

Deaf Dialogue 2021
Saturday, 20 March 2021
2.30pm to 4.30pm

FEEDBACK FROM PARTICIPANTS

Communication

Issue raised during dialogue	Feedback/Suggestions raised during dialogue	Action/follow-up/feedback from Advocacy Committee
Deaf persons are unable to answer phone calls made to their mobile phones when they are in public.	Ask the caller to text instead. Ignore the call as it might be a scam call.	Unexpected phone calls made to deaf persons should be handled carefully, due to the frequency of phone scams. Such calls should be ignored, as the deaf person's family, friends and colleagues should already be aware that person is unable to take calls and would not call him/her.
Deaf persons are unable to hear leaking water from the toilet flush.	Install a sensor or alarm to alert the deaf person about leaks.	
Most banks have phone services which involve pressing numbers to receive verbal instructions. Deaf people are unable to access this.	-	SADeaf will write in to banks to request for online or text options for such services.
Deaf persons need help to make calls, such as making an appointment with the hospital.	-	

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Issue with contacting the police via mobile.	<p>To re-announce the police and emergency number.</p> <p>To use Virtual Relay Service (VRS)</p>	<p>SADeaf to publicise a few times a year the SMS service to contact the police: https://www.police.gov.sg/SMS-71999</p> <p>(Note SADeaf had previously announced about the old number/service being stopped: https://sadeaf.org.sg/decommissioning-of-emergency-sms-70999/)</p>
Deaf persons are unable to hear the bicycles, PMDs, electric scooters, etc approaching from behind.	Install mirrors along the walkway.	Deaf persons should always be on the alert when walking or riding outdoors, as it is impractical to install mirrors everywhere.
Suggestion: Conduct visual gestural and sign language workshops with hospitals for medical staff.	-	SADeaf has existing partnerships with medical undergraduates to teach basic sign language for use in medical settings.
Suggestion: Use speech-to-text apps to facilitate communication.	-	SADeaf encourages the use of the various speech-to-text apps such as Google Transcribe, Otter, etc among the community to help in communication.

Employment

Issue raised during dialogue	Feedback/Suggestions raised during dialogue	Action/follow-up/feedback from Advocacy Committee
<p>Mismatch of job expectations and what are actually offered. Eg, deaf persons wish to have more options than clerical or administrative positions.</p> <p>SG Enable may not have the expertise or knowledge to help/handle Deaf or hard of hearing people.</p>	<p>Equip deaf persons with skills which are in demand. SADeaf and SG Enable can set up training for people who are more interested in such skills.</p>	<p>SADeaf’s employment support programme will continue to job-match, hold workshops, and support both deaf clients and employers in the hiring and adaptation processes.</p>
<p>Lack of opportunities or openings from companies, including from government.</p>	<p>Explore alternative employment opportunities such as entrepreneurship, eg. Professor Brawn café run by a group of autistic people.</p> <p>SADeaf and SG Enable can look beyond just finding jobs, such as setting up social enterprises.</p>	
<p>Charity mindset of some employers who hire disabled/deaf people. The company is acting out of social responsibility or being charitable.</p> <p>Revealing one’s deafness makes the company hesitant to hire/accept candidate</p>	<p>Work with SG Enable to increase understanding to give equal employment opportunities for disabled people.</p> <p>The trend now is towards diversity and inclusion. Different people with experiences and backgrounds. Make government and private companies</p>	<p>SADeaf will work with partners such as SG ENable to publicise job opportunities, provide training as well as raise awareness of deaf persons’ capabilities.</p> <p>SG Enable has a one-stop service for employment and training related function; SADeaf will collaborate with it..</p>

	<p>understand it is best to have a diverse workforce.</p> <p>Set up one-stop centre for employment issues/disability-related issues.</p> <p>Provide more opportunities for training in areas for entrepreneurship for people who are PwDs, for areas like more specialised skills which Deaf people may be interested in.</p>	
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Education

Issue raised during dialogue	Feedback/Suggestions raised during dialogue	Action/follow-up/feedback from Advocacy Committee
Deaf children enter Mayflower Primary School without any knowledge of sign language.	Little Hands Bilingual Bicultural Programme (LHBBP) is provided at SADeaf; it includes SgSL exposure and teaching.	SADeaf has set up LHBBP to address the gap. It is a pre-school communication and language programme. More information: https://sadeaf.org.sg/the-little-hands-bilingual-bicultural-programme/
Not many know about the LHBBP. No funding as LHBBP is not under MSF and SG Enable.	Publicise LHBBP to hospitals and EIPICs. Approach MSF and SG Enable for funding.	SADeaf has been doing outreach and meetings with various public hospitals, EIPICs, and other special education schools about the LHBBP. It has also applied for government funding to run the programme.
Little information on deafness from the hospitals for parents of young deaf children. Only medical views are given and cochlear implant is only the solution offered. There is no mention of education pathways.	SADeaf should approach hospitals, ENTs, specialists, medical professionals and speak to parents of deaf children about deafness and advocate for sign language.	SADeaf will continue to advocate with the hospitals, schools and professionals on these issues. We are also working on a publication/resource to update parents about educational pathways for deaf children.
Suggestion: Teachers, Parents of Deaf children and Deaf students should be invited to the Deaf Dialogue.		All are welcome. SADeaf will seek to publicise future dialogue sessions better, giving more lead time as well as more intensely.