

Itangazo rya Hamburg rya Ubuvuzi mu ndimi nyinshi

Intangamarara

Gukoresha indimi zitandukanye vyabaye ikimenyetso nyamukuru kiranga uburyo bugezweho bw’ubuvuzi muri iki gihe kw’isi yose. Ibikorwa vy’ubuvuzi bibandanya gukorerwa abarwayi badahuje ururimi n’abaganga babavura. Mu mavuriro muri rusangi, aho gusuzuma ingwara, gusuzuma ivyago, icizere hagati y’umugwayi n’umuganga wiwe, gutanga uruhusha, hamwe n’ukwubahiriza amabwirizwa ya muganga bigenda neza bitewe canecane n’ukuyaga bunvikana, intambamyi z’ururimi ziba ingorane ikomeye k’ubuvuzi, ku nyifato, hamwe n’itunganywa ry’ibikorwa.

Iri tangazo riremara uguhanahana amakuru mu ndimi nyinshi nk’igice nyamukuru c’ubuvuzi bw’umwuga, aho kuba uburyo budasanzwe bwo gucumbikira abagwayi. Uguhanahana amakuru ni icyunviro kinini kandi gikiwiye gushirwa mu mico yo kwakira neza no gucumbikira abarwayi uko bikwiye; indimi zose (harimwo n’indimi zikoresha ibimenyetso) hamwe n’inyandiko z’indimi zitandukanye bikwiye kubahwa no guhabwa agaciro. Uburyo buriho bwo gutorera inyishu intambamyi z’ururimi muri iki gihe ntibutomoye neza, ntibushirwamwo amafaranga ahagije, kandi akenshi bushingiye ku nyishu zabonetse mu buryo butateguwe neza nk’ubusiguzi bukozwe n’umuryango, abakozi bavuga indimi nyinshi batavyigiyeye, canke ibikoresho vyo guhindura ururimi vya digitale bitemejwe nk’ivyujuje ibisabwa mu gukingira umutekano w’abagwayi.

Ibimenyetso vyegeranijwe muri iri tangazo birerekana ko intambamyi z’ururimi zifitaniye isano no kugabanuka kw’abitabira kwivuzi, kugabanuka kw’ukwubahiriza amabwirizwa ya muganga, amakosa yo mu guhanahana amakuru, kutanyurwa kw’abarwayi, gusuzumwa nabi indwara, ivyago vyoshobora kwirindwa, n’ukutaronka ivyari vyitezwe bihagije ku buvuzi. Ibi vyago bikunda kuboneka cane cane mu kwivuzi ingwara zo mu mutwe, aho uguhanahana amakuru ubwavyo bigize igikoresho nyamukuru co gusuzuma no kuvura.

Iri tangazo risaba ko uguhanahana amakuru mu ndimi nyinshi mu gisata c’amagara y’abantu bitegerezwa kuyoborwa n’ingingo zikurikira: umutekano w’ubuvuzi (uburyo bwo gushigikira uguhanahana amakuru bitegerezwa gushira imbere umutekano w’umurwayi, uku-gumirizwa ibanga mw’isuzuma, n’ubwiza bw’ubuvuzi);



uburinganire mu bikorwa vy’ubuvuzi (abarwayi ntibategerezwa kuvugwa mu

buryo buciriritse bitewe n’ukudahuza indimi n’ababavura); kubura umukozi yavyigiyeye (gufashwa mu bijanye n’ururimi bitegerezwa kwinjizwa mu bikorwa vya buri musu vy’ubuvuzi aho gufatwa nk’igikorwa c’imbonekarimwe); kwitaho ivyerekeye umuco n’ururimi (uburyo bwo guhanahana amakuru bukwiye kuzirikana insiguro y’umuco, uburyo bw’ugusigura, uburyo bwo kwerekana ibishobisho, n’ubumenyi bwo gusoma no kwandika ku bijanye n’amagara meza); ibanga n’inyifato ibereye (imigenzo yo guhanahana amakuru itegerezwa kwubaha ubuzima bwite, ukwigenga, gutanga uruhusha, hamwe n’imipaka y’umwuga); n’uguhuza urugero (uburyo bwatowe bwo guhanahana amakuru bitegerezwa kuba buhuye n’ingorane y’ubuvuzi hamwe n’urugero rw’ivyago vy’umugwayi).

Muri rusangi, hariho uburyo butanu bwo gutorera inyishu intambamyi z’ururimi mu bikorwa vy’ubuvuzi: uguhanahana amakuru imbona nkubone hagati y’abaganga hamwe n’abagwayi, gukoresha ibikoresho vy’ubuhinga bwa none, gukoresha ibikoresho vy’uguhanahana amakuru mu ndimi nyinshi, abaganga bavuga indimi nyinshi, hamwe n’abasiguzi b’umwuga hamwe n’abasiguzi batari ab’umwuga. Ingaruka zihariye za buri buryo zirasigurwa hano hepfo.

Ibikorwa vy’inze, vy’akarere n’igihugu biganisha ku buvuzi mu ndimi nyinshi bishingira ku nyifato itomoye hatibagiwe uburyo na poritique nziza. Ibikorwa vy’ubuvuzi hirya no hino kw’isi biratandukanye ku bijanye n’uburyo. Itangazo rirabiha agaciro mu gusaba inyishu kuri m’ubuvuzi ibereye ku rwego rwo hejuru ku ngorane ihari (akarorero: abasiguzi b’umwuga kandi babifitiye ubushobozi aho kuba abasiguzi batari ab’umwuga) mu gihe kandi ritanga amahitamwo meza ashoboka (akarorero: abakozi bazi indimi zibiri bigishijwe gukora nk’abasiguzi) aho uburyo bw’amafara budatanga amahitamwo azinnye.

Itangazo rya Hamburg ritahurwa hisunzwe irya Amsterdam Declaration Towards Migrant-Friendly Hospitals, ryasohotse haraheze imyaka mirongo ibiri kandi ryafashije guhindura urwego kuva ku buryo bushingiye ku mpuhwe rugashingira ku kwizera neza ubwiza bw’ibikorwa hamwe n’uguteza imbere integuro y’ivyo bikorwa

Kubakira kuri uwo mushinge, Itangazo rya Hamburg rikomeza ubu buryo mu gushimangira uburyo bwibanda ku nyishu zishobora gushirwa mu ngiro ku rwego rw’umuntu ku giti ciwe n’uburyo izo nyishu zishikwako. Rishira imbere uburenganzira bwo gusigurirwa mu rurimi wunva atari nk’igikorwa gisanze, ahubwo nk’ishingiro ry’ubuvuzi mu buryo butekanye gisabwa kw’ubahirizwa n’amavuriro hamwe n’ivyo ategerezwa mu bikorwa vyayo.

Itangazo rya Hamburg kandi rirashigikira Ishirahamwe rya ONU rijejwe iterambere (Ihangiro rya 3 – Amagara meza n’ukubaho neza, cane cane ku bijanye no gukorerwa ibikorwa vya nkenerwa mu buvuzi) n’Amasezerano ya ONU yerekeye Uburenganzira bw’abagandana Ubumuga (Ingingo ya 9, iya 21, n’iya 25).

Itangazo rya Hamburg rigenewe abafatanyabikorwa bose mu gisata c’ubuvuzi kw’isi hose, baba bagira uruhara rusanze canke rudasanzwe mu kwitaho abarwayi, ndetse no ku bafatanyabikorwa bashiraho urwego rusangi rw’akarere k’ubuvuzi, harimwo abakora m’ubuyobozi, poritike y’amagara y’abantu, hamwe no mu bushakashatsi.

I. Ubuyobozi bw’amagara y’abantu

Abantu bakora mu bisata bitandukanye vy’ubuyobozi bw’ubuvuzi bafise amahirwe menshi yo guteza imbere ikoresha ry’indimi nyinshi mu mavuriro yabo:

- Ibice vyose vy’ivuriro bijanye no kwirinda ingwara, kwitaho abarwayi bakeneye ubuvuzi bwihutirwa, no kwongera kumenyereza abagwayi bitegerezwa kwitwararika ivyo abarwayi bakeneye mu ndimi nyinshi.
- Gushira mu nyandiko ziranga umurwayi amahitamwo y’ururimi rw’abarwayi.
- Guhiramo ibipimo bijanye n’indimi nyinshi mu vyegeranyo vy’igenzura ry’Ubwiza canke ivyegeranyo vy’Umwaka.
- Kugena uburyo bw’amafaranga kugira ngo ibikoresho vyanditse biri mu kigo c’ubuvuzi (nk’ifishe z’ugutanga uruhusha, ibikoresho vy’amakuru ku barwayi, ibibazo bibazwa, hamwe n’imbuga ngurukanabumenyi) bihindurwe mu buryo bw’umwuga mu ndimi zikunda gukoreshwa cane.
- Guha abakozi inyigisho za buri gihe zifise amajambo y’umutwe yerekeye indimi nyinshi (akarorero: uguhanahana amakuru mu biganirwa b’impande zitanze).
- Kubuza abana gukora nk’abasiguzi mu mavuriro.
- Gusuzuma niba abakozi, harimwo n’abakozi batari ab’ubuvuzi, bakora ikigirwa co gusigura ku bo bakorana bari mu kigo c’ubuvuzi. Aho ivyo bishika, hatangwe inyigisho ku basiguzi, bakurikiranwe mu buryo buhoraho, amasezerano y’akazi atandukanywe, kandi hatangwe n’inyongera y’umushahara ku bikorwa nk’ivyo vy’ubusiguzi.
- Aho bishoboka, hatangwe uburyo bw’amafaranga

- kugira ngo ibikorwa vy’abasiguzi b’umwuga vy’injizwe mw’ivuriro.
- ugushiraho umuntu abijejwe hamwe n’ugushiraho ibiro bijejwe gufasha mw’ivuriro kugira ngo bibe ahantu ho kwifashisha ku bibazo vyose n’ivyiyunviro ku bijanye n’ikoreshwa ry’indimi nyinshi mu buvuzi.
- Gutunganya hamwe n’ugushira ahabona amabwirizwa y’ivuriro mu ndimi nyinshi, harimwo n’ingingo zerekeye ikoresha ry’ibikoresho vy’ifashishwa mu gusigura hamwe n’aho ubushobozi bw’ivyo bikoresha hamwe n’abasiguzi batari ab’umwuga bugarukira.
- Gushiramwo mu mabwirizwa y’ivuriro ibintu vyose bifitaniye isano n’ikoreshwa ry’indimi nyinshi.

II. Abakozi/Abanyamwuga mu magara y’abantu

Abakozi bose bakorera mu mavuriro, hatitawe ku mwuga wabo, barafise amahirwe menshi yo guteza imbere uguhanahana amakuru mu ndimi nyinshi mu mavuriro yabo:

- Gukoresha uburyo bwo guhanahana amakuru butomoye kandi bubereye mu gihe muvugana n’abarwayi badahuje ururimi n’abaganga mu:
 - kuvuga buhoro;
 - ukoresheje amungane magufi;
 - kworoshya amajambo y’ubuhinga;
 - mu buryo bw’ukwemera no guha agaciro n’ubumenyi buke bw’ururimi hakiri kare mu kiganirwa; hamwe
 - N’ukwemeza ko amakuru ya nkenerwa yunvikanyweko mu gusaba abarwayi gusubiramwo ivyo bunvise, aho gushingira gusa ku nyishu zo kwemera.
- No mu gihe abarwayi baba bafise ubumenyi bushimishije mu rurimi rushasha, bashobora guhitamwo kuzana umusobanuzi kubera impungenge z’uko bashobora kudatwara neza amakuru ya nkenerwa.
- Kugira ngo hagabanuke ukudatwara neza gushobora guterwa n’umusiguzi wo hanze atari umunyamwuga, abakozi bo mu magara y’abantu bakwiye imbere na mbere kuganira n’umurwayi niba amahangiro y’inyigisho z’ubuvuzi zishobora gushikwako biciye mu kuyaga ubwabo imbona nkubone.
- Nimba bishoboka kuyaga ubwabo imbona nkubone, kugerageza kumenya ururimi rwa gatatu rusangi impande zose zishobora kuvugana neza bihagije.
- Irinde guha akazi kenshi k’ubusiguzi abo mukorana bavugana indimi nyinshi. Bamwe mubo mukorana bashobora gukora ubusiguzi mu ndimi nyinshi abandi bakozi batavugana. Ni co gituma rero hakwiye gutegurwa uburyo bubereye bushingiye ku mugwi canke ku kigo kugira ngo abo bakozi ntibaremerezwe birenze urugero.
- Abakozi bari mu bibanza bidafise amahirwe menshi mu kigo c’ubuvuzi (akarorero: abakozi bajejwe isuku,

abafasha mu bikorwa vy'akazi, canke abajejwe umutekano) bashobora gufasha mu bijnye n'indimi nyinshi kugira ngo boroshe uguhanahana amakuru hagati y'abakozi b'ubuvuzi. Mu bihe vyinshi, abo bantu nta nyigisho zemewe baba bafise, kandi ntibafashwa bikwiriye canke ngo bahabwe umushahara ukwiranye n'ibikorwa vyo gusigura baba bakoze. Amavuriro arakwiye kwizera neza ko abo bakozi bahabwa inyigisho zihagije, bagakurikiranwa bikwiye, kandi bagahabwa n'inyongera y'umusuhahara ihagije ku bikorwa vyo gusigura.

- Iyo ukoresheje ibikoresho vyo guhindura indimi, izere neza ko nta mazina canke amakuru bwite ashirwa ahabona.
- Iyo mukoranye n'umusiguzi batari uw'umwuga, musigurire amategeko akurikizwa n'ibitegekanijwe ku ruhare rwabo imbere y'isuzuma ry'umugwayi, muyobore ikiganiro uko bikenewe kandi mubashimire ku ntererano yabo inyuma y'ico kiganiro.
- Igihe cose mukorana n'umusiguzi w'umwuga atari azwi imbere n'umuganga, mubanze mugire ikiganiro kigufi imbere y'isuzuma ry'umugwayi kugira ngo umusigurire intumbero y'ico gikorwa kandi utomore neza ico yitezweko hamwe n'uko bigenda.
- Mumenyeshe ababakuriye canke abayobozi ingorane zo guhuza mu rurimi kandi musabe inyishu zibereye mw'ivuriro kugira ngo umutwaro w'ico gikorwa ugabanuke ku bakozi.
- Koreshwa amahirwe y'inyigisho z'umwuga kugira ngo mwongereze ubushobozi mu gukorana n'abasiguzi. Nimba nta mahirwe nk'ayo yo guhabwa inyigisho-ubucuti burahari, menyesha ivyo vya nkenerwa ku bayobozi babijejwe.

III. Abashiraho amategeko mu bijanye n'amagara y'abantu

Abafatanyabikorwa bari mu mashirahamwe y'ubuvuzi, ubuyobozi bw'ubuvuzi, n'inzego za poritike ku rwego rw'intara, rwa reta, canke rwa rwunze ubumwe bafise amahirwe menshi yo guteza imbere ikoreshwa ry'indimi nyinshi mu buvuzi:

- Poritiki y'amagara y'abantu itegerezwa gushiraho urwego rujewe gufasha mu bikorwa vy'ubuvuzi mu ndimi nyinshi biciye mu mabwiriza akwiye y'amategeko n'amabwirizwa yo mu kazi.
- Poritiki y'amagara y'abantu itegerezwa gutanga uburyo bw'amafaranga ahagije ku bikorwa vy'ubusiguzi bw'umwuga bushingiye ku bikenewe mu mavuriro.
- Poritiki y'amagara y'abantu itegerezwa guha amavuriro ibikoresho bikenewe kugira ngo bishobore gufasha mu bijanye n'ubusiguzi mu ndimi nyinshi mu mavuriro.
- Poritiki y'amagara y'abantu itegerezwa gushigikira amahirwe y'inyigisho ku buntu ku bantu bashaka impamyabumenyi nk'abasiguzi b'umwuga..

IV. Abagwayi n'Ababaherekeza

Imiryango y'abimukira, amashyirahamwe y'abarwayi, n'amashyirahamwe y'abaganga barafise amahirwe menshi yo guha abarwayi bahura n'ingorane mu guhanahana amakuru n'abaganga ubushobozi bwo kwifasha:

- Abafatanyabikorwa hamwe n'amashirahamwe bategerezwa gutera intege amavuriro gushira inguvu nyinshi kw'ikoreshwa ry'indimi nyinshi mu buvuzi.
- Guha abagwayi amakuru avuga kw'ivuza ari uburenganzira bw'umuntu kandi uguhanahana amakuru mu buryo umurwayi atahura biri mu vyo umuganga ategerezwa.
- Guha abagwayi amakuru avuga ko igihe cose badatatura ivyo umuganga avuga, bategerezwa kubaza nimba hari umuganga uvuga indimi nyinshi ashobora kuboneka, canke nimba umusiguzi ashobora gutangwa muri ako kanya canke kugenwa ku rindi sango muri kazozo.
- Nimba amavuriro adashoboye gutanga umusiguzi, harashobora kubaho ibikorwa vy'ugufasha mu karere bitanga abantu bavuga indimi nyinshi bashobora gukora nk'abasiguzi (akarorero: nk'abakozi b'afasha bagenzi babo, abajanama mu bijanye n'amagara y'abantu, abavyeyi bo mu kibano, abahuza b'imico).

V. Ubumenyi mu bijanye n'amagara y'abantu & Inyigisho

Amashuri hamwe n'ibigo bijejwe inyigisho birashobora kwongeramwo ijambo ry'umutwe kw'ikoreshwa ry'indimi nyinshi mu buryo buranvuye mu nyigisho mu buryo butandukanye:

- Ikoreshwa ry'ndimi nyinshi rigize kimwe mu bintu bitegerezwa kwitwararikwa. ubumenyi n'inyigisho zihoraho z'umwuga mu mirimo yose ijanye n'amagara y'abantu.
- Amavuriro ategerezwa guhora atanga amahirwe yo gutanga inyigisho mu buryo bw'umwuga zijanye n'ikoreshwa ry'indimi nyinshi mu buvuzi.
- Abahuzabikorwa b'imigambi, abigisha, n'abagenzuzi bategerezwa kumenyera ibibazo bijanye n'ikores-hwa ry'indimi nyinshi.
- Inyigisho zitanga impamyabumenyi mu busiguzi bw'umwuga mu kibano no mu magara y'abantu zitegerezwa gushirwa mu ngiro kandi zigahabwa uburyo bw'amafaranga ku rwego rw'intara canke urw'igihugu.
- Amavuriro ategerezwa guhora atanga inyigisho zemewe ku bafasha batari ab'umwuga (nk'abakozi babafasha y'urunganwe, abajanama mu magara y'abantu, abavyeyi mu kibano, abahuza b'imico) bakora nk'abasiguzi mw'ivuriro.

VI. Ubushakashatsi mu magara y'abantu

Ubuyobozi bw'igihugu n'ubw'uturere, hamwe n'izindi nzego zitanga infashanyo, zitegerezwa gufata ingingo zikurikira kugira ngo ziteze imbere ikoreshwa ry'indimi

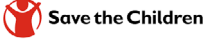
nyinshi mu gisata c'amagara y'abantu:

- Amahirwe yo gufasha kugira ngo habeho gukoresha indimi nyinshi mu gisata c'amagara y'abantu ategerezwa gutangwa hadashingiwe ku ndimi zemewe z'igihugu.
- Hashirwa imbere ibikorwa vy'ubushakashatsi vyubaka ibiraro vy'indimi nyinshi ku banyagihugu bafise ingorane z'ururimi.
- Abantu bafise ingorane ku ndimi zemewe zikoreshwa mu bushakashatsi bategerezwa kwinjizwa mu bushakashatsi, biciye mu kwitwararika ivyo bakeneye mu vyerekeye indimi.
- Imigambi y'ubushakashatsi itegerezwa kwitwararika ibikenewe mu ndimi vy'imigwi itandukanye y'abarwayi mu buryo bw'indimi nyinshi, bisaba n'ibindi bikoresho bijanye kandi ikwiye guhabwa infashanyo ibereye.

Ni nde yateguye Itangazo rya Hamburg?

Itangazo rya Hamburg rishingiye ku vyavuye mu mugambi w'ubushakashatsi mpuzamakungu kandi uhuza inzego zitandukanye ku bijanye n'ikoreshwa ry'indimi nyinshi mu kuvura neza hitwararikwa amagara yo mu mutwe kuvyo abimukira bakeneye, ibikoresho n'ibikorwa" (MiM2M). Itangazo ryari ryateguwe n'abagize umugambi w'ubushakashatsi bese. Umu-

Itangazo rya Hamburg ryemejwe n'amashirahamwe akurikira:

 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, Stellenbosch University, South Africa	 Heriot Watt University, Scotland	 Patient Safety Action Alliance, Germany	 Hamburg Association of General Practitioners, Germany
 Lancet Migration, Regional HUB Europe	 Johannes Wier Foundation for Healthcare and Human Rights, Netherlands	 Save the Children, Germany	 VdK German Social Welfare Organisation
 Africa Health Research Institute, South Africa	 Research for Practice Center for Health and Migration, Austria	 German Association of Psychosocial Centers for Survivors of Torture, War, and Forced Displacement	