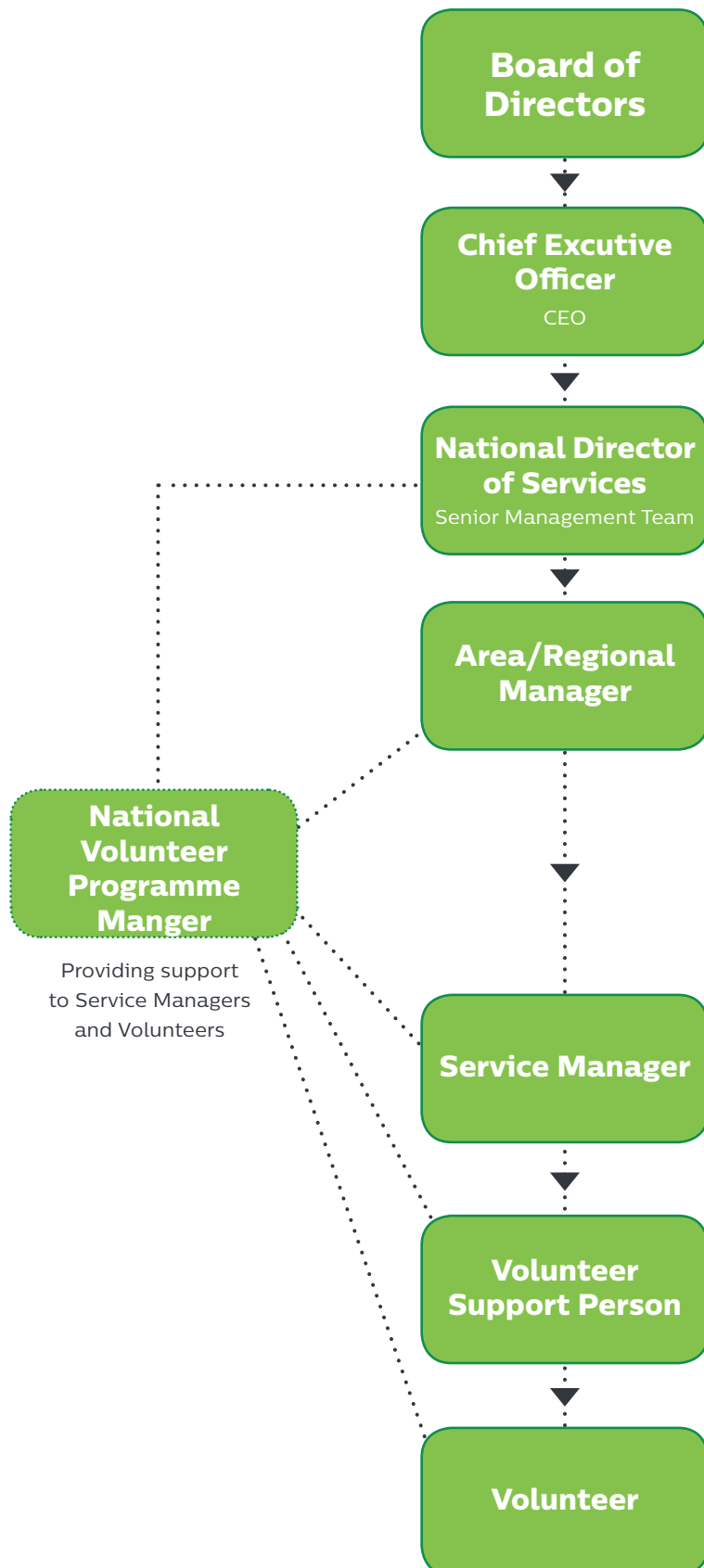
IWA is committed providing consistent, quality, person centred services throughout the country. To achieve this all staff and volunteers operate to IWA national standards. These IWA standards are based both on legal requirements and good practise, and are underpinned by IWA'S core values.

- ▶ Integrity
- ▶ Excellence
- ▶ Leadership
- ▶ Respect
- ▶ Equality
- ▶ Positivity

To achieve quality standards IWA publish operational manuals which outline in detail the policies and procedures for all areas of service delivery. Volunteers are supported to access IWA's policies and procedures that relate to their role through the service manager. The policies and procedures directly related to your role in IWA will be outlined in detail further on in this guide.

## 7. IWA Organisational Chart

Discuss What sections of the Chart required to reflect Volunteering, Sports and Fundraising?



## 8. What do volunteers do in IWA?

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IWA volunteers support the work of the Association by volunteering in Resource and Outreach Centres; Administration Offices; Volunteer Branches, Youth Service; Sports Clubs, Charity Shops and IWA fundraising initiatives.



Volunteers give their time, skills and enthusiasm to a wide variety of organised social and sport events, centre programmes of arts, crafts, music, computers, cooking etc. Volunteers also support gardening, general maintenance and drive IWA's fleet of accessible buses.



People in the community are invited to become valued members of IWA's nationwide network of volunteers.

## 9. IWA Volunteer Charter

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IWA has developed a charter which underpins the role of the volunteers within the Association. This charter recognises the two way nature of the volunteering relationship.

### **What volunteers can expect from IWA:**

- ▶ To be given meaningful work to do
- ▶ To be provided with an IWA volunteer role description
- ▶ To know what is expected from them
- ▶ To be offered appropriate training
- ▶ To be appreciated and have their voluntary contribution recognised
- ▶ To receive one to one or group support
- ▶ To benefit from their volunteering
- ▶ To learn from their experience in IWA
- ▶ To know who to go to if they have a concern
- ▶ To be reimbursed for approved out-of-pocket expenses incurred when volunteering with IWA
- ▶ To be made aware of policies and procedures relevant to their role
- ▶ To be treated with dignity and respect
- ▶ To have safe working conditions, including public liability insurance cover
- ▶ To be clear about the volunteer recruitment process and how decisions are made
- ▶ To be able to say 'no' and to cease volunteering without feeling guilty.

### **What IWA asks of volunteers**

- ▶ To respect and be committed to the Vision, Mission and Values of IWA
- ▶ To adhere to IWA policies and procedures
- ▶ To be reliable and give sufficient notice if unable to attend to their volunteering activity
- ▶ To be punctual
- ▶ To attend mandatory training
- ▶ To attend the one-to-one or group support sessions
- ▶ To undertake to work to a high standard
- ▶ To be honest if they are experiencing problems
- ▶ To treat people with dignity and respect
- ▶ To report any safeguarding concerns in line with IWA's policies and procedures
- ▶ To respect confidentiality at all times.

## 10. Volunteer Role Description

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IWA welcomes volunteers from all walks of life and backgrounds. Volunteers are not required to have any previous experience in volunteering or indeed in the area of disability.

To ensure a volunteer is involved in meaningful activity and has a clear outline of their role; IWA provides each volunteer with a role description at the induction stage. The volunteer role description will include, when required, specific tasks entailed in the activities, times and locations of the activity. The Association aims to ensure that the volunteer's specific skills, expertise and interests are utilised and matched to the work of the Association.

As the work of the Association develops, volunteers may be invited to become involved in additional activities. Volunteers may also identify activities/programmes that they would like to become involved in as their knowledge and insight into the Association grows. Changes in a volunteer's role description will be agreed by both the volunteer and the Service Manager.

**Please note:** To become a volunteer in the Association candidates are required to be over the age of sixteen. Volunteers in the age category 16-18 may not be eligible to be involved in the specific area of personal care and other tasks such as driving an IWA accessible bus.

## 11. Volunteer, Training, Development and Support

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Volunteers are not paid for their involvement with IWA but the organisation does provide support and development opportunities for all volunteers. Some of the training will be mandatory while other additional training opportunities will be optional. A 'Volunteer Support Person' will be appointed to each volunteer to provide one-to-one or group supports during your time as a volunteer. This person may be a staff member or a volunteer.

### 11.1 Induction

Every volunteer will be provided with an induction session to introduce you to Irish Wheelchair Association, its work and familiarise you with your volunteer role. This guide will be utilised at your induction and additional information relevant to your specific volunteer role will be provided. You will keep this guide as an information point during your time as an IWA volunteer. During induction and as appropriate you will have the opportunity to meet people who avail of IWA services, fellow volunteers and staff.

### 11.2 Volunteer Training Programme

During your time volunteering with IWA, you will be required to complete IWA mandatory training modules that will include Safeguarding and Manual and People Handling. Additional training relevant to your specific volunteer role will be made



available to you. Role specific training will be outlined by your Volunteer Support Person. IWA training certification may also be beneficial to other roles in your life e.g. work, education, etc. Volunteers who are solely involved in fundraising are not required to participate in IWA mandatory training.

### **11.3 One-to-One and Group Support**

One-to-one or group support sessions will be facilitated by your 'volunteer support person'. Support will be provided to a volunteer at least once in the first six weeks of commencing their role and at least every six months thereafter. Both the volunteer and 'support person' can arrange support sessions more regularly if they require. These support sessions are an opportunity for feedback, planning and shared learning. Any amendments to your role description can be agreed at these sessions. It is not a requirement for volunteers solely involved in fundraising to receive one to one or group support but they may request support from IWA at any time.

### **11.4. Insurance**

IWA volunteers are covered by IWA insurance while engaged in activities sanctioned by the Association. People using their own cars to provide transport for work or volunteering purposes may in some instances have to come to an arrangement with their own car insurance company. A certificate of insurance and letter indemnifying IWA should be provided to the IWA 'volunteer support person' before a privately owned car is used in the course of volunteering work.

### **11.5 Expenses**

A volunteer may receive out-of-pocket expenses. Expenses are refunded conditional on being agreed and approved in advance and being vouched for later by way of receipts; and formally submitted on an IWA expenses claim form. This claim form is available from your support person.

## 12. Irish Wheelchair Association Standards

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Every organisation is required to have what is called a framework of Policies and Procedures.

### 12.1 What are Policies and Procedures?

IWA's Policies and Procedures define what the Association does and how we do it. They set out rules and guidelines for the day-to-day operations of Irish Wheelchair Association in terms of:

- ▶ Planning services
- ▶ Managing finances
- ▶ Travelling on the IWA's accessible fleet
- ▶ Health and safety in the workplace
- ▶ IWA decision making processes
- ▶ Employment arrangements, e.g. annual leave, sickness, working arrangements, etc.
- ▶ Safeguarding
- ▶ Delivering individual supports to a person, to name but a few.

A policy reflects the thinking of the Association and states what we want to achieve. The policy outlines IWA's obligations and good practice standards.

A procedure outlines the steps that we take to accomplish a specific task. All staff and volunteers in Irish Wheelchair Association are required to follow these steps.

### 12.2 Why do we need Policies and Procedures?

IWA's framework of policies and procedures are agreed and approved by IWA's Board of Directors, CEO and Senior Management. The policies and procedures ensure IWA's standards are in place. They are the benchmark against which we can measure and improve our services. IWA's framework of policies and procedures support staff and volunteers understanding and cooperation in delivering quality person-centred services.

## 12.3 Where can I find IWA's Policies and Procedures?

IWA's framework includes

1. National Standards	2. Central Services	3. Standard Operational Procedures
Volunteer Bye Laws Governing the operation of Branches and Activities Groups within IWA	Fundraising Policy and Procedures	Completing a Risk Assessment
IWA Sport Standing Orders	Customer Care Policy	Drafting a Person's Plan
Person Centred Policy	Finance Policies & Procedures	A Person's Evaluation of their Plan
Quality Assurance Policy	Health & Safety Policies & Procedures	Handling a Service User's Money/Financial Transaction
Confidentiality Policy	HR Policies & Procedures	Personal Care Supports etc.
Safeguarding Adults Policy	ICT Policies	
Child Protection Policy	Procurement Policies	
Environmental Awareness Policy	Training Policies etc.	
Photography Policy etc.		
Volunteering Policy		

All policies and procedures are accessible through the local IWA Service Manager. The policies and procedures specific to your volunteer role are given on the day of induction along with this guide.

## **12.4 Everyday Policies and Procedures we all work to in the IWA**

### **12.4.1 Code of Conduct**

This Policy sets rules on how IWA expects its staff and volunteers to behave while in the employment of the Association. A Code of Conduct is particularly significant when you are employed to provide support services to people in the community. All staff and volunteers are required to meet IWA's high standards of personal honesty, confidentiality, respect and loyalty to IWA.

### **12.4.2 Confidentiality**

Volunteers may have access to information regarding IWA, the person and their service. Everyone in IWA has a role in safeguarding the confidential information that has been entrusted to IWA, be it written or verbal information. Confidential information must not be disclosed to third parties during or after your volunteer period in the Association. IWA's will act on any confidentiality breach.

*See IWA Confidentiality Policy.*

### **12.4.3 Concern for a Person availing of IWA Service**

If you have any cause for concern regarding the welfare of a person in IWA services you must report it, without delay, to the service manager. This concern may be based on a person's comments, behaviour, an observation or on information you have received from a third party. IWA's aim is to support a person in difficulty, as well as the volunteer working with the person. Reporting your concerns to the service manager provides the Association with an opportunity to put appropriate supports in place in line with IWA's Safeguarding Policies. IWA has a no tolerance approach to abuse and we are committed to respond to all concerns that are raised.

*See IWA Safeguarding.*

### **12.4.4 Health and Safety**

According to health and safety legislation, IWA has a duty of care to its staff by ensuring a safe and healthy working environment. All volunteers have an individual responsibility to protect their own health and safety as well as that of people availing of IWA services. All concerns must be reported. Detailed information is outlined in IWA's Health and Safety statements. Specific Health and Safety statements have also been developed for each IWA premises. Volunteers are required to undertake training in Health and Safety, and Moving and Handling prior to assisting a person or using IWA equipment. Volunteers will be familiarised with the health and safety issues relevant to their role and will be required to attend refresher training every three years.

*See IWA Health and Safety Statements*

### **12.4.5 Accidents and Incidents**

Volunteers must report without delay any incidents, accidents, issues, concerns or safety risks they observe to the service manager and complete an Accident /Incident Report Form. These forms can be obtained from the service manager and volunteers are advised to seek support from their support person or service manager in how to complete an IWA Accident/ Incident Form. Additionally, should any aids or appliances

you are working with become faulty or worn they should bring this to the attention of the service manager. See Health and Safety Policy.

#### **12.4.6 Infection Control**

IWA's policy is to reduce the risk of infection to staff, volunteers and people who avail of our services. This is implemented through exercising universal Infection Control precautions such as hand washing techniques and the use of protective clothes when required.

#### **12.4.7 Mobile Phones**

IWA requests that volunteers, while engaged in an activity, make or receive a personal call during the organised break times.

IWA operates a strict policy on the use of IT equipment and visual images. Please note: under no circumstances should volunteers use their personal camera or the camera on their mobile phone during working hours and never take pictures of the person or their personal property. Volunteers and staff are not permitted to communicate with people availing of IWA services, through their personal social media accounts or profiles. See IWA Photography and Video Policy

#### **12.4.8 Smoking, Alcohol, Illegal Drugs**

Smoking is prohibited in all IWA work locations, premises and vehicles. Alcohol is STRICTLY prohibited in all IWA work locations, premises and vehicles. Volunteers must adhere to IWA policy in regard of consumption of alcohol.

The consumption of illegal drugs by volunteers during working hours is STRICTLY prohibited. Any breach of this policy will result in the volunteers immediate dismissal and notification to the appropriate authorities.

*See IWA Drug and Alcohol Policy*

#### **12.4.9 Dignity and Respect**

All volunteers and staff have a responsibility to ensure that people involved directly or indirectly with IWA services are free from all forms of discrimination, bullying, harassment or sexual harassment. IWA strongly disapprove of and will not tolerate acts of discrimination, bullying, harassment or sexual harassment. IWA outlines, in the Dignity & Respect Policy and Procedures, guidelines for any individual who feels that they have experienced discrimination, bullying, harassment or sexual harassment.

*See IWA Dignity and Respect Policy and Procedure*

#### **12.4.10 Speaking to the Media**

Before speaking to the media on behalf of IWA, volunteers must obtain permission from the National Director of Volunteering or National Director of Sport, as appropriate. Volunteers must act in good faith and not bring the IWA's good name into disrepute.

*See IWA Communications Policy*

### 12.4.11 Retaining Volunteer Records

IWA retains information on all volunteers relating to their application form, references, Garda Vetting and training. Volunteers are entitled to view any information retained and to ask for amendments to be made where it is inaccurate. All information recorded by IWA is retained in compliance with Data Protection Legislation. It is important that you notify the Association of any changes in your personal address or contact details.

#### **Data Protection**

##### **How information about you will be used:**

IWA respects the privacy of its volunteers and will hold information in a secure manner. Only authorised IWA personnel will have access to this data and may contact you from time to time based on areas of interest and communications preferences indicated by you.

##### **Using your information:**

We may use and share your information with other Departments internally in Irish Wheelchair Association in assisting us:

- To understand your requirements
- To improve and develop services
- To advocate on behalf of People with Physical disabilities to Government Departments.

We do not disclose any personal details or information without your authorisation.

##### **Contact:**

A copy of IWA's Data Protection Policy is available from IWA's Customer Care Department. If you require any further information you can email: [customercare@iwa.ie](mailto:customercare@iwa.ie) or call 01 818 6455

### 12.4.12 Grievance and Disciplinary Procedure

IWA wants volunteers to enjoy their experience with the Association. However, if problems arise in the interest of fairness IWA operates a grievance and disciplinary procedure. The procedure enables a fair and speedy resolution of difficulties that may arise during a volunteer's time with IWA. This information can be sourced from the service manager.

If IWA considers that a volunteer is unsuitable for their volunteer role based on their performance, conduct or non-adherence to IWA policy and procedures, it retains the right to ask the person to discontinue volunteering. Details of IWA grievance and disciplinary policy and procedures are available from the Volunteer Support Person. See *IWA Grievance and Disciplinary Policy*



## **IWA-Sport Disciplinary Process**

All disciplinary matters regarding non-employee members shall be dealt with in accordance with the IWA-Sport Disciplinary Regulations Code. The Regulations outline in detail the procedures involved in relation to a disciplinary action involving a member of IWA-Sport. If the dispute remains unresolved at the conclusion of the disciplinary process, the dispute shall be referred to Just Sport Ireland for final and binding arbitration in accordance with the Just Sport Ireland Arbitration rules. The anti-doping rules of IWA-Sport are the Irish Anti-Doping Rules as amended from time to time.

### **12.4.13 IWA Quality Policy**

This policy outlines the importance IWA places on providing and continuously improving our quality person centred services so a person gains individual benefits that enhance their quality of life. To do this volunteers, staff and people availing of IWA services have a responsibility in:

- ▶ Planning quality person-centred services and supports
- ▶ Delivering quality person-centred services and supports
- ▶ Evaluating and providing feedback on the Association's progress in providing quality person-centred services and supports.

*See IWA Quality Policy*

### **12.4.14 IWA Charter of Rights**

Irish Wheelchair Association believes in people's rights to independence, freedom of choice, self-determination, equal status, respect as individuals, dignity, and control about how they live their lives. These rights are embedded in the IWA's Charter Rights and outline what members and customers can expect when availing of IWA Services and Supports. IWA's Charter of Rights is guided by human rights-based approach, European legislation and Irish law. The Charter of Rights is drafted in consultation with IWA members, customers, staff and volunteers

*View IWA's Charter of Rights booklet.*

### **12.4.15 IWA Customer Service Charter**

Irish Wheelchair Association has dedicated Customer Care and Information Services Department which is based in the Association's headquarters in Clontarf. The Customer Care and Information Services team acts as a liaison between, customers and the Association and is available as a resource for IWA members and the general public. IWA is committed to providing a user friendly, high quality service to all our customers. The role of IWA's Customer Care is to promote and communicate our member's rights and resolve any issues members may have with the service they have received or continued to receive from IWA. IWA welcomes member's and customer's feedback, opinions and recommendations.

*View IWA's Customer Service Charter on [www.iwa.ie](http://www.iwa.ie)*

#### **12.4.16 IWA Person Centred Policy**

It is policy that Irish Wheelchair Association (IWA) is person-centred in all that it does. Being person-centred is listening to the person and that the service and supports being provided are working towards meeting a person's expressed requirements and personal goals. To achieve this, 'being person-centred' becomes a complete expression of an organisation's; best practice; management; governance; and a way of measuring the achievements and value of the Association. Being person-centred is embedded in Irish Wheelchair Association (IWA's) , Vision, Mission, Quality Policy and expressed in the Association's values. To ensure IWA is person-centred in all that it does and that its person-centred values are delivered on; the Association operates a Person-Centred Framework. It is IWA policy that the Person-Centred Framework is utilised to develop, deliver and measure services and supports.

*See IWA Person Centred Policy*

### **13. IWA thanks you for deciding to become a volunteer**

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We look forward to your participation in the Association and we welcome your feedback.

### **14. Moving on - Ending your volunteer involvement**

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IWA never wants to lose a volunteer but understands that circumstances change and people move on. The two way nature of volunteering means that either the volunteer or the organisation may decide to end the volunteering relationship.

A volunteer may decide to discontinue volunteering for any number of reasons including a change in family/work/education commitments. Equally the volunteer may feel that they have contributed all they can to the work of IWA. If you feel that you can no longer volunteer for IWA, then we would ask that you inform your Volunteer Support Person at the earliest opportunity. While recognising that it is not always possible, IWA would ask you to continue in your volunteer role until alternative arrangements are made to fill this role. Once you have been an active volunteer for a minimum of one year IWA will provide you with a certificate of recognition with the Association on request.

Before you finish up IWA would appreciate it if you would provide feedback on your experience with IWA. If you have enjoyed your experience please tell others. And of course if you would like to return to IWA then get back in touch and we would be delighted to talk with you.

## 15. Useful Contact Details

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Details of the IWA Service/Group where the volunteer is working:

Name of service / group: .....

Address: .....

Telephone number: .....

Email address: .....

Name of Service Manager .....

Telephone number:.....

Email address: .....

Name of Volunteer Support Person:.....

Telephone number:.....

Email address: .....

### **IWA Head Office**

Irish Wheelchair Association - Blackheath Drive, Clontarf, Dublin 3

Eircode:D03AW62

Telephone: 01 8186400

Email: info@iwa.ie

### **IWA Customer Care**

Irish Wheelchair Association - Blackheath Drive, Clontarf, Dublin 3

Eircode:D03AW62

Telephone: 01 8186400

Email: customercare@iwa.ie

### **IWA National Safeguarding Officer**

Daragh Kennedy

Irish Wheelchair Association - Ballinagappa Road, Clane, Co. Kildare

Eircode: W91YT99

Telephone: 087 997 5444 / 045 861346

Email: daragh.kennedy@iwa.ie

### **National Director of Volunteering**

Tony Cunningham

Irish Wheelchair Association - Newport Road, Castlebar, Co. Mayo

Eircode: F23 K683

Telephone: 094 90 60937

Email: tony.cunningham@iwa.ie

## **National Volunteer Programme Manager**

Vacant as of March 2018.

## **National Director of IWA Sport**

Nicky Hamill

Irish Wheelchair Association – Blackheath Drive, Clontarf, Dublin 3

Eircode: D03AW62

Telephone: 01 8186400

Email: [nicky.hamill@iwa.ie](mailto:nicky.hamill@iwa.ie)

## **IWA Sport Volunteer Coordinator**

Auveen Wilson

Irish Wheelchair Association – Blackheath Drive, Clontarf, Dublin 3

Eircode: D03AW62

Telephone: 01 8186400

Email: [auveen.wilson@iwa.ie](mailto:auveen.wilson@iwa.ie)

## **IWA National Fundraising Manager**

Charlene Hurley

Irish Wheelchair Association – Clonbrusk Resource & Outreach Centre, Coosan Road, Athlone, Co. Westmeath

Eircode: N37C1K2

Telephone: 090 647 1167

Email: [charlene.hurley@iwa.ie](mailto:charlene.hurley@iwa.ie)

## **IWA National Director of Finance**

Geraldine Etchingham

Irish Wheelchair Association – Blackheath Drive, Clontarf, Dublin 3

Eircode: D03AW62

Telephone: 01 8186400

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## **IWA National Director of Human Resources**

Gerry Phelan

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## **Irish Wheelchair Association – Web Sites**

Irish Wheelchair Association ..... [www.iwa.ie](http://www.iwa.ie)

IWA Sport: ..... [www.iwasport.com](http://www.iwasport.com)

National Holiday Centre: ..... [www.cuisle.com](http://www.cuisle.com)

IWA Online Shop: ..... [www.wheelchairsolutions.ie](http://www.wheelchairsolutions.ie)

## 16. Volunteer Declaration

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It is each volunteer's responsibility to adhere to the standards, values, policies and procedures of Irish Wheelchair Association as outlined in the Volunteer Guide. We ask volunteers to sign the following declaration that they will abide by these and the Code of Conduct during their time as a volunteer with IWA.

**PART A** to be retained in the guide for the volunteer

**PART B** to be detached and returned to your Volunteer Support Person or Service Manager.

**PART A** - To be retained by Volunteer

I hereby declare that I have read, understand and agree to abide by the standards, values, policies and procedures as outlined in the IWA Volunteer Guide.

**Name** (please print)

**Date of joining IWA as a volunteer**

.....

.....

**Address** .....

Name of your Volunteer Support Person .....

Signed

Date

.....

.....



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**PART B** - To be returned to your Volunteer Support Person or Service

I hereby declare that I have read, understand and agree to abide by the standards, values, policies and procedures as outlined in the IWA Volunteer Guide.

**Name** (please print)

**Date of joining IWA as a volunteer**

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.....

**Address** .....

Name of your Volunteer Support Person .....

Signed

Date

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# Notes

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## Notes



Áras Chúchulainn  
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D03 AW62

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