

INTERVENOR VOLUNTEER MANAGEMENT PROTOCOLS THE DEAFBLIND PROGRAMME



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01 About this Document

This protocol serves as a recommended guide in both the recruitment of intervenor volunteers and management of intervenor activities.

This also factors the need to ensure heightened safety measures to protect the overall well-being of all stakeholders involved. It is noted that volunteerism in Singapore is a constantly evolving sphere and volunteer managers in the Deafblind Programme (DBP) of the Singapore Association for the Deaf (SADeaf) have to ensure that the prevailing guidelines and measures put forth by the Government agencies have to be adhered to strictly before planning for any intervenor volunteering activity.

It is highly recommended that the SSA refers to the updated advisories from the sector administrators before implementing any form of volunteer activities, and that all necessary permits and licenses be attained prior to the engaging the volunteers. This protocol will be updated periodically in accordance to the latest advisories.

02 Types of Intervenor Volunteers

2.1 Types of Volunteers in Singapore

There are **3** broad types of volunteering categories in Singapore:

2.1.1 Event Based Volunteerism

2.1.2 Service Based Volunteerism

2.1.3 Skills Based Volunteerism



Source: [National Council of Social Services – Types of Volunteerism](#)

2.2 Types of Intervenor Volunteers

The DBP will recruit and manage intervenor volunteers by the expected sector guidelines.

This protocol will focus on managing two primary types of intervenor volunteers: event-based and service-based.

Event-based intervenor volunteers will assist with communication and guiding support to Deafblind service users during specific activities.

Service-based intervenor volunteers will contribute their expertise as a communicator-guide for Deafblind individuals with appropriate personal requests, e.g. social meetings, medical appointments, grocery run etc. to enhance the overall well-being of individuals in the community.

Please note this framework can serve as a foundation for transitioning intervenor volunteers into sustained and meaningful roles within the Deafblind community.

The intervenor volunteer management process will be divided into three phases: pre-engagement, engagement, and post-engagement.

03 Intervenor Recruitment

3.1 Individual Intervenor Volunteers

With the specialised training of intervenors, recruitment can be done online via [SADeaf's website](#) or through emailing the DBP team at deafblind@sadeaf.org.sg.

Interested individuals will be contacted by the relevant volunteer manager of the DBP team for an introduction and follow-up on any queries.

Individual intervenor recruitment is open and conducted throughout the year.

3.2 Group Intervenor Volunteers

Similar for groups and the need for specialised training of intervenors, group recruitment can be inquired online via [SADeaf's website](#) or through emailing the DBP team at deafblind@sadeaf.org.sg.

Relevant parties and representatives will be contacted by the volunteer manager of the DBP team for a Deafblind Awareness session and follow-up on any queries.

Group intervenor recruitment will be open and conducted once a year in April for corporates or groups from ground-up movements who wish to support the Deafblind community.

3.3 Introduction to the Deafblind Community

Prior introductions between intervenors/corporates/groups with the individuals who are Deafblind are recommended. Inform the DBP team for enquiries.

04 Managing Event-Based Intervenor

4.1 Pre-Engagement

- Recruit a minimum of two individuals for pre-engagement support of the DBP staff, i.e. two intervenor volunteers and one DBP staff.
- Streamline the administrative and logistical processes for the event.
- Provide succinct instructions. Avoid having multiple processes that the confuse intervenor volunteers and their responsibilities.
- Keep the duration of all volunteer activities short and productive.
- DBP staff shall send an online registration form to individual intervenor volunteers or intervenor volunteer leader(s) 21 days prior to the day of the engagement. Intervenor must provide their:
 - (a) Name
 - (b) Contact Number
 - (c) Dietary Restrictions (where applicable)
 - (d) Concerns and Questions for the engagement/role(s)
 - (e) Declaration of Consent for information they provide
- Any volunteer who is unable to confirm their registration:
 - (a) will not be allowed to participate in the engagement;
 - (b) are obligated to inform DBP staff or the intervenor volunteer leader before or on the day of the event of their current circumstances and be excused from participation.
- DBP staff must check that all declarations are cleared before they allow volunteers to attend the Deafblind engagement.
- DBP staff must inform intervenor volunteers or intervenor volunteer leaders to bring personal stationaries or equipment where needed.
- DBP staff on duty should demarcate sufficient space for intervenor volunteers to conduct their duties in preparation for the event.
- DBP staff are required to provide a contact number for intervenor volunteers to call in case of emergency.

4.2 Engagement

- DBP staff will send a reminder to intervenor volunteers to bring the necessary materials (where relevant) for the engagement.
- Prior to start of event, DBP staff on duty will inform volunteers where the out of bounds area are in the office/event location.
- Intervenor volunteers are recommended to wash their hands before and after the event to ensure personal hygiene and that of other participants. Deafblind community members informed the same.
- All intervenor volunteers must observe the following for the event:
 - Report to SADeaf's premises or designated meeting zones at least 15–30 minutes prior to the start of the engagement
 - Communicate one's attendance with DBP staff and readiness for deployment via message or a phone call
 - Support their individually matched Deafblind community member, i.e. one intervenor volunteer to one Deafblind person
 - Provide communicator-guide duties in engaging their matched service user to immerse in conversation with fellow members and intervenor volunteers present at the event in a safe manner:
 - Using clock-face to describe the placement of people and items around the space, whether navigating or otherwise
 - Stay alert of certain obstacles or differences in paths, i.e. rough ground or usage of stairs/escalators/lifts/gantries
 - Intervenor volunteers to pace and promote confidence of their Deafblind partners regarding certain tasks:
 - Cueing Deafblind members to employ their Orientation & Mobility (O&M) skills in navigating the environment, i.e. stairs
 - Practice communication methods and employ the usage of tactile signals in identification of necessary resources, i.e. food and drinks, tissue boxes, cutleries etc.
 - Sharing the community members' feedback on the event through an online form provided by the DBP staff.

4.3 Post-Engagement

- Intervenor volunteers will be split into two main teams after the engagement – Member Support or Location Support
 - Member Support are intervenors that provide assistance to Deafblind community members in their exit of the event. This may be leading them to the nearest bus stop or MRT station. When the intervenor and member are no longer together, intervenor's task for the day is complete and to inform the DBP staff accordingly on the exact timing they are finished.
 - Location Support are intervenors that provide direct assistance to DBP staff after the event in packing of the location, ensuring smooth transition of the event's closure and then reporting the exact timing they are finished with the DBP staff accordingly.
- Intervenor volunteers are to leave the premises after the engagement hours. Loitering is prohibited when the event takes place outside of SADeaf's working hours (Mon – Fri, 8.30am to 5.30pm, except Wed until 9.30pm and Sat until 5.30pm)
- All intervenor volunteers are to complete an online Volunteer Satisfaction Survey after the engagement via the link:
<https://forms.gle/aeDBA9E4xWk2cqMU8>
- DBP staff should thank the volunteers for taking their time as intervenor volunteer and there may/may not be a debrief.
- All intervenor volunteer feedback shall be conveyed via the Intervenor Volunteer Satisfaction Survey or emailed to deafblind@sadeaf.org.sg.

05 Managing Service-Based Intervenorors

5.1 Pre-Engagement

- DBP staff needs to prepare and update the DBP's continuity plans.
- DBP staff needs to have a forward trajectory plan with a minimum of 1-month's estimate of an intervenor volunteer requirements.
- Streamline the administrative and logistical processes required.
- DBP staff needs to assess the suitability of existing and new intervenor volunteers, and reach out to these individuals and groups.
- DBP staff are to conduct the programme briefing and training (where applicable) over online or in-person modalities.
- All intervenor volunteers must acknowledge the volunteer's code of conduct prior to participating as a service-based intervenor.
- Keep the duration of each intervenor assignment at 2 hours.
- Assignments that take longer than 2 hours need to pre-empted and informed regularly by the intervenor volunteers to the DBP staff.
- DBP staff shall send an online registration form to individual intervenor volunteers or intervenor volunteer leader(s) 21 days prior to the day of the assignment. Intervenors must provide their:
 - (a) Name
 - (b) Contact Number
 - (c) Dietary Restrictions (where applicable)
 - (d) Concerns and Questions for the assignment/role(s)
 - (e) Declaration of Consent for information they provide

5.1 Pre-Engagement (cont.)

- Any volunteer who is unable to confirm their registration:
 - (a) will not be allowed to attend the assignment;
 - (b) are obligated to inform DBP staff or the intervenor volunteer leader before or on the day of the event of their current circumstances and be excused from participation.
- DBP staff must check that all declarations are cleared before they allow volunteers to meet with service-users for appointments.
- DBP staff must inform intervenor volunteers or intervenor volunteer leaders to bring personal stationaries or equipment where needed.
- DBP staff are required to provide a contact number for intervenor volunteers to call in case of emergency.

5.2 Engagement

- All intervenor volunteers are to strictly adhere to the intervenor code of conduct during their committed time as intervenor which includes and not limited to the following:
 - (a) Not to accept any form of gift, both direct and indirect from the service-user
 - (b) Not to make promises of any kind, to the service-user both as an individual and on behalf of the SSA
 - (c) Not to withhold any physical or electronic document or information that is not required in the functioning of the intervenor volunteer role.
 - (d) To report back to the programme in-charge and/or DBP staff for any issues faced during the period of volunteering as an intervenor, and not to take matters into the one's own hands.
- Intervenor volunteers are also required to meet their service-users in pairs, and are not permitted to proceed with the assignment alone.
- DBP staff are required to provide a contact number for intervenor volunteers to call in case of emergency.

5.3 Post-Engagement

- All intervenor volunteers are to complete an online Volunteer Satisfaction Survey after the engagement via the link: <https://forms.gle/aeDBA9E4xWk2cqMU8>
- DBP staff should thank the volunteers for taking their time in the assignment as an intervenor volunteer and may/may not have a debrief after the session.
- All intervenor volunteer feedback shall be conveyed via the Intervenor Volunteer Satisfaction Survey or emailed to deafblind@sadeaf.org.sg.
- DBP staff to reach out to the intervenor volunteer(s) on their interest on subsequent assignments and where consented, invite the intervenor volunteer to spread awareness of the DBP to his/her circle of friends and colleagues.
- DBP staff to arrange a monthly online feedback session with the intervenor volunteer after being matched to a service-user.

06 Safety of Intervenor Volunteers

6.1 Safety

- Intervenor volunteers are required to update the DBP staff of their fitness and readiness for assignments and engagements.
- DBP staff will provide all intervenor volunteers with necessary materials to assist with personal hygiene and safety.
- During the period as an intervenor volunteer, please be attentive to personal safety needs when interacting with the service-users, especially involving tactile contact, guidance and communication.
- Your wellness matters to the DBP staff, do not hesitate to inform the necessary staff of any assistance you may require.
- Intervenor volunteers are recommended to update one another regularly of their experiences and share additional methods to enjoy the process, while keeping safety as the ultimate priority.

6.2 Self Care

- Intervenor volunteers should inform the DBP staff once they know of any health concerns for them to be better supported.
- Intervenor volunteers should also voice out any concerns to the staff should they find themselves in an uncomfortable situation during engagements or assignments.
- Intervenor volunteers are valuable allies of the Deafblind community whose personal needs are equally important, please let the DBP staff know any experience of distress.

07 Resources

7.1 Sample Role Description

The following is a sample intervenor volunteer role description found in one's Intervenor Manual. They must be updated according to the fiscal year of service delivery and development of each intervenor volunteer and the opportunities of growth in the Deafblind Programme.

1.5 Roles & Responsibilities of an Intervenor

Intervenor Roles:

- To provide intervenor support to clients of SADeaf.
- To facilitate interaction of a Deafblind person with other people and the environment.
- To assist with one-to-one support with a Deafblind person in gaining access to information, understanding of their surroundings and making informed decisions.

Intervenor Responsibilities:

- Provision of Intervenor Duties
 - One-to-one pairing with a Deafblind person to communicate sensory information through various communication methods, i.e. ProTactile Sign Language (PTSL), Visual Singapore Sign Language (SgSL), Braille, etc.
 - Facilitate the development and maintenance of trusting, interactive relationships that promote social and emotional well-being
- Professional Skills Development
 - Undergo and upgrade oneself with intervenor training
 - Engage in intervenor mentorship and support trainee intervenors
 - Practice ethical and professional conduct at any given interaction
- Administrative Related Duties
 - Support the case manager in programme and feedback development
 - Assist in data collection, handling and outcome management
 - Event planning and engagement to support the Deafblind Programme
- Projects and Advocacy Duties
 - Possess a wide array of knowledge and receptivity to new programmes
 - Advocate the functions of an intervenor across an array of disciplines
 - Develop awareness campaigns and participate in outreach efforts
- Any other reasonable and lawful duties as assigned by the DBP Staff

Reporting Staff: Case Manager


7.2 Intervenor Volunteer Forms

The following lists the intervenor volunteer forms used during recruitment and deployment. They must be updated to the fiscal year of service delivery and can be completed online and/or offline:

7.2.1. Intervenor Volunteer Registration Form via Google <https://forms.gle/2UdN45BViBnev2E97>

"Some day the world will learn that people with disabilities are talented too."

Haben Girma



Deafblind Intervenor Registration Form

An intervenor is a person who works consistently one-to-one with an individual who is deafblind to assist them to gather information, develop and use different communication skills that enhance relationships.

The Deafblind Programme aims to gather supporters of the Deafblind community to become trained Intervenor with skills to empower individuals in the community. If this interests you, we look forward to having you on board!

Please contact the staff from the Deafblind Programme if you experience any issues in filling up the form via deafblind@sadeaf.org.sg. Thank you!

[Sign in to Google](#) to save your progress. [Learn more](#)

* Indicates required question

Email *

Your email address

Next

Clear form

7.2 Intervenor Volunteer Forms (cont.)

Personal Data

All data provided will be kept confidential according to the Law of Singapore under Personal Data Protection Act (PDPA).

Full Name
As per NRIC and a name you would like to be called.

Your answer _____

Gender *

☐ Male
☐ Female
☐ Prefer Not to Say
☐ Other: _____

Contact Number *

Your answer _____

Age *

☐ Under 25
☐ 26 - 39
☐ 40 - 59
☐ 60 and above

Ethnicity *

☐ Chinese
☐ Malay
☐ Indian
☐ Eurasian
☐ Other: _____

7.2 Intervenor Volunteer Forms (cont.)

Background for Intervenor Training

Have you had any past volunteering experience? *

- ☐ Yes
☐ No

If yes, please share with us more about your past volunteering experiences.

Your answer _____

Have you interacted with a Deaf/Blind/Deafblind before? (You may pick more than 1 option) *

- ☐ Deaf
☐ Blind
☐ Deafblind
☐ Never

What is your Sign Language Proficiency? Signing Exact English (SEE) & Singapore Sign Language (SgSL) *

- ☐ SEE Certification or SgSL Level 1
☐ SgSL Level 2
☐ SgSL Level 3 or Higher
☐ No Formal Sign Language Background

Would you like to be trained as an intervenor for the Deafblind Community? *

- ☐ Yes, I would like to be trained as a Deafblind Intervenor.
☐ No, I would not like to be trained as a Deafblind Intervenor.

7.2 Intervenor Volunteer Forms (cont.)

Availability for Training

Occupation ^{*}

- ☐ Full Time Student
- ☐ Student and Working
- ☐ Working Full Time
- ☐ Working Part Time
- ☐ Not Working (Retired / Homemaker)
- ☐ Other: _____

What do you work as? ^{*} (You may choose more than 1)

- ☐ Admin / Human Resource / Accountancy / Finance
- ☐ Healthcare / Social Service
- ☐ Arts / Media / Communication
- ☐ Sales / Marketing
- ☐ Education / Training
- ☐ Lawyer / Legal Service
- ☐ Engineer / IT
- ☐ Manufacturing / Construction / Logistics
- ☐ Other: _____

How long are your working hours? (e.g. 9am to 7pm) ^{*}

Your answer _____

Are you based in Singapore or overseas and is your work WFH, Flexi or On-Site Employee arrangement? ^{*}

Your answer _____

7.2 Intervenor Volunteer Forms (cont.)

An Intervenor helps to bridge the communication ^{*} between a Deafblind and a Hearing and Sighted person. The Intervenor can be caregivers and volunteers who wish to learn how to enhance a Deafblind's experience of life.

The Intervenor will undergo training in:
Communication modes such as Protactile Sign Language
Human Guiding Techniques by GDS.

Upon completion of training, the Intervenor will be matched to a Deafblind under the purview of the Case Manager/Social Worker for a minimum of 1 year in order to build rapport and ensure quality services are provided.

Before filling up the application, please refer to the requirements below in order to qualify to be an Intervenor:

- Must be 21 years old and above
- Able to commit to trainings provided by SADeaf & Partners
- Go through a short interview with the Deafblind Programme staff before 7 Aug 2024
- Have read the Intervenor Code of Conduct via <https://tinyurl.com/mvsmk5df>

Please give us time to consider your application and we will get back to you soon!

Please write "NIL."

Your answer

7.2 Intervenor Volunteer Forms (cont.)

Final Section

What would you like to learn from the Deafblind Programme? *

Your answer

Why would you like to connect with the Deafblind Programme? *

Your answer

Do you have any concerns? *

Your answer

Consent *

- ☐ The information given is true and complete to the best of my knowledge.
- ☐ I consent SADeaf to collect, use and disclose my information as accordance with the PDPA policy
- ☐ I understand that relevant information may be disclosed to the authorities, upon request, or as may be required by applicable law or regulation.

7.2 Intervenor Volunteer Forms (cont.)

7.2.2. Intervenor Code of Conduct

<https://tinyurl.com/mvsmk5df>



The Singapore Association for the Deaf (SADeaf)

INTERVENOR CODE OF CONDUCT (DEAFBLIND PROGRAMME)

7.2 Intervenor Volunteer Forms (cont.)

2

WELCOME

Thank you for choosing to register as an Intervenor with The Singapore Association for the Deaf. Established in 1955, the Singapore Association for the Deaf (SADeaf) has been serving the Deaf and Hard-of-hearing community for the past six decades. SADeaf is a member of the National Council of Social Service (NCSS), and is supported by the Ministry of Social and Family Development (MSF) and the Ministry of Education (MOE).

For six decades, individuals like yourself have helped SADeaf fulfill our mission to serve the Deaf and Hard-of-hearing, we would not have gone this far without your support. In 2020, we have also expanded our services to the Deafblind in the community and would like to extend our invitation to you to be an intervenor to serve this pool of individuals with both vision and hearing loss. As an intervenor, SADeaf invites you to apply it in your everyday life as family, caregivers or committed supporters of the Deafblind community.

While we truly appreciate your contribution of precious time, talents and efforts, we also hope you recognize the myriad benefits available to all our intervenors:

- Cultivate a deeper understanding on the Deafblind community and their culture
- Gain valuable knowledge and experience with Deafblind individuals
- Bring positivity and meaningful impact on the lives of the Deafblind individuals
- Explore opportunities (eg. to be exposed to a Social Service setting, job referrals etc.)
- Opportunity to befriend, acquire new friendships and network
- Acquire new language, guiding skills and techniques
- Improve your interpersonal skills and share resources within the community
- Personal satisfaction and fulfillment that comes from community service
- Expanding horizons and perspective, resulting in growth of empathy and wisdom

On behalf of The Singapore Association for the Deaf and the entire Deaf, Hard-of-hearing and Deafblind community, we thank you for your time, dedication, and support.

"The smallest act of kindness is worth more than the grandest intention" - Oscar Wilde

Community Services (CS)

Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

3

OUR VISION

To be the leading organisation in advocating equal opportunity, in all aspects, for the Deaf and supporting the Deaf, Hard-of-hearing and Deafblind to reach their full potential.

OUR MISSION

To assist the Deaf, Hard-of-hearing and Deafblind to achieve a better quality of life and to enable them to integrate and contribute to society.

LOGO



Designed by Zen Goh, the logo was launched on 29 September 2007 on the occasion of the annual International Day of the Deaf that year. It consists of two graphical elements showing a simplified illustration of an ear and a vibrant human figure. Orange is used as the primary colour to represent enthusiasm, encouragement and success.

Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

4

INTRODUCTION

Regardless of whether you have only joined SADeaf as an intervenor or have participated in other engagements with the organization, the DBP Team is looking forward to a meaningful and enjoyable time together.

Intervenors in SADeaf's Deafblind Programme are considered to be one of the most treasured resources. Therefore, we have an Intervenor's Code of Conduct prepared in order to provide intervenors with an overview of the association's policies, benefits and procedures. It is our intention to let intervenors familiarize and understand the important information about SADeaf, including the privileges and responsibilities.

SADeaf will continue to strive to improve its policies and positive relations with intervenors, while maintaining an open door policy. Intervenors can approach the DBP staff should they have any suggestions for improvement or address any questions/concerns where they arise.

By working together, SADeaf hopes to share a sincere sense of pride in the efforts and services the organisation provides with its intervenors.

Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

5

SADEAF'S HISTORY



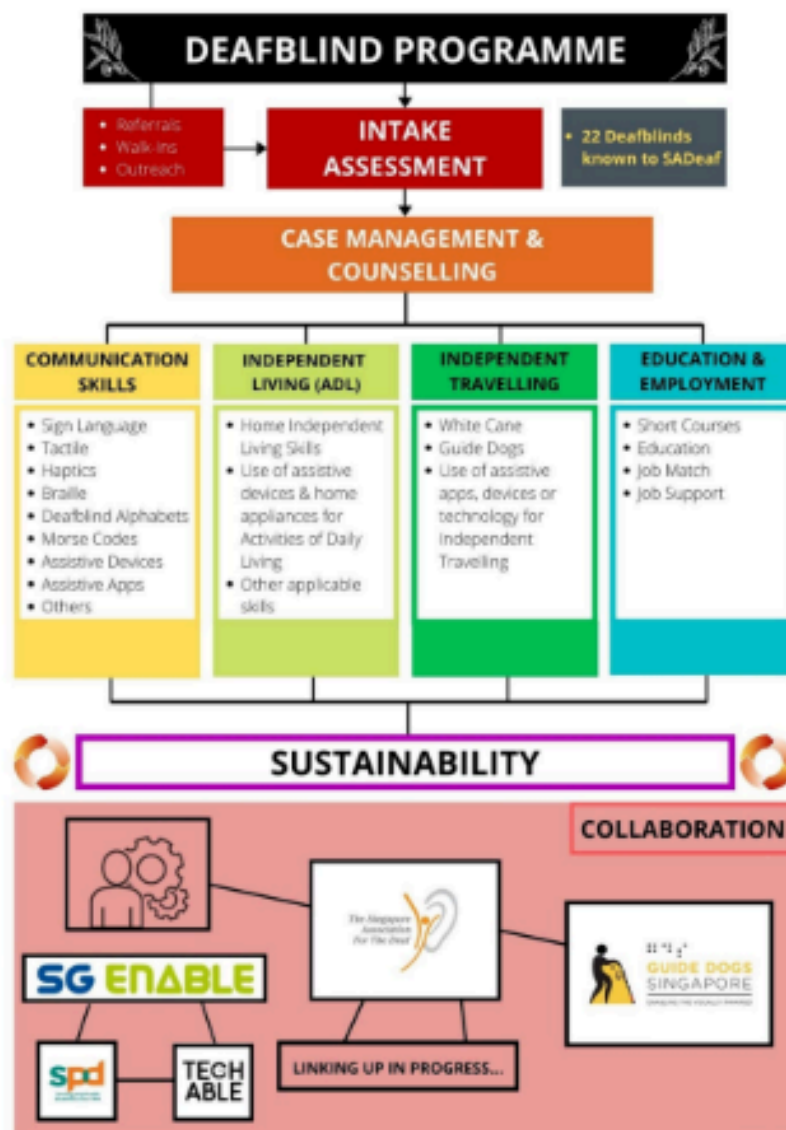
Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

6

DEAFBLIND PROGRAMME

SADeaf started the Deafblind Programme with the objective to assist the Deafblind community in achieving independence and empowerment in their everyday lives. As part of Community Services (CS), the Deafblind programme provides counseling, case management and other services for persons with hearing and visual loss through an understanding of Deafblind culture and needs.



Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

7

INTERVENOR'S RULES & REGULATIONS

While we strongly believe in the need for our intervenors to grow, learn and serve in a safe and empowering environment, we also stress the importance for intervenors to treat all beneficiaries, stakeholders and partners with integrity, respect and dignity. Intervenors should continuously strive to be positive role models to their peers, beneficiaries and community partners through their speech, behavior and actions.

Intervenors will be required to abide by the following tenets of the The Singapore Association of the Deaf's Code of Conduct. Failure to comply may lead to the termination as an official intervenor with The Singapore Association of the Deaf (SADeaf).

DOS & DON'TS

For the role of an intervenor, intervenors shall not:

- Impose their own religious beliefs or political views on fellow intervenors, community partners and beneficiaries
- Cultural, racial, and religious sensitivity is to be observed at all times
- Intervenors should refrain from the following:
 - Vulgarities – in any language, whether colloquial or slang
 - Personal attacks, threats, insults, degrading or derogatory remarks about a person or organisation
 - Racially offensive remarks or language
 - Religiously insensitive or provocative remarks or language
 - Defamatory or libelous comments
 - Involvement in any form of lobbying or politicising
 - Consume tobacco, alcohol and any form of intoxicating consumables when engaging with other intervenors, mentors, community partners and beneficiaries
- Intervenors shall:
 - Observe the personal boundaries of other team members
 - Be respectful and not put down other team members
 - Be open to diverse points of view offered by team members

Last updated on 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

7.2.3. Intervenor Acknowledgement of COC

Singapore Association for the Deaf
Intervenor Code of Conduct Acknowledgement Form (Volunteer)



This Intervenor Non-Disclosure agreement (the "Agreement") is made between The Singapore Association for the Deaf ("Organisation") and _____ ("Intervenor") and is effective from _____ (date signed as an intervenor) to be recruited as part of the Intervenor Support Group from 7 Aug 2024 to 6 Aug 2025 ("Intervenor Programme").

The Intervenor is performing services for the Organisation without promise, expectation or receipt of compensation for services rendered, and in the process may be exposed to Confidential Information (as defined below). The Agreement is intended to prevent the unauthorized disclosure of Confidential Information.

As successful Intervenor, one will serve a one-year volunteering bond upon graduation from training. This bond entails scheduled shifts of a fixed number of hours for selected face-to-face sessions with the Deafblind Community. Intervenor will commit to these shifts in accordance with their own availability.

1. Confidential Information

"Confidential Information" is considered as all data, materials, knowledge and proprietary information generated through, originating from, or having to do with the Intervenor Programme or persons associated with its activities, including contractors. It also includes procedures, conversations, messages (received or transmitted), resources, contacts, email lists, e-mail messages, whether internally between staff or outside the Volunteer Program is confidential and the sole property of the Intervenor Programme. Anything considered as "Confidential Information" is not allowed to be disclosed to any outside party.

2. Non-Disclosure

Without Organisation's prior written consent, an Intervenor will not: (a) disclose Confidential Information to any third party; (b) make or permit to be made copies or other reproductions of Confidential Information, or (c) make any commercial use of Confidential Information.

3. Return of Confidential Materials

The intervenor shall immediately return all original materials provided by the Organisation and any copies, notes or other documents in the Volunteer's possession pertaining to Confidential Information upon the end of the volunteering session they have signed up for.

4. Damages

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject the Intervenor to disciplinary action, prosecution, and/or monetary damages according to the procedures set by Organisation and any applicable laws.

Updated as of 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

Singapore Association for the Deaf
Intervenor Code of Conduct Acknowledgement Form (Volunteer)



5. Term

This Agreement represents the Intervenor's duty to hold confidential information in confidence. It shall remain in effect until the end of the Intervenor Programme or until whichever of the following occurs first: (a) Organisation sends the Intervenor a written notice releasing it from this Agreement, or (b) confidential information disclosed under this Agreement ceases to be confidential.

6. Notice of Immunity from Liability

An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding if the individual (i) files any document containing the trade secret under seal; and (ii) does not disclose the trade secret, except pursuant to court order.

7. General Provisions

- (a) Severability.** If a court finds any provision of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted so as to best effect the intent of the parties.
- (b) Integration.** This Agreement expresses the complete understanding of the parties with respect to the subject matter and supersedes all prior proposals, agreements, representations and understandings. This Agreement may not be amended except in a writing signed by both parties.
- (c) Waiver.** The failure to exercise any right provided in this Agreement shall not be a waiver of prior or subsequent rights.

Updated as of 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)

Singapore Association for the Deaf
Intervenor Code of Conduct Acknowledgement Form (Volunteer)



Organisation:

Intervenor:

(Organisation Stamp & Employee Signature)

(Intervenor Signature)

The Singapore Association for the Deaf

Employee Title: _____

(Intervenor Full Name)

Date Signed: _____

Date Signed: _____

Updated as of 1 July 2024

3



7.2 Intervenor Volunteer Forms (cont.)

7.2.4. Intervenor Consent Form & PDPA for Registration

Singapore Association for the Deaf

Intervenor Consent Form (Volunteer)



I, _____ (name of Intervenor), _____ (last 4 digits, including alphabet of NRIC for verification purposes) understand and agree that:

☐ I am 21 and above as of 2024.

☐ I acknowledge that I am volunteering my services at The Singapore Association for the Deaf's Deafblind Programme and am aware of the volunteering scope.

☐ I acknowledge information in my application form is true at the time of completion and if I withhold or falsify any information, or fail to comply with The Singapore Association for the Deaf etiquette and intervenor's code of conduct mentioned during the training that I attended: _____ (date attended) at _____ (time attended), The Singapore Association for the Deaf reserves the right to terminate my volunteer service with notice.

☐ As a successful candidate, I will serve a 1-year volunteering bond upon graduation. This bond entails scheduled shifts of a fixed number of hours for selected face-to-face sessions with the Deafblind Community. Intervenor will commit to these shifts in accordance with their own availability.

☐ I consent that any personal data collected, stored, retained, retrieved, used, transmitted and processed by The Singapore Association for the Deaf is in accordance with the Personal Data Protection Act (PDPA) including the disclosure of any personal data to approved third parties, for the purpose of my volunteering within The Singapore Association for the Deaf. I agree that all volunteer activities are to be performed by me at my own risk and I assume full responsibility, therefore.

☐ I understand that third parties emergency contact persons or community partners can obtain my personal data, limited to your name and contact number, upon request.

☐ I acknowledge that I do not hold The Singapore Association for the Deaf or any of its employees, including contractors, and volunteers for any loss, bodily injury, mishap, accident and/or loss of life or property arise directly or indirectly incur as a result of or in connection with my voluntary participation.

☐ (Optional) I consent The Singapore Association for the Deaf and its' approved third parties to mention my participation and share pictures and/or videos that may be captured during the volunteering session for the purpose of publicity content such as, but not limited, on social media and prints.

Intervenor's Acknowledgement:

(Intervenor Signature)

(Intervenor Full Name & Date)

Updated as of 1 July 2024

7.2 Intervenor Volunteer Forms (cont.)



DATA PROTECTION NOTICE

Purposes for us collecting, using or disclosing personal data

We collect personal data from or about our members. We use and/or disclose that personal data so that we are able to offer our programmes efficiently and effectively and so that we can comply with our legal obligations.

ACKNOWLEDGEMENT AND CONSENT

I acknowledge that I have read and understood the above Data Protection Notice, and consent to the collection, use and disclosure of my personal data by SADeaf for the purposes set out in the Notice.

- ☐ I do not wish to receive any marketing information.
- ☐ I would like to receive information about the goods and services which may be provided by SADeaf, including (but not limited to) offers, promotions and information about new goods and services, via various channels: Communication apps such as Whatsapp, Telegram, Telephone Call, SMS and Social Media Platforms such as Facebook, Instagram

Name : _____

Signature & Date : _____

7.2 Intervenor Volunteer Forms (cont.)

7.2.5. Intervenor Event/Workshop/Assignment Form via Google <https://forms.gle/9u8FEJb2gQ9JQhVM6>

Intervenor Volunteer Event/Workshop/Assignment Registration Form

Thank you for your interest in the Deafblind Programme (DBP)'s Assignments/Engagement Forms with the Deafblind Community. Enjoy your time!

[Sign in to Google](#) to save your progress. [Learn more](#)

The Singapore Association for the Deaf Logo



7.2 Intervenor Volunteer Forms (cont.)

Event/Workshop/Assignment Details

Which category are you joining? *

- ☐ Event/Workshop Engagements
- ☐ Assignment Related (1-to-1)

Event/Workshop/Assignment Name *

Your answer

Event/Workshop/Assignment Start Date & Time *

When is the Event/Workshop/Assignment taking place and what time?

Date

Time

dd/mm/yyyy



:

Event/Workshop/Assignment End Date & Time *

When does the Event/Workshop/Assignment end and what time?

Date

Time

dd/mm/yyyy



:

7.2 Intervenor Volunteer Forms (cont.)

For engagement/workshop related requests:

Intervenor Volunteer Details – Engagements/Workshops

Personal particulars of DBP Intervenor Volunteer

Name *

Please put your full name.

Your answer

Contact Number *

For the DBP team to contact you accordingly.

Your answer

What are your dietary restrictions? *

☐ Halal

☐ Vegetarian

☐ None

Do you consent to be added into a group chat specifically for the engagement? *

☐ Yes

☐ No

Do you have any concerns or questions for this engagement? *

Your answer

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[Clear form](#)

7.2 Intervenor Volunteer Forms (cont.)

For assignment related requests:

Intervenor Volunteer Details - Assignments

Personal particulars of DBP Intervenor Volunteer

Name *
Please put your full name.

Your answer

Contact Number *
For the DBP team to contact you accordingly.

Your answer

Do you consent to be added into a group chat specifically for assignments? *

☐ Yes

☐ No

Do you have any concerns or questions for this assignment? *

Your answer

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7.2 Intervenor Volunteer Forms (cont.)

Declaration & Consent

By checking the checkbox, you consent to the following....

Declaration & Consent Statements ^{*}

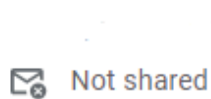
- ☐ I consent SADeaf to mention me such as my name, comments, photographs and videos on social media for events and activities related to SADeaf.
- ☐ I consent SADeaf to collect, use and disclose my information in accordance with the PDPA policy.
- ☐ I declare that the above particulars provided by me are true and completed to the best of my knowledge.

[Back](#) [Submit](#) Page 5 of 5 [Clear form](#)

7.3 Intervenor Volunteer Satisfaction Survey

Intervenor Volunteer Satisfaction Survey

Thank you for supporting the Deafblind Programme (DBP) as an intervenor volunteer! We would like you to share your experience through this form.



Not shared

[Switch account](#)



The Singapore Association for the Deaf Logo

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Association
For The Deaf*



7.3 Intervenor Volunteer Satisfaction Survey (cont.)

Event/Workshop/Assignment Details


Event/Workshop/Assignment Name *

Your answer

Event/Workshop/Assignment Start Date & Time *

What time did you start your role as an intervenor volunteer?


Date Time

dd/mm/yyyy  :

Event/Workshop/Assignment End Date & Time *

What time did you end your role as an intervenor volunteer?

Date Time

dd/mm/yyyy  :

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Intervenor Volunteer Experience

Is this your first time volunteering for the DBP? *

☐ Yes

☐ No

What were your roles? *

Summarise your roles and tasks in a short sentence.

Your answer

7.3 Intervenor Volunteer Satisfaction Survey (cont.)

Please rate these factors according to your experience as an intervenor volunteer. (1 – Strongly Disagree, 10 – Strongly Agree)

*

	10	9	8	7	6	5
I received an adequate briefing and clear orientation on my roles and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The event/engagement/workshop met my expectations as an intervenor volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My contribution was meaningful to meet the needs of the target group of the programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I intend to continue being an intervenor volunteer of SDeaf's Deafblind Programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that I am supported in my role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend someone I know to join as an intervenor volunteer with SDeaf's Deafblind Programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.3 Intervenor Volunteer Satisfaction Survey (cont.)

Please let us know what was done well and/or needs improvement. *

Your answer

Any other comments or suggestions?

Your answer

Would you like to share your name or remain anonymous? *

☐ Yes

☐ No

If you would like to remain anonymous:

Click Submit to finish

[Back](#) [Submit](#) Page 4 of 4 [Clear form](#)

7.3 Intervenor Volunteer Satisfaction Survey (cont.)

If you would like to share your name:

Sharing of Personal Particulars

Thank you for agreeing to share your name. DBP team will be happy to work closely with all our intervenor volunteers willing to make a difference in the community and elevate the programme's quality.

What is your name? *

Your answer _____

Would you like to collaborate with the DBP team *
to improve the programme and be contacted by
the staff?

☐ Yes

☐ No

☐ Maybe

Intervenor Volunteer Satisfaction Survey

Thank you for submitting your feedback after joining the Deafblind Programme (DBP)'s event. We appreciate your support as an intervenor volunteer and look forward to work with you again!

[Edit your response](#)

[Submit another response](#)

08 References

8.1 Free Resources

- Below are some essential resources used in the creation of existing systems, reduce duplication and streamline processes for more efficient administration of the intervenor volunteer management work:
 - a. Giving.sg Deafblind Campaign FY 24/25
(<https://www.giving.sg/donate/campaign/see-hear--believe-in-the-deafblind>)
 - b. Canva.com Website (https://www.canva.com/en_gb/)
 - c. Google Form Generator (<https://www.google.com/forms/>)
 - d. QR Code Generator (<https://www.qrcode-monkey.com/>)
 - e. SADeaf Page on the Deafblind Programme
(<https://sadeaf.org.sg/the-deafblind-programme/>)

08 References

8.2 References

Discover the impact - why volunteer - motivations and rewards. (n.d.).

National Council of Social Service.

<https://www.ncss.gov.sg/volunteer/volunteerresourcehub/for-volunteers-practitioners-social-service-agencies/for-volunteers/why-volunteer>

Tan Li San. (2021). A Guide for Social Service Agencies: Roadmap for Selection & Implementation of Volunteer Management System. *In National Council of Social Service* (p. 1). <https://www.ncss.gov.sg/docs/default-source/ncss-press-release-doc/volunteer-management-system-selection-and-implementation-roadmap-pdf.pdf>

Tan Li San. (2023). Volunteer Development Guide: Building Stronger Volunteers For Greater Impact. *In National Council of Social Service [Book]*. <https://www.charities.gov.sg/PublishingImages/Resource-and-Training/Guides-Templates-Awards/Guides/Documents/NCSS%20Volunteer%20Development%20Guide.pdf>

Updated guidelines for volunteer management during COVID-19 pandemic. (n.d.). <https://www.mccy.gov.sg/about-us/news-and-resources/press-statements/2021/may/17-updated-guidelines-for-volunteer-management>

Volunteer Management Toolkit 2.0. (n.d.). National Council of Social Service. <https://www.ncss.gov.sg/press-room/publications/VolunteerManagementToolkit20>

Volunteer Role Redesign Guide. (n.d.). National Council of Social Service. <https://www.ncss.gov.sg/press-room/publications/volunteer-role-redesign-guide>

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