

Itangazo rya Hamburg ku bijyanye n’ Ubuwuzi bukoresha indimi nyinshi



Iriburiro

Ubudasa bw’indimi bwabaye ikiranga nyamukuru cya sisitemu z’ubuvuzi zigezweho ku isi hose. Serivisi z’ubuzima zigenda zirushaho gutanga ubuvuzi ku barwayi batavuga ururimi rumwe n’abatanga serivisi z’ubuzima. Mu rwego rw’ubuvuzi mpuzamahanga, aho gusuzuma indwara, gusuzuma ibyago bishobora kuvuka, kubaka icyizere hagati y’umurwayi n’umuganga, gutanga uburenganzira bwo kuvurwa wahawe amakuru ahagije, no kubahiriza gahunda yo kuvurwa bishingira cyane ku itu-manaho rikorwa mu magambo, inzitizi z’ururimi zigira imbogamizi zikomeye mu buvuzi, n’imikorere myiza.

Iri tangazo ryemera itumanaho rikoresha indimi nyinshi nk’igice cy’ingenzi cy’ubuvuzi bukorwa kinyamwuga kandi ko ritangomba gufatwa nk’inyunganzi yihariye ihabwa abarwayi bamwe gusa. Itumanaho igitekerezo cyagutse rigomba gushyirwa mu muco wo kwakira no guha abarwayi uburyo bwo kuboheerza kubona serivisi; indimi zose (harimo n’indimi z’amarenga) n’imikoreshereze itandukanye y’ururimi bigomba kubahwa no guhabwa agaciro. Uburyo busanzwe bukoreshwa mu kunesha inzitizi z’ururimi buratandukanye, inkunga buterwa ntihagije, kandi akenshi bushingira ku bisubizo bihuriyeho nko gusemurirwa n’abagize umuryango, abakozi bavuga indimi nyinshi badafite amahugurwa yemewe, cyangwa gukoresha ibikoresho by’ikorana-buhanga byifashishwa mu gusemura bitemejwe mu rwego rw’ubuvuzi.

Ibimenyetso byegeranyijwe muri iri tangazo byerekana ko inzitizi z’ururimi zifitanye isano no kugira uburyo buke bwo kugera ku buvuzi, kubahiriza ku kigero gito gahunda yo kuvurwa, amakosa mu itumanaho, kutanyurwa kw’abarwayi, gusuzumwa nabi indwara, ibintu bibi byashoboraga kwirindwa, ndetse n’umusaruro muke mu buvuzi. Ibi byago bigaragara cyane cyane mu buvuzi bw’ubuzima bwo mu mutwe, aho itumanaho ubwaryo rigize igikoresho nyamukuru cyo gusuzuma no kuvura.

Iri tangazo risaba ko itumanaho ry’indimi nyinshi mu rwego rw’ubuvuzi rigomba kugengwa n’amahame akurikira: umutekano w’ubuvuzi (uburyo bwo gushyigikira itumanaho bugomba gushyira imbere umutekano

w’umurwayi, ubusugire bw’isuzuma, n’ireme ry’ubuvuzi); uburinganire mu kubona serivisi (abarwayi ntibagomba guhabwa ubuvuzi bufite ireme ryo

hasi kubera kutavuga ururimi rumwe n’abata); ubunyamwuga (ubufasha bw’ururimi bugomba kwinjizwa mu miterere isanzwe y’ubuvuzi aho gufatwa nk’aho gufatwa nk’ubufasha budasanzwe buhabwa bamwe gusa); kwita ku muco n’ururimi (uburyo bwo gutumanaho bugomba kwita ku bisobanuro bishingiye ku muco, uko abantu basobanura indwara, bakagaragaza amarangamutima, n’ubumenyi bafite ku buzima); ibanga n’imyitwarire ndangabupfura (imikorere y’itumanaho igomba kubungabunga ubuzima bwite, ubwigege, uburenganzira bwo kwemera serivisi ashingiyeye ku makuru ahagije, n’imbibi z’umwuga); n’uburinganire hagati y’uburyo bw’itumanaho n’ingaruka z’ubuvuzi (ingamba y’itumanaho yatoranyijwe igomba guhura n’urwego rw’uburemere bw’ubuvuzi n’ibyago bishobora kubaho mu gihe cyo kwita ku murwayi).

Muri rusange, hari ingamba eshanu zo kunesha inzitizi zishingiye ku rurimi mu serivisi z’ubuvuzi: itumanaho ritaziguye ryahinduwe rihuza abatanga serivisi z’ubuzima n’abarwayi, ikoreshwa ry’ibikoresho by’ikoranabuhanga, gukoresha ibikoresho by’itumanaho mu ndimi nyinshi, abatanga serivisi bazi kuvuga indimi nyinshi n’abanyamwuga, ndetse n’abasemuzi batari ab’umwuga. Ingaruka zihariye za buri buryo zigaragazwa hano hefpo.

Ibikorwa by’ibigo byo ku rwego rw’akarere n’iby’igihugu bigamije ubuvuzi bwita ku nyinshi bishingira ku myifatire isobanutse no kuba hari ibyifashishwa n’amabwiriza abishyigikira. Sisitemu zita ku buzima hirya no hino ku isi ziratandukanye mu bijyanye n’ibyifashishwa zifite. Itangazo ryita kuri ibi risaba ko habaho gushaka igisubizo mu rwego rwa sisitemu y’ubuzima cyubahiriza ibipimo ngenderwaho bifite ubuziranenge bwo ku rwego rwo hejuru akwiranye n’aho bikorwa (urugero: gukoresha abasemuzi b’umwuga kandi bafite ubumenyi aho kuba abasemuzi batabihuguriwe) hagatangwa kandi ubundi buryo bushoboka (urugero: abakozi bazi indimi ebyiri bahuguwe bakora nk’abasemuzi) igihe ibyifashishwa bihari bitatuma hakoreshwa uburyi buhenze.

Itangazo rya Hamburg rigomba gusobanurwa hukurikijwe amahame y’Itangazo rya Amsterdam rigamije ibitaro birushaho kwita ku Bimukira, ryasohotse hashize imyaka makumyabiri kandi ryafashije guhindura urwego kuva ku buryo bushingiyeye ku bikorwa by’ubugiraneza rugana ku kwizera ubuziranenge bwa serivisi no guteza imbere imiterere y’imikorere y’inze. Kubakira kuri uyu musingi. Intego z’iterambere rirambye ry’Umuryango w’Abibumbye (Intego ya 3 – Ubuzima bwiza n’imibereho myiza, cyane cyane ku bijyanye no kubona serivisi z’ingenzi z’ubuvuzi ziifite ireme) n’Amasezerano y’Umuryango w’Abibumbye yerekeye Uburenganzira bw’Abafite Ubumuga (Ingingo ya 9, iya 21, n’iya 25).

Itangazo rya Hamburg rigenewe abafatanyabikorwa bose mu rwego rw’ubuzima ku isi hose bagira uruhare rutaziguye cyangwa ruziguye mu kwita ku barwayi, ndetse n’abafatanyabikorwa bagena uko urwego rusange rw’ubuzima rugomba kumera, harimo abakora mu micungire, politiki y’ubuzima, no mu bushakashatsi.

I. Imicungire y’Ubuwuzi

Abantu bakora mu nzego zitandukanye z’imiyoborere y’ibigo by’ubuvuzi bafite amahirwe menshi yo guteza imbere ikoreshwa ry’indimi nyinshi mu bigo bakoreramo:

- Ibice byose bigize serivisi z’ubuvuzi bujyanye no gukumira indwara, kuvura indwara zikomeye, no gusubiza umurwayi mu buzima busanzwe zigomba kwita ku byifuzo by’abarwayi mu bavuga indimi zitandukanye.
- Gushyira amakuru yerekeye ururimi umurwayi akunda mu nyandiko z’ibanze z’umurwayi.
- Gushyira muri Raporo Zigenzura Ireme rya serivisi cyangwa Raporo Ngarukamwaka ibipimo bifitanye isano n’indimi nyinshi.
- Guteganya umutungo kugira ngo ibikoresho byanditse biri mu kigo (urugero: impapuro zo gutanga uburenganzira ushingiyeye ku makuru ahagije ahabwa umurwayi, inyandiko zisobanurira abarwayi amakuru y’ubuzima, inyandiko z’ibibazo, n’imbuga nkoranyambaga) bisemurwe kinyamwuga mu ndimi zikunze gukenerwa cyane.
- Guha abakozi amahugurwa asanzwe ku nsanganyamatsiko zijyanye n’indimi nyinshi (urugero: itumanaho mu biganirwa bigizwe n’abantu batatu).
- Kubuza abana gukora nk’abasemuzi mu bigo nderabuzima.
- Gusuzuma niba abakozi, harimo
- abakozi batari abaganga, baha serivisi zo gusemura bagenzi babo bari mu kigo. Aho ibi bibaye, hatangwe amahugurwa ku basemuzi, ubugenzuzi bukomeza, hatangwe amasezerano yihariye y’akazi, ndetse n’inyongerwa y’umushahara ku mirimo y’ubusemuzi ikorwa.

- Aho biboneka, hagenwe umutungo wo gushyira serivisi z’abasemuzi b’umwuga mu bikorwa b’isanzwe by’ikigo.
- Gushyiramo ibice byose by’ingirakamaroaro bye-rekeye ikoreshwa ry’indimi nyinshi mu mabwiriza y’inze.

II. Abakozi/Abanyamwuga mu buzima

Abakozi bose bakorera mu bigo by’ubuvuzi, hatitawe ku mwuga wabo, bafite amahirwe menshi yo kunoza itu-manaho rikoresha indimi nyinshi mu bigo byabo:

- Kujyanisha uburyo bwo kuvugana n’abarwayi badahuje ururimi binyuze mu:
 - kuvuga buhoro;
 - Gukoresha interuro ngufi;
 - kugabanya ikoreshwa ry’amagambo adasanzwe;
 - kugaragaza akwubaha ubushobozi bw’ururimi ruke umurwayi afite hakiri kare mu kiganiro; kandi
 - kwemeza ko wasobanukiwe amakuru y’ingenzi biciye mu gusaba abarwayi gusubiramo ibyobumvise, aho gushingira gusa ku bisubizo byemeza.
- Ndetse n’igihe abarwayi bafite ubumenyi buri ku rugero rwiza mu rurimi rushya, bashobora guhitamo kuzana umusemuzi kubera impungenge z’uko bashobora kutumva neza amakuru y’ingenzi. Kugira ngo hagabanywe urujijo rushobora guterwa n’umusemuzi wo hanzu utari umunyamwuga, abanyamugaka mu by’ubuzima bagomba mbere na mbere kuganira n’umurwayi niba intego z’ikiganiro cy’ubuvuzi zishobora kugerwaho binyuze mu itu-manaho ritaziguye.
- Niba itumanaho ritaziguye ridashoboka, gerageza kumenya urundi rurimi rusanzwe impande zombi zishobora kuvuga neza bihagije.
- Irinde gushyira inshingano nyinshi z’itumanaho ku bakozi bagenzi bawe bavuga indimi nyinshi. Bamwe muri bagenzi bawe mukorana bashobora gutambutsa ubutumwa mu ndimi nta bandi bakozi bavuga. Ni yo mpamvu hakwiye gutegurwa ingamba zikwiye zishingiye ku itsinda cyangwa iz’ibigo kugira ngo abo bakozi bagenzi babo be guhabwa inshingano zirenze ubushobozi bwabo.
- Abakozi bari mu myanya idafite amahirwe menshi mu kigo (urugero: abakozi bashinzwe isuku, abafasha mu bikorwa bya serivisi, cyangwa abashinzwe umutekano) bashobora gutanga bashobora kuba bafite ubushobozi bwo gukoresha indimi nyinshi kugira ngo bushobore koroshya itumanaho hagati y’abakozi bo mu buvuzi. Mu bihe byinshi, abantu nta mahugurwa yemewe baba bafite, kandi nta n’inkunga iboneye cyangwa ibihembo bikwiye bahabwa ku bikorwa byo gusemura. Ibigo bikwiye gukora ku buryo ababagenzi babo bakorana bahabwa amahugurwa ahagije, bakangenzurwa, ndetse

bagahabwa n’inyongera ku mushahara kubera serivisi zo gusemura batanga..

- Mu gihe ukoresha ibyifashishwa mu gusemura, kora ku buryo nta mazina cyangwa amakuru bwite ahishurwa.
- Iyo bakorana n’abasemuzi batari ab’umwuga, abakozi bo mu buvuzi bagomba kubanza kudasobanurira amategeko akurikizwa n’inshingano zabo mbere yo gutangira ikiganiro cy’ubuvuzi, kuyobora imigendekere y’ikiganiro uko biri ngombwa, ndetse no kudasimira ku bufasha bwabo nyuma y’ikiganiro.
- Igihe cyose ukoranye n’umusemuzi w’umwuga utari usanzwe azwi n’abanyamwuga mu buvuzi, agomba kubanza kugira nawe ikiganiro kigufi mbere y’ikiganiro n’umurwayi kugira ngo amusobanure intego zo guhura kwabo no kumusobanurira ibyitezwe kuri buri wese n’uko ibintu bizagenda.
- Kumenyeshya abayobozi cyangwa abashinzwe imicungire ibibazo biboneka mu itumanaho kandi ukore ubuvugizi busaba ko hashyirwaho ibisubizo byo ku rwego rw’ikigo bigamije kugabanya imirimo iremereye abakozi.
- Kubyaza umusaruro amahirwe y’amahugurwa y’umwuga kugira ngo uzamure ubushobozi bwo gukorana n’abasemuzi. Niba nta mahirwe nk’ayo ahari-ibifashi birahari, menyesha ubuyobozi bw’iki-gu iki cyifuzo.

III. Abashinzwe gushyiraho politiki z’ubuzima

Abafatanyabikorwa bari mu bigo by’ubuzima, ubuyobozi bw’inzego z’ubuzima, n’inzego za politiki ku rwego rw’uturere, urwa leta, cyangwa urw’igihugu bafite amahirwe menshi yo guteza imbere ikoreshwa ry’indimi nyinshi mu buvuzi:

- Politiki y’ubuzima igomba gushyiraho urwego rwa serivisi zo gukoresha indimi nyinshi mu buvuzi binyuze mu mabwiriza akwiye ashingiye ku mategeko n’imikorere y’inzego.
- Politiki y’ubuzima igomba gutanga inkunga ihagije ku bikorwa by’ubusemuzi bw’umwuga bushingiye ku bikenewe mu nzego zita ku buzima.
- Politiki y’ubuzima igomba guha ibigo by’ubuvuzi ibikoresho bikenewe kugira ngo bibashe gutanga serivisi z’ubuvuzi mu ndimi nyinshi.
- Politiki y’ubuzima igomba gushyigikira amahirwe y’uburezi bw’ubuntu ku bantu bashaka impamyabumenyi z’abasemuzi b’umwuga.

IV. Abakoresha Serivisi z’Ubuuvuzi n’Abazishyigikira

Imiryango y’abimukira, amashyirahamwe y’abarwayi, n’amashyirahamwe y’ibigo by’ubuvuzi bya kinyamwuga bafite amahirwe menshi yo kongerera ubushobozi abarwayi bahura n’ingorane mu kuganira n’abatangira serivisi z’ubuzima:

- Abafatanyabikorwa n’ibigo bigomba gushishikariza ibigo by’ubuvuzi kwibanda cyane ku ndimi nyinshi.
- Guha abakoresha serivisi z’ubuvuzi amakuru avuga ko kubona serivisi z’ubuvuzi ari uburenganzira bwa muntu kandi ko itumanaho ryiza ari inshingano z’umutanga serivisi z’ubuvuzi.
- Guha abakoresha serivisi z’ubuzima amakuru avuga ko igihe cyose batumva neza umukozi w’ubuzima, bagomba kubaza niba hari umunyamwuga w’ubuzima uvuga indimi nyinshi uhari, cyangwa niba umusemuzi ashobora gutangwa ako kanya cyangwa agategurwa ku yindi gahunda iri imbere.
- Niba ibigo by’ubuvuzi bidashobora gutanga umusemuzi, hashobora kubaho ibikorwa bifasha mu karere bitanga abantu bavuga indimi nyinshi bashobora gukora nk’abasemuzi (urugero: abakozi bunganira bagenzi babo, abayobora abafite ibibazo by’ubuzima, ababyeyi bita ku bandi mu gace, abahuza b’imico).

V. Uburezi n’Amahugurwa mu by’Ubuzima

Ibigo by’uburezi n’amahugurwa bishobora gushyiramo kwinjiza neza kurushaho insanganyamatsiko y’indimi nyinshi mu nteganyanyigisho mu buryo butandukanye:

- Indimi nyinshi zigomba kuba zigize ibitegetswe uburezi n’amahugurwa akomeza y’umwuga mu myuga yose y’iby’ubuzima.
- Ibigo by’ubuvuzi bikwiye guhora bitanga amahirwe yo guhugurwa mu buryo bw’umwuga ajyanye n’indimi nyinshi.
- Abahuzabikorwa ba porogaramu, abarimu, n’abagenzuzi bagomba kumenya neza ibibazo bijyanye n’indimi nyinshi.
- Porogaramu zo gutanga impamyabumenyi mu kuganira n’abaturage n’ubusemuzi bw’umwuga mu rwego rw’ubuzima zigomba gushyirwa mu bikorwa kandi zigaterwa inkunga ku rwego rw’akarere cyangwa urwa leta.
- Ibigo by’ubuvuzi bigomba guhora bitanga amahugurwa yemewe ku bantu batari abanyamwuga mu buvuzi (urugero: abakozi bunganira bagenzi babo, abayobora abafite ibibazo by’ubuzima, ababyeyi bita ku bandi mu gace, abahuza b’imico) bakora nk’abasemuzi mu kigo.

VI. Ubushakashatsi mu by’Ubuzima

Inzego z’igihugu n’iz’uturere, kimwe n’inzego zitanga inkunga z’abandi bantu, zigomba gushyiraho ingamba zikurikira kugira ngo ziteze imbere ikoreshwa ry’indimi nyinshi mu buvuzi:

- Amahirwe yo kubona inkunga yo gushyigikira ikoreshwa ry’indimi nyinshi mu rwego rw’ubuvuzi agomba gutangwa hatitawe ku ndimi zemewe.
- Umwanya wa mbere ugomba guhabwa ibikorwa by’ubushakashatsi byubaka imiyoboro y’indimi

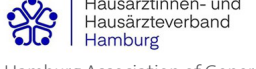
nyinshi igera ku baturage badafite serivisi z’indimi zihagije.

- Abantu bafite uburyo buke bwo kubona indimi zemewe zikoreshwa mu bushakashatsi bagomba gushyirwa mu bushakashatsi mu buryo bukora, hashingiwe ku kwita ku byo bakeneye mu by’indimi.
- Imishinga y’ubushakashatsi igomba kwerekeza ku bikenewe by’indimi hashingiwe ku byo amatsinda atandukanye y’abarwayi akeneye mu by’indimi, bisaba ibindi bikoresho bijyanye na byo kandi bigomba guterwea inkunga iboneye.

Ni nde wateguye Itangazo rya Hamburg?

Itangazo rya Hamburg rishingiye ku byavuye mu musHINGA w’ubushakashatsi mpuzamahanga kandi uhuza inzego zitandukanye ku bijyanye n’indimi nyinshi mu gutanga serivisi nziza zita ku buzima bwo mu mutwe ku bimukira - ibikenewe, umutungo n’imikorere“ (MiM2M). Itangazo ryari byateguwe na bose bagize umushinga w’ubushakashatsi. Umushinga watewe inkunga na Volkswagen Foundation kandi wari umwe mu bikorwa by’ihuriro rihuriweho ryo gutera inkunga “Mobi-lity – Global Medicine and Health Research“ na

Itangazo rya Hamburg ryemejwe n’ibigo bikurikira:

 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	 Bundes Psychotherapeuten Kammer 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 Leibniz Institute for Prevention Research and Epidemiology – BIPS, Germany	 German Red Cross, Germany
 Department of Psychiatry Department of Psychiatry Department of Psychiatry Department of Psychiatry, Stellenbosch University, South Africa	 Heriot Watt University, Scotland	 Patient Safety Action Alliance, Germany	 Hamburg Association of General Practitioners, Germany
 Africa Health Research Institute, South Africa	 Lancet Migration, Regional HUB Europe	 Save the Children, Germany	 VdK German Social Welfare Organisation
	 Johannes Wier Stichting voor gezondheidszorg en mensenrechten Johannes Wier Foundation for Healthcare and Human Rights, Netherlands	 Research for Practice Centers for Health and Migration, Austria	 German Association of Psychosocial Centers for Survivors of Torture, War, and Forced Displacement