

Chiziviso cheHamburg cheKuchengetwa Kweutano nemitauro Yakasiyana-siyana



Nhanganyaya

Kusiyana kwemitauro kwava chinhu chinonyanya kura-
tidza masisitimu ekuchengetwa kweutano munyika dze-
pasi rose mazuvano. Mabasa ekuchengetwa kweutano
ari kuwedzera kupa rubatsiro kuvarwere vasingatauri
mutauro mumwe chete nevashandi vavo vezveutano.
Mumamiriro ezvinhu ekuchengetwa kweutano munyika
dzakasiyana siyana, umo kuongororwa kweezvirwere,
kuongororwa kwenjodzi, kuvakwa kwehukama pakati
pemurwere nemupi webasa reutano, kubvuma kurapwa
munhu achiziva zviri kuitika, pamwe nekutevedza mara-
pirwo zvinotsamira zvikuru pakutaurirana nemuromo,
zvipingamupinyi zvemitauro zvinova dambudziko guru
mune zvekurapa, mutsika nemitemo, uye mukufambiswa
kwemabasa.

Chiziviso ichi chinoona kutaurirana kwemitauro yaka-
wanda sechikamu chakakosha chehutano hwehunyanzvi,
kwete sechinhu chinopiwa chete kana paine chinodiwa
chakakosha. Kutaurirana ipfungwa yakafara uye kuno-
fanira kuiswa mutsika dzekugamuchira nekubatsira var-
were. Mitauro yose, kusanganisira Sign Language, pamwe
nemhando dzakasiyana dzekushandisa mutauro, inofa-
nira kuremekedzwa nekufungwa nezvayo.

Nzira dziripo pari zvino dzekukunda zvimhingamupini
zvemitauro hadzina kuenzana, hadziwanzvi mari yakak-
wana uye kazhinji dzinovimba nemhinduro dzinongoitwa
panguva iyoyo, dzakadai sekushandisa nhengo dzemhuri
kududzira, kushandisa vashandi vanotaura mitauro yaka-
wanda asi vasina kudzidziswa zviri pamutemo, kana kus-
handisa maturusi edhijitari ekushandura asina nzira dza-
kasimbiswa dzekuchengetedza murwere pakurapwa.

Uchapupu hwakaunganidzwa muchiziviso ichi huno-
ratidza kuti zvimhingamupini zvemitauro zvine che-
kuita nekudzikira kwekuwana mabasa ekuchengetwa
kweutano, kusatevedza marapirwo, kukanganisa paku-
taurirana, kusagutsikana kwevarwere, kuongororwa kwe-
zvirwere zvisiri izvo, zviitiko zvinokuvadza zvinogona kud-
zivirirwa uye mhedzisiro yakaipa pakurapwa. Njodzi idzi
dzinonyanya kuoneka mukuchengetwa kweutano hwep-
fungwa, uko kutaurirana pachako kuri chishandiso chikuru
chekuongorora nekupa kurapwa.

Chiziviso ichi chinokurudzira kuti kutaurirana kwemitauro
yakawanda mukuchengetwa kweutano kutungamirirwe
nemisimbote inotevera:

Kuchengetedzeka kwekurapwa: nzira dzekubatsira paku-
taurirana dzinofanira kukoshesa kuchengetedzeka kwe-
murwere, kururama kwekuongororwa kwechirwere uye
kunaka kwekurapwa.

Kuenzana mukuwana mabasa: varwere havafaniri
kuwana rubatsiro rwepasi pemhando nekuda kwekusa-
wirirana kwemitauro.

Hunyanzvi: rubatsiro rwemitauro runofanira kuiswa
mumaitiro emazuva ose ekuchengetwa kweutano, kwete
kubatwa sechinhu chinongodiwa mune zvimwe zviitiko.

Kuteerera tsika nemitauro: nzira dzekutaurirana dzinofa-
nira kufunga nezvezvinorehwa netsika, maonero pamu-
soro pezvikonzero zvezvirwere, nzira dzekuratidza manz-
wiro uye ruzivo rwemunhu pamusoro peutano.

**Kuchengetedzwa kwechakavanzika uye kuvimbika kwet-
sika dzehunyanzvi:** nzira dzekutaurirana dzinofanira
kuchengetedza zvakavanzika, rusununguko rwekuzvisaru-
dzira, kubvuma kurapwa munhu achiziva zviri kuitika uye
miganhu yehunyanzvi.

Kuenzanirana: nzira yekutaurirana inosarudzwa inofa-
nira kuenderana nekuoma kwechiitiko chekurapwa uye
mwero wenjodzi.

Kazhinji, pane nzira shanu dzinogona kushandiswa
kukunda zvimhingamupini zvemitauro mumabasa eku-
chengetwa kweutano: kutaurirana kwakananga kwaka-
gadziridzwa pakati pevashandi vezveutano nevarwere,
kushandiswa kwematurusi etekinoroji, kushandiswa
kwezvinyorwa zviri mumitauro yakawanda, vashandi
vanotaura mitauro yakawanda, pamwe nevaturikiri vane
hunyanzvi uye vakadzidziswa zviri pamutemo. Zvin-
orehwa neimwe neimwe yenzira idzi zvinotsanangurwa
pazasi.

Mabasa emasangano, ematunhu uye enyika ekusimudzira
kuchengetwa kweutano mumitauro yakawanda anotsa-
mira pamaonero akajeka pamwe ne mitemo. Masisitimu
ekuchengetwa kweutano pasi rose anosiyana maererano
nezviwanikwa zvaainazvo.

Chiziviso ichi chinoziva musiyano uyu uye chinoda kuti
masisitimu ekuchengetwa kweutano awane mhinduro
dzinoita kuti pave nemhando yepamusoro inoenderana
nemamiriro enzvimbo. Semuenzaniso, panofanira kushan-
diswa vaturikiri vane hunyanzvi uye vanokwanisa kana
zviwanikwa zvichibvumira, asi kana mari isingakwanisi
kubhadhara sarudzo dzinodhura, panofanira kushandiswa
dzimwe nzira dzakanakisisa dziripo, dzakadai sevashandi
vakadzidziswa vanotaura mitauro miviri vachishanda
sevaturikiri.

Chiziviso cheHamburg chinonzwisiswa mukati memweya
weAmsterdam Declaration Towards Migrant Friendly
Hospitals, chakaburitswa makore makumi maviri apfuura
uye chakabatsira kushandura nzira dzekubatsira kubva
pakuona nyaya idzi serubatsiro rwekunzwira tsitsi kuenda
pakusimbisa kuvimbiswa kwemhando yebasa nekusimu-

dzira masangano.

Chiziviso ichi chinovakirawo paSustainable Development
Goal 3 yeUnited Nations, inotaura nezveutano hwakanaka
nekugara zvakanaka, kunyanya kuwana mabasa akakosha
ehutano ane mwero wakanaka, pamwe neUnited Nations
Convention on the Rights of Persons with Disabilities,
kunyanya Zvikamu 9, 21 ne25.

Chiziviso cheHamburg chakanangana nevose vane che-
kuita nebasa rekuchengetwa kweutano pasi rose, avo
vanobatanidzwa zvakananga kana zvisina kunanga
mukuchengetwa kwevarwere, pamwe nevaya vanogad-
zira nekutungamira mamiriro akazara ebasa rezveutano,
kusanganisira vari mumabasa ekutungamirira, kugadzira
mitemo yezveutano uye kutsvakurudza.

I. Kutungamirirwa kweMabasa eUtano

Vanhu vanoshanda munzvimbo dzakasiyana dzekutarisira
nekutungamirira mabasa ezveutano vane mikana yaka-
wanda yekuvandudza kushandiswa kwemitauro yaka-
wanda munzvimbo dzavo dzebasa:

- Zvikamu zvole zvemabasa ezveutano, kusanganisira
kudzivirira zvirwere, kurapwa kwezvirwere zvinoda
rubatsiro rwekukurumidza uye kudzororwa kweutano,
zvinofanira kufunga nezvezvinodiwa nevarwere mae-
rerano nemitauro yakawanda.
- Zvido zveurwere pamusoro pemutauro waanoda
kushandisa zvinofanira kuiswa mumagwaro ekutanga
emurwere.
- Zviratidzo zvine chekuita nekushandiswa kwemitauro
yakawanda zvinofanira kuiswa mumishumo yekuong-
orora kunaka kwemabasa kana mumishumo yegore
negore.
- Zviwanikwa zvinofanira kupihwa kuti zvinyorwa
zvinoshandiswa munzvimbo yebasa, zvakadai
semafomu ekubvuma kurapwa munhu achiziva zviri
kuitika, mashoko anopiwa varwere, mibvunzo uye
mawebhusaiti, zvishandurwe nehunyanzvi mumitauro
inonyanya kudiwa.
- Vashandi vanofanira kugara vachipiwa dzidziso pamu-
soro penyaya dzine chekuita nekushandiswa kwemit-
auro yakawanda, kusanganisira kutaurirana panenge
paine vanhu vatatu vari muhurukuro yekurapa.
- Vana havafaniri kushandiswa sevaturikiri munzvimbo
dzinopiwa mabasa ekuchengetwa kweutano.
- Masangano anofanira kuongorora kana vashandi,
kusanganisira vasingashandi mune zvekurapa, vachipa
mabasa ekuturikira kune vamwe vashandi. Kana izvi
zvichiitika, vashandi ava vanofanira kupiwa dzidziso
yekuturikira, kutarisirwa nguva nenguva, zvibvu-
mirano zvebasa zvakaparadzana uye mari yakawed-
zerwa yemabasa ekuturikira.
- Kana masevhisi evaturikiri vane hunyanzvi achiwanika,
zviwanikwa zvinofanira kupihwa kuti masevhisi aya
apinzwe mumabasa enzvimbo yehutano.
- Zvese zvine chekuita nekushandiswa kwemitauro
yakawanda zvinofanira kuiswa mumitemo nemirayi-
ridzo yesangano.

II. Vashandi neVanamazvikokota veUtano

Vashandi vose vanoshanda munzvimbo dzinochengetwa
varwere, zvisinei nebasa ravo kana hunyanzvi hwavo, vane
mikana yakawanda yekuvandudza kutaurirana kwemit-
auro yakawanda mumasangano avo:

- Pakutaura nevarwere vasingatauri mutauro mumwe
chete nevashandi vezveutano, kutaurirana kwakan-
anga kunofanira kugadziridzwa nekuita zvinotevera:
 - kutaura zvisihoma nezvisihoma;
 - kushandisa mitsara mipfupi;
 - kuderedza kushandiswa kwemazwi ehunyanzvi;
 - kuziva nekuremekedza kunyange ruzivo rushoma
rwemurwere mumutauro wacho kubva pakutanga
kwehurukuro;
 - kuona kuti murwere anzwisisa mashoko akakosha
nekumukumbira kuti adzokorore zvaanzwisisa, pane
kungovimba nemhinduro dzekuti “hangu” chete.
- Kunyange kana murwere achigona kutaura mutauro
mutsva zvine mwero, anogona kusarudza kuuya
nemuturikiri nekuda kwekutya kusanzwisisa mashoko
akakosha.
- Kuti kuderedzwe kuvhiringidzika kunogona kukon-
zerwa nemuturikiri asina kudzidziswa ari kunze
kwesangano, nyanzvi dzeutano dzinofanira kutanga
dzakurukura nemurwere kuti zvibodzwa zvekubvun-
zurudzwa kana kwekushanya kwake zvingawanikwa
here kuburikidza nekutaurirana kwakananga.
- Kana kutaurirana kuzere kusingagoneki, panofanira
kuedzwa kutsvaga mumwe mutauro wechitatu
unozivikanwa nemativi ose uye unogona kushandiswa
zvakanaka.
- Hatifaniri kuisa mutoro wakawandisa wekukurukura-
na pavashandi vanotaura mitauro yakawanda. Vamwe
vashandi vanogona kunge vari ivo chete vanokwanisa
kutaura mimwe mitauro isingataurwi nevamwe
vashandi. Naizvozvo, panofanira kugadzirwa nzira dzi-
noshandiswa nechikwata kana nesangano rose kuitira
kuti vashandi ava varege kuremerwa nebasa.
- Vashandi vari munzvimbo dzisina simba mukati
mesangano, vakadai sevanotsvaira, vabatsiri vemaba-
sa kana varindi, vanogona kuva nehunyanzvi hwemi-
tauro yakawanda hunobatsira mukutaurirana pakati
pevashandi vezvekurapa. Kazhinji vanhu ava havana
kudzidziswa zviri pamutemo uye havapiwi rubatsiro
rwakakwana kana mubhadharo wakakodzera pama-
basa ekuturikira.
- Masangano anofanira kuona kuti vashandi ava vawa-
na dzidziso yakakwana, kutarisirwa uye mari yakawed-
zerwa pamabasa ekuturikira.
- Pakushandisa maturusi ekushandura mutauro, pano-
fanira kuve nechokwadi chekuti hapana mazita kana
ruzivo rwemunhu rwunoburitswa.
- Pakushanda nevaturikiri vasina kudzidziswa zviri pa-
mutemo, mitemo inoshanda uye zvinotaririrwa paba-
sa ravo zvinofanira kutsanangurwa kusati kwatanga
kubvunzurudzwa. Hurukuro inofanira kutungamirirwa
sezvinodiwa uye vaturikiri ava vanofanira kutendwa
nerubatsiro rwavo mushure mezvo.

- Kana pachishandiswa muturikiri ane hunyanzvi uyo asati ambozivikanwa nenyanzvi yezveutano, panofanira kuitwa hurukuro pfupi kusati kwatanga kubvunzurudzwa kuitira kutsanangura zvinangwa zvemusangano uye kujekesa zvinotarisirwa pamwe nemaitiro achashandiswa.
- Matambudziko ekutaurirana anofanira kuudzwa vatungamiri, uye vashandi vanofanira kutsigira kuwanikwa kwemhinduro dzesangano dzinoderedza mutoro uri pavari.
- Vashandi vanofanira kushandisa mikana iripo yeku-dzidziswa kwehunyanzvi kuitira kuvandudza kugona kwavo kushanda nevaturikiri. Kana pasina mikana yakadai yekudzidziswa, vanofanira kuzivisa maneji-mendi enzvimbo yehutano nezvechido ichi.

III. Vagadziri veMitemo yeUtano

Vane chekuita nemabasa ehutano, manejimendi yehutano nemasangano ezvematongerwo enyika ari pamatanho ematunhu, enyika kana ehurumende vane mikana yakawanda yekuvandudza kushandiswa kwemitauro yakawanda mukuchengetwa kweutano:

- Mitemo yezveutano inofanira kugadzira hwaro hwemabasa ekuchengetwa kweutano kwemitauro yakawanda kuburikidza nemitemo yakakodzera uye zvimiro zvesangano.
- Mitemo yezveutano inofanira kupa mari yakakwana yemasevhisi evaturikiri vane hunyanzvi, zvichien-derana nezvinodiwa, munzvimbo dzinopiwa mabasa ekuchengetwa kweutano.
- Mitemo yezveutano inofanira kupa nzvimbo dzeutano zviwanikwa zvinodiwa kuti dzikwanise kupa mabasa ehutano mumitauro yakawanda.
- Mitemo yezveutano inofanira kutsigira mikana yed-zidzo yemahara kune vanhu vanoda kuwana zvitupa zvekushanda sevaturikiri vane hunyanzvi.

IV. Vanoshandisa Mabasa eUtano neVanovatsigira

Nharaunda dzevanhu vanobva kune dzimwe nyika, masangano anomiririra varwere uye masangano ehunyanzvi ezveutano vane mikana yakawanda yekusimbisa varwere vanosangana nematambudziko ekutaurirana nevapi vemabasa ehutano:

- Vane chekuita nenyya idzi nemasangano vanofanira kukurudzira nzvimbo dzinopa mabasa ehutano kuti dziise kukosha kukuru pakushandiswa kwemitauro yakawanda.
- Vanhu vanoshandisa mabasa ehutano vanofanira kupiwa ruzivo rwekuti kuwana mabasa ehutano iko-dzero yemunhu uye kuti basa rekuita kuti kutaurirana kubudirire riri pamupi webasa reutano.
- Vanhu vanoshandisa mabasa ehutano vanofanira kuu-dzwa kuti kana vasinganzwisi mupi webasa reutano, vanofanira kubvunza kana paine nyanzvi yezveutano inotaura mitauro yakawanda kana kuti muturikiri anogona kuwanikwa ipapo kana kurongwa kuti avepo pakushanya kunotevera.

- Kana nzvimbo yehutano isingakwanisi kupa muturikiri, panogona kunge paine zvirongwa zvinotsigira vanhu munharaunda zvinopa vanhu vanotaura mitauro yakawanda vanogona kushanda sevaturikiri, vakadai sevashandi vanotsigirana, vatungamiri vezveutano, vanamai vemunharaunda kana vanobatanidza tsika nemagariro.

V. Dzidzo neKudzidziswa kweUtano

Masangano edzidzo nekudzidzisa anogona kuisa nyaya yekushandiswa kwemitauro yakawanda muCurriculum nenzira dzakasiyana:

- Kushandiswa kwemitauro yakawanda kunofanira kuva chikamu chinomanikidzwa chedzidzo nekuenderera mberi nekudzidziswa kwehunyanzvi mumabasa ose ezveutano.
- Nzvimbo dzinopa mabasa ehutano dzinofanira kugara dzichipa mikana yekudzidziswa kwehunyanzvi pamu-soro pekushandiswa kwemitauro yakawanda.
- Vanoronga zvirongwa, varairidzi nevatariri vanofanira kuziva uye kunzwisisa nyaya dzine chekuita nekushan-diswa kwemitauro yakawanda.
- Zvirongwa zvekudzidzisa nekuwana zvitupa zvevaturi-kiri vemunharaunda uye vaturikiri vemabasa ehutano zvinofanira kugadzirwa uye kutsigirwa nemari pama-tanho ematunhu kana enyika.
- Nzvimbo dzinopa mabasa ehutano dzinofanira kugara dzichipa dzidziso yakarongeka kune vanotsigira vasina kudzidziswa zviri pamutemo, vakadai sevashandi vanotsigirana, vatungamiri vezveutano, vanamai vemunharaunda uye vanobatanidza tsika nemagariro, avo vanoshanda sevaturikiri munzvimbo idzi.
- Sarudzai munhu ane basa iri uye mugadzire hofisi yerutsigiro mukati mesangano kuti ive nzvimbo inoba-tika yekuendeswa kwemibvunzo yose nemazano ane chekuita nekushandiswa kwemitauro yakawanda.
- Gadzirai uye mubudise pachena mirayiridzo yesan-gano iri mumitauro yakawanda, ichisanganisira zvinotsanangura mashandisirwo uye miganhu yematurusi ekushandura mutauro pamwe nevaturikiri vasina kudzidziswa zviri pamutemo.
- Isai zvese zvine chekuita nekushandiswa kwemitauro mubumbiro remitemo yesangano.

VI. Kutsvakurudza kweUtano

Zviremera zvenyika nematunhu, pamwe nemasangano anopa mari yekutsvakurudza, zvinofanira kutora matanho anotevera kusimudzira kushandiswa kwemitauro yakawanda mukuchengetwa kweutano

- Mikana yemari yekutsigira kushandiswa kwemitauro yakawanda mukuchengetwa kweutano inofanira kuwanikwa zvisinei nekuti mutauro upi uri pamutemo.
- Zvinofanira kupiwa pekutanga zvirongwa zvekutsvakurudza zvinovaka mabhiriiji emitauro kune vanhu vasingawani mabasa akakwana nekuda kwekusawirirana kwemutauro.
- Vanhu vane mikana mishoma yekuwana mitauro

- inoshandiswa zviri pamutemo mukutsvakurudza vanofanira kusanganiswawo mukutsvakurudza, pachifungwa nezvezvinodiwa zvavo zvemitauro.
- Kuti zvirongwa zvekutsvakurudza zvitarise zvinodiwa nemitauro yemapoka akasiyana evarwere, zvinoda zvimwe zviwanikwa. Naizvozvo, zvirongwa zvakadaro zvinofanira kupiwa rutsigiro rwakakodzera.

Ndiani Akagadzira Chiziviso cheHamburg?

Chiziviso cheHamburg chakavakirwa pamhedzisiro yechirongwa chepasi rose uye chevanhu vanobva muzvid-zidzo zvakasiyana chinonzi **“Multilingualism in providing quality mental health care to migrants: needs, resources and practices” (MiM2M).**

Chiziviso ichi chakagadzirwa nenhengo dzose dze-chirongwa chekutsvakurudza. Chirongwa ichi chakatsi-girwa nemari neVolkswagen Foundation uye chaive chi-kamu chechirongwa chakabatana chekupa mari chinonzi **“Mobility: Global Medicine and Health Research”**, chakat-sigirwa neNovo Nordisk Fonden yekuDenmark, Fundación Bancaria “la Caixa” yekuSpain, Wellcome Trust yekuGreat Britain uye Volkswagen Foundation yekuGermany.

Boka reMiM2M rekutsvakurudza raisanganisira:

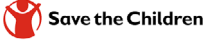
- Prof. Dr. Mike Mösko, Dr. Sanna Higgen naAnnika Kre-ienbrinck, vose vanobva kuUniversity Medical Center Hamburg Eppendorf, Germany;

- Prof. Dr. Ted Sanders, Prof. Dr. Christopher Jenks naHouda Al Kalaf, vose vanobva kuUtrecht University, Netherlands;
 - Prof. Dr. Barbara Schouten, University of Amsterdam;
 - Prof. Dr. Răzvan Cherecheș, Dr. Alina Forray naDr. Ovi-diu Oltean, vose vanobva kuBabeș Bolyai University, Romania;
 - Prof. Dr. Dr. Leslie Swartz, Prof. Dr. Christine Anthonis-sen, Dr. Asithandile Nozewu naDr. Rowan Madzamba, vose vanobva kuStellenbosch University, South Africa.
- Chirongwa ichi chaitungamirirwa neruzivo uye mazano kubva kunhengo dzeAdvisory Board:
- Prof. Dr. Yvan Leanza, Laval University, Canada;
 - Prof. Dr. Jan ten Thije, Utrecht University, Netherlands;
 - Dr. Lily Kpobi, University of Ghana, Ghana;
 - Charlene Sunkel, aves Mental Health, South Africa.
 - Nozewu, dr. Rowan Madzamba (Stellenbosch Universi-teit, Suid Afrika).

Die projek is krities begelei deur kundiges op die aange-wese Adviesraad: prof. dr. Yvan Leanza (Laval Universi-teit, Kanada); prof. dr. Jan ten Thije (Utrecht Universiteit, Nederland), dr. Lily Kpobi (Universiteit van Ghana, Ghana) en Charlene Sunkel (aves Mental Health, Suid Afrika).

Masangano Anotsigira Chiziviso cheHamburg

Chiziviso cheHamburg chinotsigirwa nemasangano anotevera:

 aves Mental Health, South Africa	 Scalabrini Centre of Cape Town, South Africa	 The Global Society on Migration, Ethnicity, Race and Health	 Federal Association of Networks of Migrant Organisations, Germany
 Centre for Multilingualism and Diversities Research, University of the Western Cape, South Africa	 St Luke's Combined Hospices, South Africa	 Federal Chamber of Psychotherapists, Germany	 Hamburg Chamber of Psychotherapists, Germany
 Africa Unite – Uniting Voices, Empowering Change	 Foundation for Professional Development, South Africa	 Leibniz Institute for Prevention Research and Epidemiology – BIPS, Germany	 German Red Cross, Germany
 Department of Psychiatry Icandelo lePsychiatry Departement Psigiatry	 Heriot Watt University, Scotland	 Patient Safety Action Alliance, Germany	 Hamburg Association of General Practitioners, Germany
 Johannes Wier Foundation for Healthcare and Human Rights, Netherlands	 Lancet Migration, Regional HUB Europe	 Save the Children, Germany	 VdK German Social Welfare Organisation
 Africa Health Research Institute, South Africa	 Johannes Wier Stichting voor gezondheidszorg en mensenrechten	 Research for Practice Center for Health and Migration, Austria	 German Association of Psychosocial Centers for Survivors of Torture, War, and Forced Displacement