

*The Singapore
Association
For The Deaf*



The Singapore Association for the Deaf (SADeaf)

**INTERVENOR CODE OF CONDUCT
(DEAFBLIND PROGRAMME)**

WELCOME

Thank you for choosing to register as an intervenor with The Singapore Association for the Deaf (SADeaf). SADeaf has been serving the Deaf and Hard-of-hearing community since its establishment in 1955. 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).

In 2020, we expanded our services to the Deafblind in the community, serving individuals with both vision and hearing loss. We sincerely appreciate the time, talents and effort contributed by our intervenors. As an intervenor, you can look forward to:

- Deepening your understanding of the Deafblind community and its culture
- Gaining valuable knowledge and experience with Deafblind individuals
- Making a meaningful impact in someone's life through your presence and support
- Exploring opportunities (e.g. exposure to social service settings, job referrals)
- Building friendships and expand your network
- Learning a new language, guiding skills and techniques
- Strengthening your interpersonal skills and share resources within the community
- Experiencing personal growth, fulfillment and the joy of giving back
- Broadening your perspective and nurture empathy and wisdom through service

On behalf of The Singapore Association for the Deaf and the 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)

OUR VISION

A Singapore where the Deaf, Deafblind and Hard-of-hearing have equitable opportunities and access to fully participate in and contribute towards a robust and thriving community.

OUR MISSION

To champion inclusion and accessibility, and to empower the Deaf, Deafblind and Hard-of-hearing to have a good quality of life through education, accessibility, hearing health and community service.

LOGO



Designed by Zen Goh, the logo was launched on 29 September 2007 on the International Day of the Deaf. 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.

INTRODUCTION

Whether you have joined SADeaf as an intervenor or have been involved in other ways, the Deafblind Programme (DBP) Team is looking forward to a meaningful and enjoyable time together.

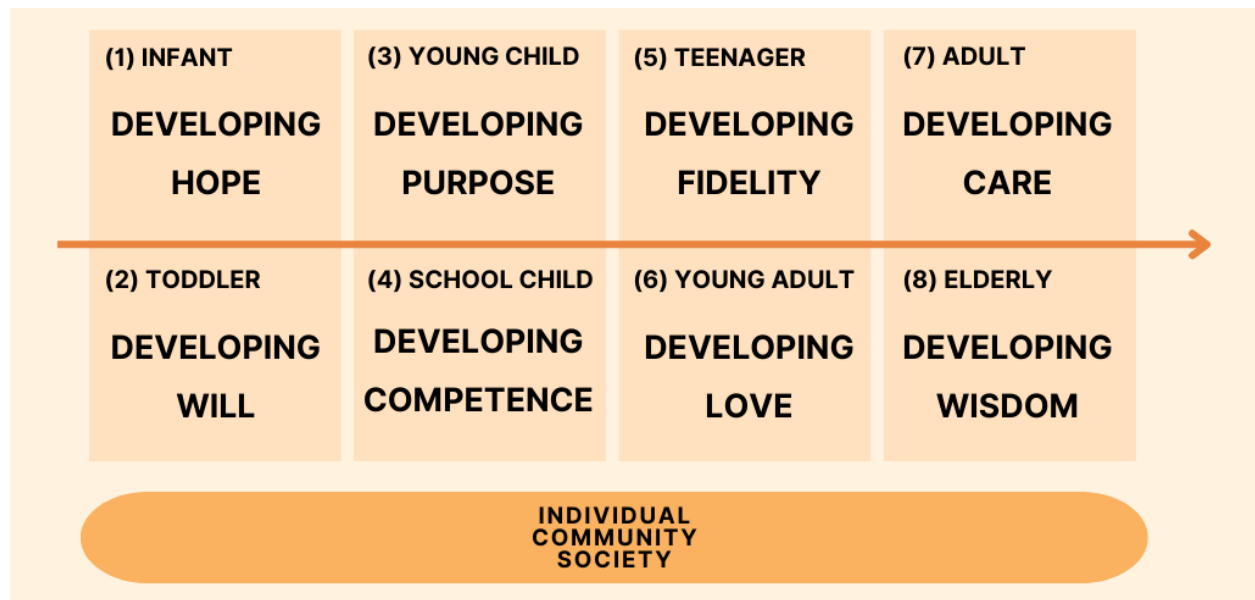
We have prepared an intervenor's Code of Conduct to provide intervenors with an overview of the association's policies, benefits and procedures. The guide serves to help intervenors understand important information about SADeaf, including the privileges and responsibilities as an intervenor.

SADeaf strives to continuously 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 improvements or to address any questions or concerns.

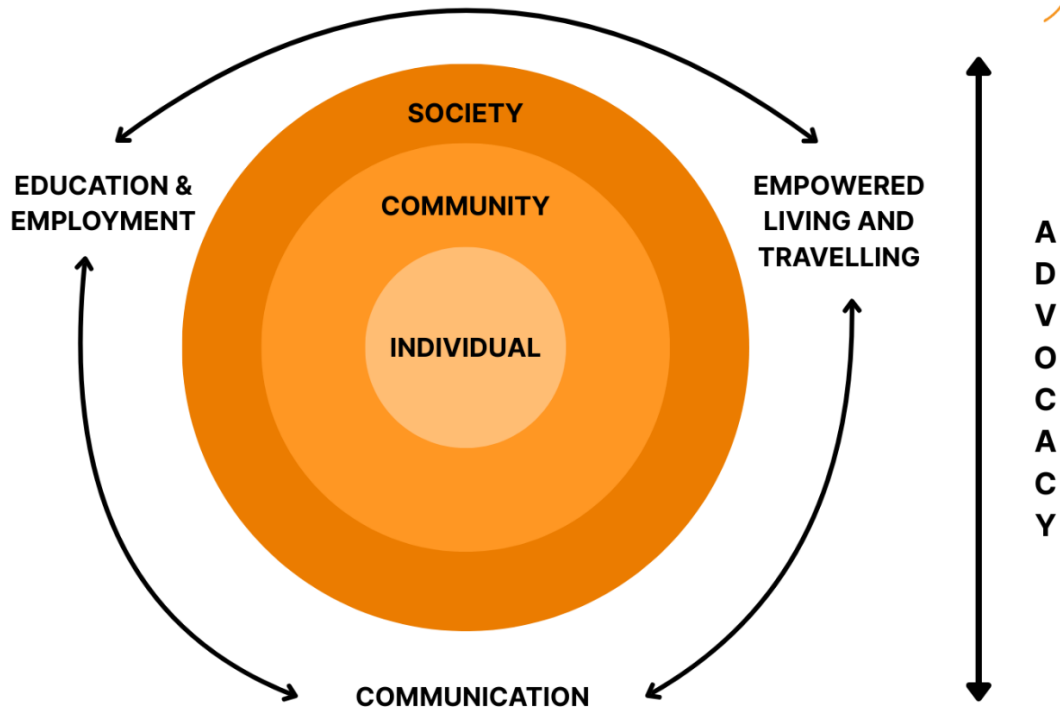
DEAFBLIND PROGRAMME

SADeaf started the Deafblind Programme with the objective to assist the Deafblind community in achieving independence and empowerment in their everyday lives. The programme provides training and engagement and intervenor volunteers that assist as communicator-guides to Deafblind individuals.

For individuals in need of case management and counselling, they will be directed to the Community Services department specifically for assessment prior to being supported in financial assistance, employment and other casework needs.



DEAFBLIND PROGRAMME FRAMEWORK



DEAFBLIND PROGRAMME SERVICE DELIVERY

INDIVIDUAL

- ACCESS TO INFO & BASIC RESOURCES
- INTERVENOR SERVICE
- CASEWORK & COUNSELLING VIA MENTAL HEALTH

COMMUNITY

- EVENTS & WORKSHOPS
- COLLECTIVE IDENTITY & ASPIRATIONS
- EMPOWERMENT OF DEAFBLIND COMMUNITY

SOCIETY

- NARRATIVES & OPPORTUNITIES
- POLICIES - HEALTH ENTERTAINMENT & INFRASTRUCTURE
- RESEARCH & DEVELOPMENT

Reference:
Bronfenbrenner, U. (2005). Ecological systems theory (1992). In U. Bronfenbrenner (Ed.), *Making human beings human: Bioecological perspectives on human development* (pp. 106–173). Sage Publications Ltd.

Maslow, A. H. (1943). A theory of human motivation. *Psychological Review*, 50(4), 370–396. <https://doi.org/10.1037/h0054346>

INTERVENOR'S RULES & REGULATIONS

We strongly believe in the need for our intervenors to grow, learn and serve in a safe and empowering environment. At the same time, we 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 are expected to follow key principles from Singapore's Code of Ethics for Interpreters, including respecting the Deafblind person's autonomy and building mutual trust. Failure to comply may lead to the termination as an official intervenor with SADeaf.

DOS & DON'TS

Intervenors shall adhere to the following core principles:

- **Confidentiality:** Treat all information obtained as confidential and not divulge anything outside the immediate context without proper authorisation.
- **Accuracy:** Convey the messages faithfully, accurately reflecting the content and spirit of the original communication, including linguistic variations and tone.
- **Completeness:** Interpret everything that is said by all parties involved, avoiding omissions, additions, condensations, or changes.
- **Neutrality and Impartiality:** Remain impartial and unbiased, avoiding any actions that could suggest bias or influence the outcome of the interaction.
- **Professionalism:** Maintain a professional demeanor, including punctuality, appropriate attire, and respectful communication with all parties.
- **Self-Determination:** Facilitate communication but not interfere with the client's autonomy or decision-making process.
- **Cultural Sensitivity:** Be aware of cultural differences and nuances and address them appropriately to facilitate understanding.
- **Professional Boundaries:** Maintain appropriate boundaries, avoiding unnecessary contact with parties involved and refraining from giving advice or counsel.
- **Specific Actions and Considerations:** Disclose any actual or potential conflicts of interest to the relevant parties.
- **Accuracy of Credentials:** Accurately represent your qualifications, training, and experience.
- **Acceptance of Assignments:** Only accept assignments for which you are qualified.
- **Continuous Improvement in Practice:** Actively pursue continuing education and professional development to maintain high standards and strengthen your skills.

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- **Withdrawal from Ethical Violations:** Withdraw from situations where the code of ethics is violated.
- **Ethical Violations:** Be aware of and address potential ethical violations.

By following these guidelines, intervenors in Singapore help maintain clear, fair and trustworthy communication, upholding the principles of access to justice and public services.