

Intervenor Services

Accessing Intervenor Services

CNIB's Intervenor Services are funded by the Ontario Ministry of Children, Community and Social Services. They are available to residents of Ontario who are living with a loss of both hearing and vision, and are at least 18 years of age or out of high school.

These services are available in Western and Eastern Ontario and in the Greater Toronto Area.

For more information call 1-855-862-6001 or email info@deafblindservices.ca.

You can learn more about CNIB's Deafblind Community Services at deafblindservices.ca.



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"Intervenor services make a huge difference in my life. Without them... how would I go places? How would I do things?"

-Barbara Milner, client

The Deafblind community

The Deafblind community has a diverse population. Each person has varying degrees of combined vision and hearing loss. This can affect their ability to interact with the world and perform tasks most of us take for granted including communicating with others, accessing information and travelling independently.

Did you know?

There are various causes of Deafblindness. Some people are born with hearing loss and lose their vision later in life, some are born with vision loss and lose hearing later, while others lose both hearing and vision later in life.

Intervenor Services

Expanding the world for people who are Deafblind

For many people who are living with a loss of both hearing and vision, the world can sometimes seem very small. Our Intervenor Services are designed to expand access to the environment and to empower adults who are Deafblind to live as independently as possible.

What is an intervenor?

An intervenor is a trained professional who becomes the **eyes and ears** for the person who is Deafblind, facilitating communication and providing visual information about the environment or setting.

An intervenor communicates with a person who is Deafblind in a variety of ways, such as American Sign Language (both visual and tactile), the two-handed manual alphabet, VoiceOver, print-on-palm and large-print notes.

How do they help?

Our intervenors work with Deafblind Community Services clients one-on-one in their own homes and communities, facilitating communication within their daily lives. Services are often provided to clients on a regular basis throughout the course of their adult life.

Our intervenors assist clients by:

- **Facilitating communication for the individual, similar to a translator**, enabling them to access their community (such as going to the bank, the library, shopping or attending a class).
- **Accessing and sharing accurate information during important meetings** (such as medical appointments or a meeting with a lawyer) so the individual is able to make informed decisions.
- **Helping the individual build independent living skills** like using public transportation, managing money, making purchases, taking medications and more.