

Singapore Management University

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5-2023

### An example of CLE pedagogy from the Singapore Management University

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# An example of CLE pedagogy from Singapore Management University

Wing-Cheong CHAN (in person)

Ruby LEE (virtual)

# What is this session about?



Wing-Cheong CHAN



Ruby LEE

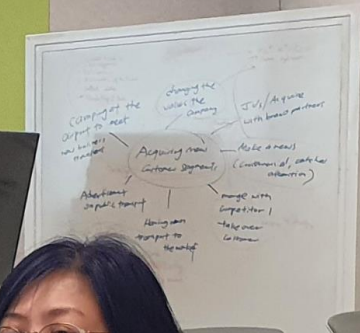
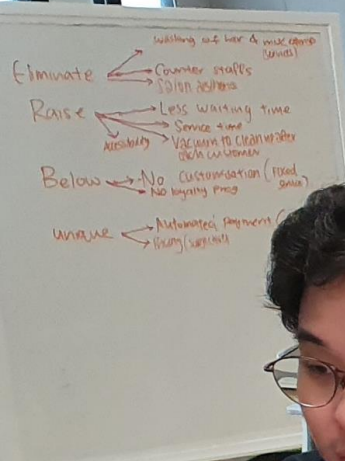


Kyong Jin SHIM

# What was the course about?

- “Community Based Projects in the Real World”
- Proportion of older persons in Singapore will increase over the coming decades
- Online resource portal which deals with the legal issues relating to loss of mental capacity and death
- To help litigants-in-person, caregivers and family members to navigate the legal issues, and to plan for themselves and their loved ones





A person with glasses and a black face mask is sitting at a desk, looking at a silver laptop. They are wearing a dark blue t-shirt with the SMU logo and a lanyard. A blue water bottle and a white power adapter are on the desk.

A person with glasses is sitting at a desk, looking at a silver laptop. They are wearing a black t-shirt with the Under Armour logo. A white water bottle with black polka dots is on the desk.

A person with glasses and a blue lanyard is sitting at a desk, resting their chin on their hand. They are wearing a black shirt. An orange folder is on the desk.

A person with glasses is sitting at a desk, resting their chin on their hand. They are wearing a light-colored long-sleeved shirt. A laptop is open in front of them.

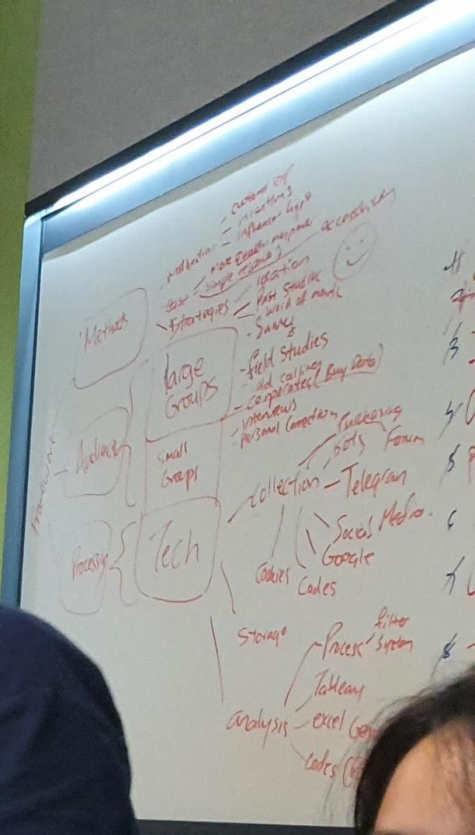




A man with glasses and a blue t-shirt is sitting at a table with his hands clasped, looking towards the presenter.

A woman with glasses and a white top is sitting at the table, looking towards the presenter.

A man wearing a blue face mask and a dark blue polo shirt is standing and presenting to the group.







Eliminate → Counter staff's SOP/IN process  
Waiting and long & unclear service

Raise → Less waiting time  
Service time  
Availability → No waiting to call

Below → No customer

Unsure → Not aware  
Strongly disagree

What makes a good or bad website?



# Exercise: design the landing page of a website

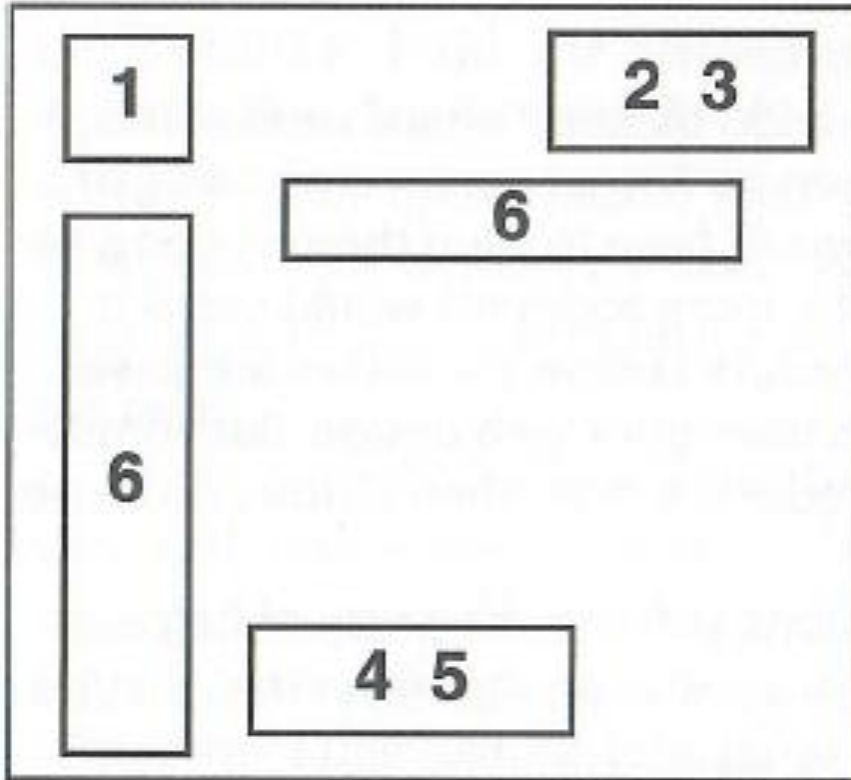
- Design a landing page for the new online SMU souvenir shop. Products available include T shirts, mugs, bags, note books, snacks etc
- Assume that users will access the website from a laptop (13 inch screen) and users are SMU students (19 to 25 years old)
- Product images can be downloaded at: <https://tinyurl.com/2ffpkwc9>
- Icons can be downloaded at: <https://www.flaticon.com/>





# Principles of website design

- Follow design conventions



1. Logo, leading back to landing page
2. Shopping cart, leading to check out
3. Help
4. About us
5. Contact us
6. Site navigation bar



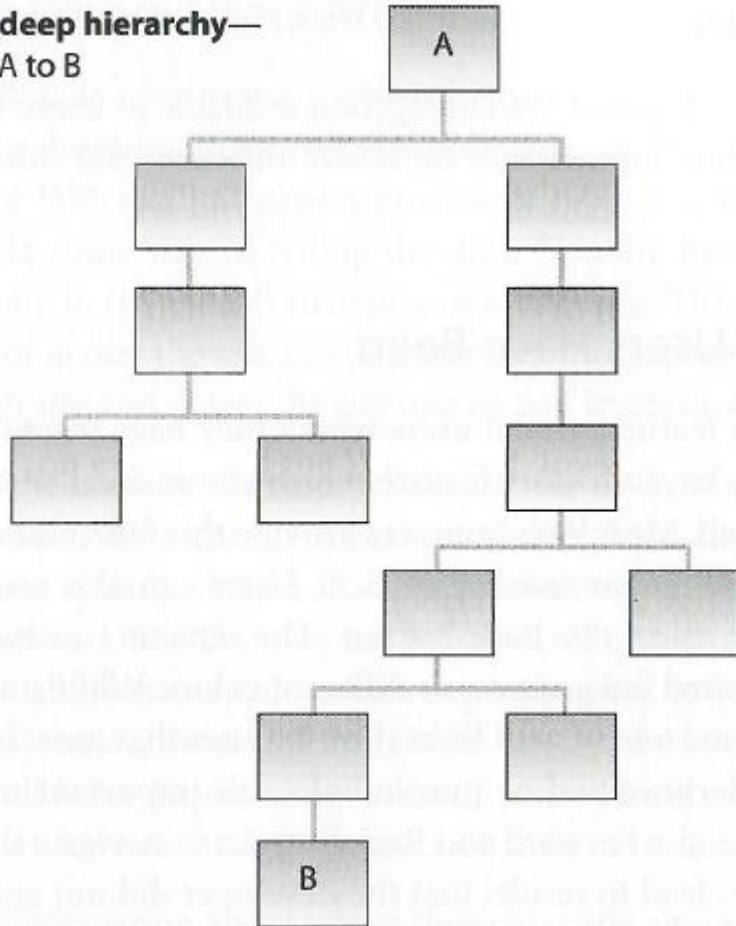


# Principles of website design

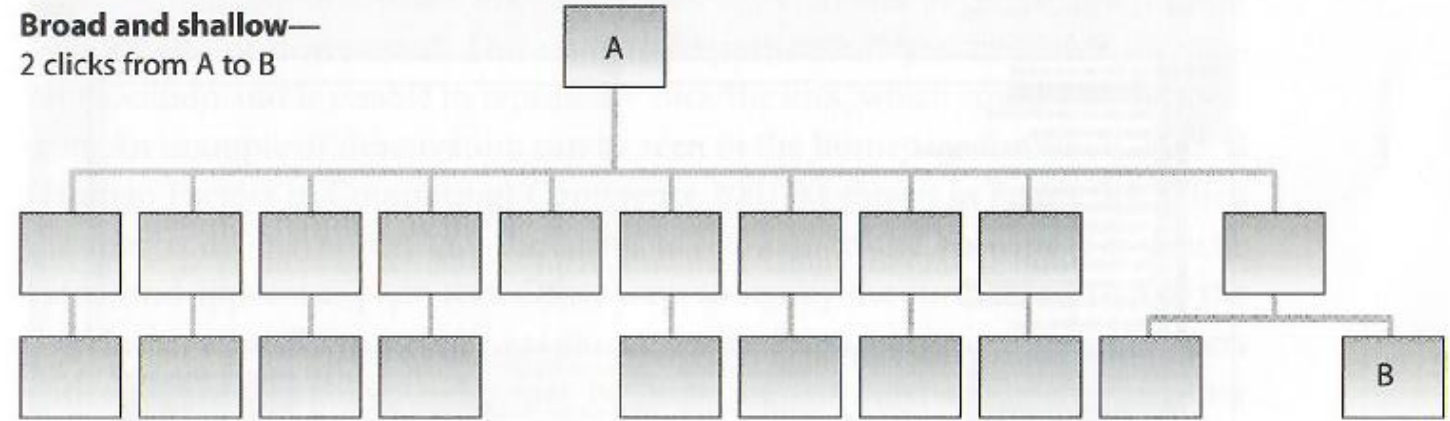
- Follow design conventions
- Page navigation is important



**Narrow and deep hierarchy—**  
6 clicks from A to B



**Broad and shallow—**  
2 clicks from A to B



**2nd ASIA CLE CONFERENCE**  
A Generation of Clinical Evolution Achieving Greater Access to Justice  
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# Principles of website design

- Follow design conventions
- Page navigation is important
- Know your user





# Principles of website design







- Follow design conventions
- Page navigation is important
- Know your user
- Improve readability

The screenshot shows a website interface with a dark background. At the top, the text 'LATEST STORIES' is displayed in large white letters. Below it, a subtitle reads 'Subscribe for full access to read stories from National Geographic.' with a small yellow underline. On the left side, there is a vertical list of 'TODAY'S PICKS' with six items, each featuring a small image, a category icon, and a title. The main content area on the right features a large featured story with a crown and orb, and two smaller story cards below it, each with an image, category, title, and a 'READ' button.

## LATEST STORIES

Subscribe for full access to read stories from National Geographic.

### TODAY'S PICKS

-  HISTORY & CULTURE  
The life of Lexington, America's greatest racehorse
-  PHOTOGRAPHY  
See vintage photos of historic coronations
-  ENVIRONMENT  
How a wild river became a national park—and sparked a movement
-  ANIMALS  
These violent undersea volcanoes harbor a secret: life
-  HISTORY MAGAZINE  
How Chien-Shiung Wu changed the laws of physics
-  TRAVEL  
Meet the adventurers: ski mountaineers Ed Salisbury & Jon Moy

[SEE MORE](#)

### The history behind the items that will coronate Charles III

HISTORY & CULTURE

[READ](#)

### This stone has a mysterious past beyond British coronations

TRAVEL

[READ](#)

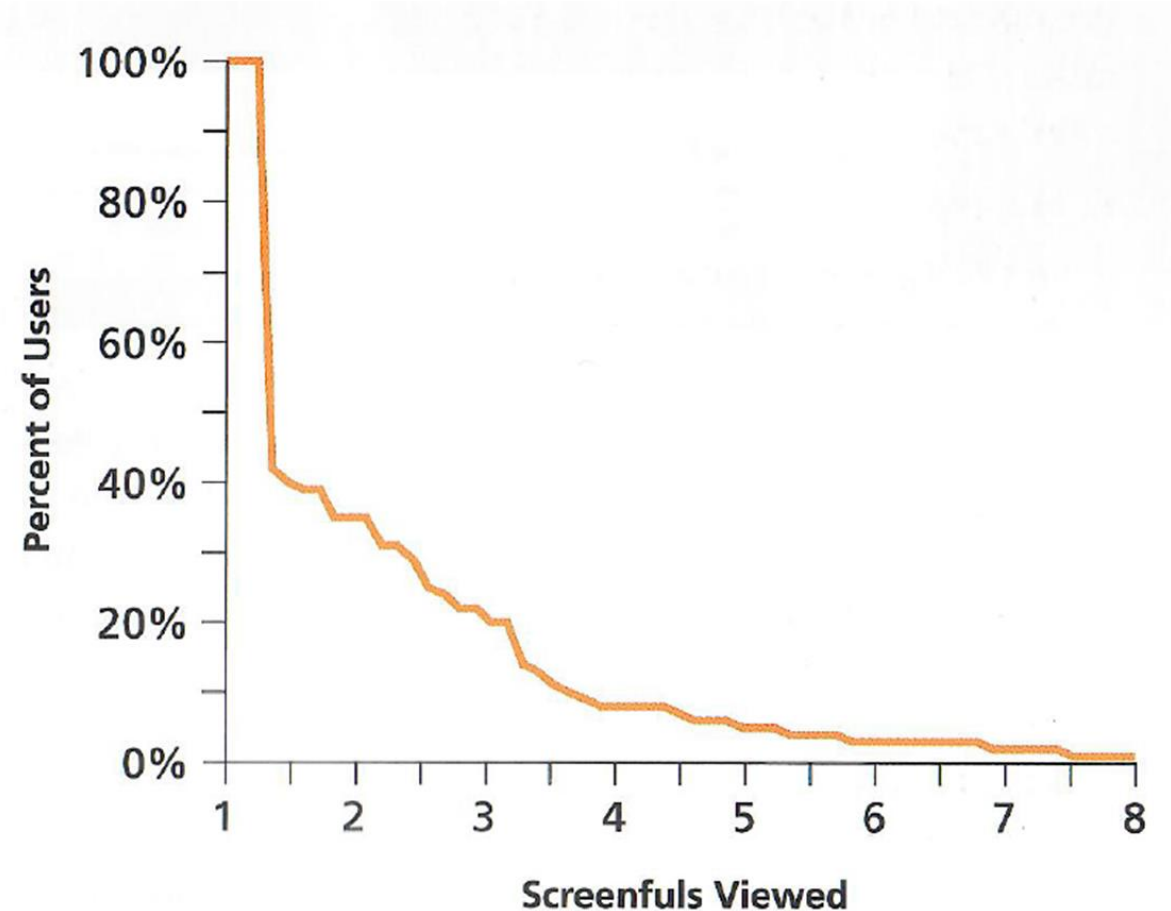
### Who was the first king of England? The answer is ... complicated.

HISTORY & CULTURE

[READ](#)

# Principles of website design

- Follow design conventions
- Page navigation is important
- Know your user
- Improve readability
- KISS – Keep it Short and Simple





Store

Mac

iPad

iPhone

Watch

AirPods

TV & Home

Entertainment

Accessories

Support



0% instalments for 12 or 24 months. Minimum spend applies.<sup>2</sup> [Learn more >](#)

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Mac



iPhone



iPad



Apple Watch



AirPods



AirTag



Apple TV 4K



HomePod



Accessories

The latest. Take a look at what's new, now.



# WEBSITE

**One stop information portal**  
with the aim to **educate the**  
**public** on how to **age gracefully**

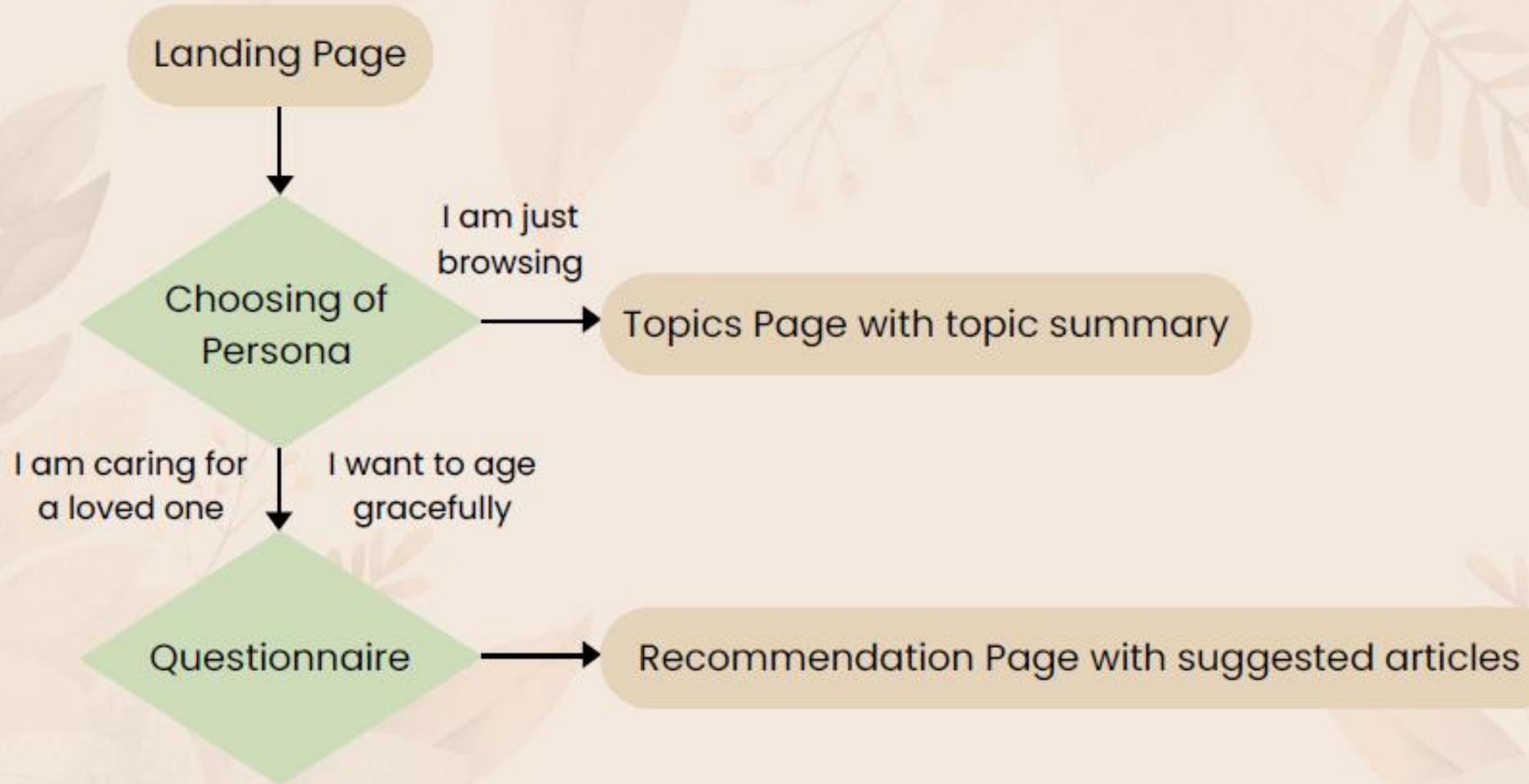


*Ageing Gracefully*

"Less worries for a better tomorrow"

# GENERAL USER JOURNEY

## 3. Walkthrough



# FIRST USER

## 3. Walkthrough



**Charlie Tan, 30**  
Admin Clerk

### ABOUT

- Single & only child
- Sole breadwinner
- Mother has severe dementia
- Father quit job to take care of Mother
- Parents speak Chinese only

### TECHNOLOGY

Desktop Software

Technical Know-how

Social Media

### USER SCENARIO

Mother's dementia has worsen

**Goals and Needs:**

Ensure that parents are taken care of

Charlie feels that he is not doing enough to help his parents

**Pain Points:**

Feeling stressed and burnout from emotional and financial pressures

Goes online to search for information on what to do

**Pain Points:**

information is scattered everywhere, Charlie does not know what he should be reading

After the quick online search, closes computer feeling more confused

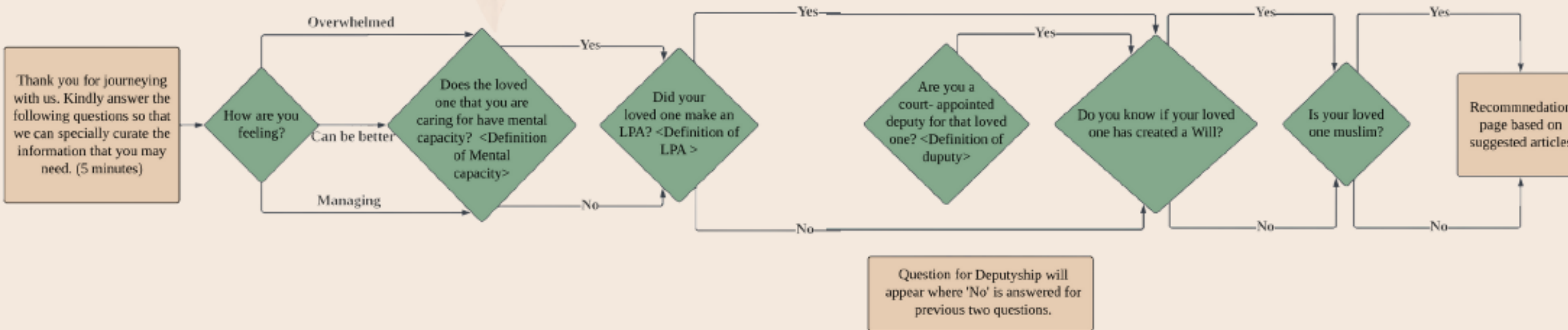
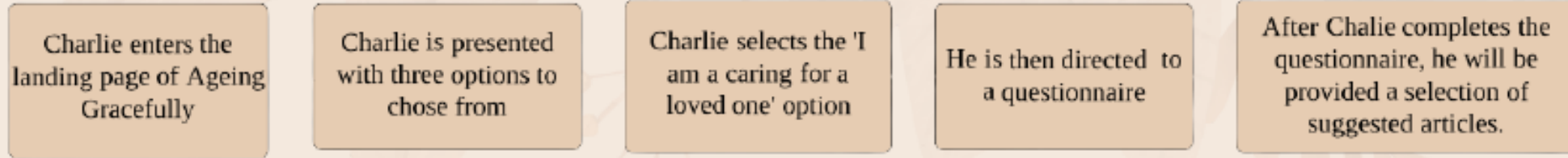
**Goals and Needs:**

Wants very practical help and advice on steps which he should take



# CAREGIVER USER JOURNEY

## 3. Walkthrough



# SECOND USER

## 3. Walkthrough



**Swee Heng, 67**

Retired

### ABOUT

Widow and health is worsening

Loves and worries for his children

Has mental capacity & wants to prepare for his end of life

### TECHNOLOGY

Desktop Software

Technical Know-how

Social Media

### USER SCENARIO

Recently diagnosed with tumour in his stomach

#### Goals and Needs:

Wants to know what to do to prepare for end of life

Wants his family to be taken care of and to not worry them

Goes online to search for what to do and sees many links and resources

#### Pain Points:

Information scattered everywhere

Does not know what is relevant

Painful on eyes when staring at screen for too long

Closes computer feeling more confused

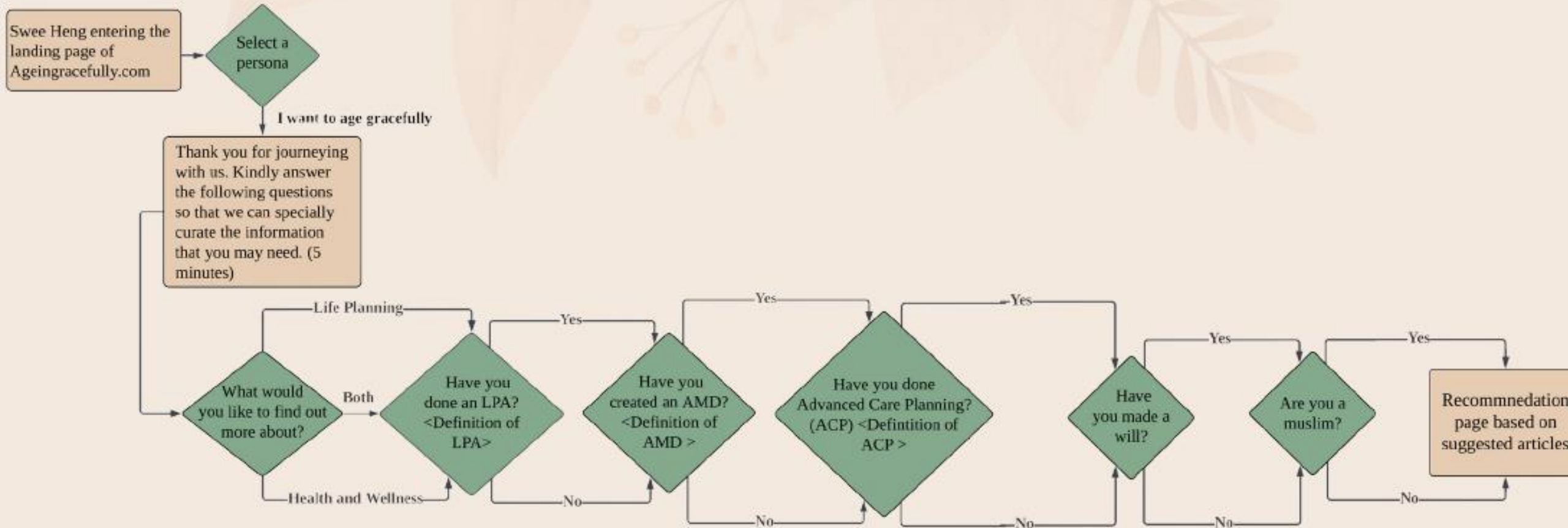
#### Pain Points:

Worried about whether there is anyone who can help him with his concerns

Worried about costs if consulting a lawyer

# USER JOURNEY

## 3. Walkthrough





# THIRD USER

## 3. Walkthrough



**Janice Lee, 17**

Junior College Student

### ABOUT

Loves volunteering

Increasing school workload

Interested in studying law in the future

### TECHNOLOGY

Desktop Software

Technical Know-how

Social Media

### USER SCENARIO

Signed up to volunteer at an elderly care centre

**Goals and Needs:**

Wants to know about topics which the elderly are interested in to better connect with them

Goes online to search for topics related to ageing and sees many links and resources

**Pain Points:**

Information scattered everywhere

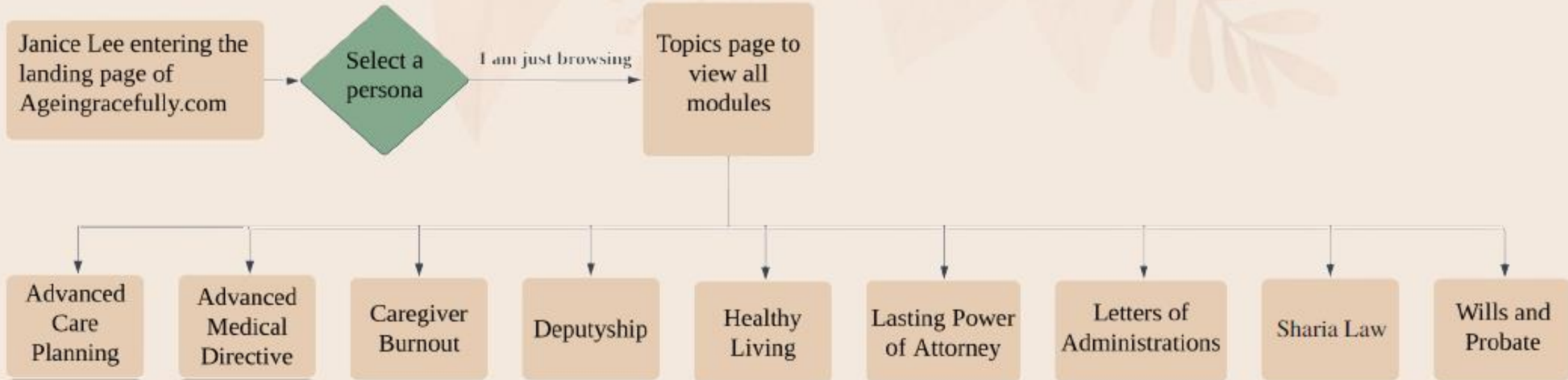
Does not know what is relevant

Unable to understand the legal jargon

Due to confusion, does not feeling like reading after researching

# USER JOURNEY

## 3. Walkthrough



# Display 1

# Display 2

## Title 1

## Title 2

## Title 5

*Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam,*

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84A98C

Dark Sea Green

52796F

Hookers Green



Select color

FFFFFFC

Baby Powder

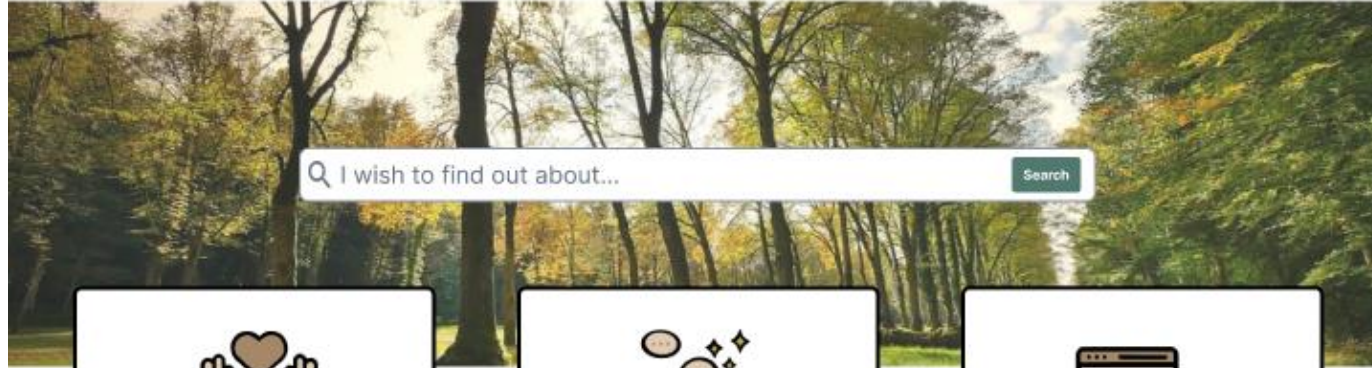
B08968

Cafe Au Lait

E6CCB2

Desert Sand





Q I wish to find out about...

Search



I am caring for  
a loved one



I want to age  
gracefully



I am just  
browsing

## About Us

*“Less Worries for a Better Tomorrow”*

Ageing is an inevitable process of life. With our one-stop portal, we wish to empower you by providing the information you need to age gracefully, without worries.

# Advance Medical Directive (AMD)



## What is it?



It is a legal document that you sign in advance to instruct your doctor that you do not wish to receive any **extraordinary life-sustaining treatment** should you become **terminal ill** or unconscious.

## Why should you do this?



### Reduces emotional stress and potential conflicts between loved ones

- Your loved ones can have peace of mind from not having to make the painful decision as to whether to let you go peacefully or prolong your death
- Reduces potential conflicts between loved ones as no one has the right to object to your AMD

### Honours your wishes regarding end-of-life care

- When a patient is diagnosed with terminal illnesses such as cancer, there might be tremendous pain and discomfort.
- The AMD is a legally recognised way to prevent an extension of suffering, allowing patients to have their wishes honoured and have a natural and dignified death.



# Advance Medical Directive (AMD)



## Eligibility Requirements



You need to be:

- at least 21 years old; and
- have mental capacity.

Not sure what is mental capacity? Click [HERE!](#)

## Pricing

You would need to pay for the consultation with the doctor, and this amount varies depending on which doctor you consult. The AMD form itself is free.



Back

Next

[Back to Recommendation Page](#)

Read this in: [中文](#) | [Melayu](#) | [தமிழ்](#)

## Lasting Power Of Attorney (LPA)

A legal document which allows a person who is 21 years or older ('donor') to appoint one or more persons ('donee(s)') to make decisions and act on his/her behalf if one loses [mental capacity](#).

A donee can be appointed to act in 2 areas: personal welfare and property & affairs.

You can have one or more donee.



### Why Make A LPA?

Without a LPA, your family members or carer(s) are not automatically given the right to make decisions for you.

They may face difficulties trying to:

- Arrange for your care
- Manage your bank account and properties
- Decide how to best use your money for your day-to-day needs

A court order will be required to appoint a person to manage the affairs of a person who lacked mental capacity. This is usually an expensive and long process.

### Requirements For A LPA

The requirements are:

- You must be at least 21 years old;
- Have the mental capacity to make the LPA
- You must not be a bankrupt if you are appointing a donee

#### Lasting Power Of Attorney

Why make a LPA?

Requirements for LPA

Steps to make a LPA

Checklist for LPA

#### Key Takeaways

- ✓ A LPA allow you to appoint a donee to make decisions for you if one loses mental capacity
- ✓ You must be 21 years of age, and have mental capacity to make a LPA
- ✓ Choose Form 1 or Form 2 for your LPA and certify it with a Certificate Issuer.

If you are unsure of what is mental capacity, you can find out more [here](#).



Read this in: [中文](#) | [Melayu](#) | [தமிழ்](#)

Search for topics and questions 



## How To Terminate A LPA?

You can terminate your LPA any time when you have mental capacity.

### Step 1:

Complete and sign a [revocation form](#).

### Step 2:

Take steps to tell each donee of the revocation.

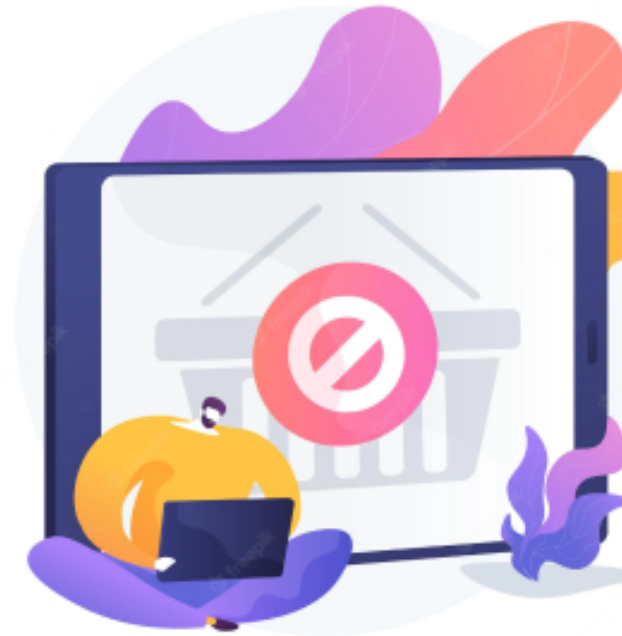
They must sign the acknowledgement in the revocation form to let the Public Guardian know that notice of the revocation has been given.


### Step 3:

Inform the Office of Public Guardian by sending them the revocation form via post or email.

If by post, the original hardcopy registered LPA and your new LPA application should be included as well.

Parties are recommended to only terminate their existing LPA after registering a new LPA.



**Next** 

*How to contest a LPA*

Questions?

# Summary





Nagomi Art 和諧色彩

政策 虎仗  
咬輝 任倍











Thank you