

**II SCHEME TO NORMALISE THE  
USE OF THE BASQUE LANGUAGE  
IN OSAKIDETZA –Public Health  
Service of the Basque  
Autonomous Community–**

**2013-2019**

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## I.- Foreword by the Basque Autonomous Community's Minister for Health

Today, 3rd December, marks the International Day of the Basque Language. The Basque language (Euskara) has enjoyed this recognition for many years, since 1949, to be precise. That was the year when, bearing in mind the fact that St. Francis Xavier was a Basque speaker, the Basque Studies Society (Eusko Ikaskuntza) designated this day as the International Day of the Basque Language, the day of the language of Basque men and women, of those who live in the Basque Country (Euskal Herria) as well as of those who are scattered across the world. Subsequently, in 1995, the Government of the Basque Autonomous Community (region) and the Royal Academy of the Basque Language (Euskaltzaindia) joined forces and duly recognised 3rd December. Ever since then, we Basques, whether or not we speak Basque, celebrate the Day of the Basque Language. And it will be accredited by the celebrations set to take place in many different fields and places.

The day in itself deserves to be celebrated. However, we have to mention something that signifies a special contribution to this day of celebration. Early this morning, accompanied by the Director General of Osakidetza, I announced to all the Osakidetza professionals the immediate approval of the II Scheme to Normalise the Use of Basque in Osakidetza, the Basque Autonomous Community Health Service.

Shortly afterwards, Osakidetza's Board of Directors met after having been informed about and having examined the matter. The Board approved the Scheme after examining and duly discussing it.

There is no doubt that today is an important day.

As chairman of the Board of Directors and Minister of Health in the Government of the Basque Autonomous Community (region) I am delighted about this approval because we have taken a new step forwards in the work necessary for the health of Basque in the healthcare sector.

The approval of the scheme has not been a mere administrative move, because after examining and evaluating the achievements and problems that arose in the previous period, we have embarked on a new period towards a more fruitful future. After getting to know and, as far as we have been able, including the opinions and ideas of the people who have been, are and will be the promoters and, at the same time, targets of the Basque scheme, we have provided ourselves with an effective tool which over the next six years will be guiding us step by step in the various phases along the road towards the normalisation of Basque. The step taken today will help us to move forward and go deeper into the respect that Basque and Basque-speaking people deserve.

Just as a health professional attends to his/her patients and leads them along their road towards better health, the scheme we have approved today has to help us to do the same for Basque.

Even though my appointment is still recent, I pointed out to the members of the Healthcare Committee in the Parliament of the Basque Autonomous Community that the focus of the actions by the Department for Health would be people and that this legislature would be a legislature focussing on people. That is why we have highlighted the principle of equity, universality and solidarity in the rendering of the healthcare service. We do not want any kind of inequality in healthcare and that is why we are

placing particular emphasis on implementing measures to guarantee the right people have to be attended to in Basque.

I am sure that with the effort of each and every one of us, we will make gradual progress in respect for language rights; I am sure that we will succeed in offering healthcare in Basque, too; I am sure that with all this we will improve the quality of the care services; I am sure that we will be strengthening our commitment towards people.

To conclude this foreword, I would like to recall some valuable words of the Lehendakari (President of the Basque Autonomous Community) Urkullu: "The Basque health service is one of the cornerstones of the quality of life of the society and its well-being. There is only one prescription for preserving it, a single prescription with these components: action, decision, will, ingenuity and collaboration."

This is the healthy and healthgiving prescription that we have to apply with decision so that together we can all implement this scheme, which has been approved today.

Vitoria-Gasteiz. 3rd December, 2013.

Jon Darpón-Sierra  
Minister for Health of the Basque Autonomous Community

## II.- Background of the II Basque Scheme

### The Law of Basque, Decree 67/2003 and the I Basque Language Scheme of Osakidetza

After the Statute of Autonomy of the Basque Country of 1979 recognised Basque, together with Spanish, as the official language of the Basque Autonomous Community, Law 10/1982 on the normalising of Basque use, stipulated the right of Basque citizens to communicate with each other and be attended to in Basque in their relations with the public administration in the sphere of the autonomous community; for this purpose, the public authorities were granted competence in the adopting of measures designed to guarantee the rights of citizens and to proceed towards the gradual Basquisition of each sector of the administration.

Decree 67/2003 on the normalisation of the use of Basque in Osakidetza is the legislation governing the application and implementation of the Law on Basque in the Basque Health Service. This Decree established the aims, priorities and main measures to start the process to normalise the use of Basque in Osakidetza, a process which anticipated the approval of Osakidetza's Basque Scheme, and subsequently the adaptation of it to each of the service organisations that comprise Osakidetza.

Osakidetza's Basque Scheme was approved in 2005 and the schemes of the service organisations in 2006. That marked the start of the first period of planning to normalise the use of Basque with a duration of six years and anticipating two assessments: a partial one, carried out during the third year of implementation, and another final one carried out once the full planning period was over.

Once the first planning period was over, and in accordance with the terms of Decree 67/2003, the second period was started; its corresponding tool, the Basque Scheme, had to be used to consolidate the achievements made and, at the same time, to drive forward the process towards new goals allowing progress to be made towards the full normalisation of the use of Basque in Osakidetza. That is why it is essential to consider, on the one hand, the current state of the process begun with the first Scheme (its progress and shortfalls) and, on the other hand, the new situations that have been emerging and the new elements that have been appearing and which will need to influence the second planning period.

### Conclusions of the assessment of the first planning period

The main conclusion of the overall assessment of the first planning period of the normalisation of Basque use in Osakidetza is that, on the whole, gradual progress has been made since the partial assessment of 2008, although the degree of evolution has been uneven in each of the spheres analysed. Specifically, it is the area of language profiles (accreditation of profiles, jobs with mandatory Basque, etc.) where the greatest progress has taken place while the sphere that has seen the least development has been that of internal relations. That is because in the first Basque Scheme a large proportion of the resources were devoted to increasing and guaranteeing knowledge of the language (and it is a fact that the number of employees with the accredited language requirement profile for their jobs has doubled) and less priority has been given to Basque use in relations with the staff, in work relations, ongoing training, etc.

In the overall assessment of the first planning period, one is also aware that, despite the overall gradual advance, in a number of aspects no progress has been made since the

partial evaluation of 2008. Among these aspects we need to highlight, for example, the lack of shared responsibility among the directorates or the lack of clear leadership in the Scheme. Furthermore, the meeting of objectives in external relations has been more modest than what it should have been; what happens in many cases is that the use of Basque is linked more to the volition of the employees than to the fact that the units or services have passed down clear guidelines on the use of the two official languages [Spanish and Basque in the Peninsular Basque Country].

On the other hand, the assessment confirms that the sociolinguistic environment, demand by citizens and the intensity with which each organisation drives forward the use of Basque influence the extent to which the aims are met. That is why the results of the assessment vary greatly between one service organisation and another. For example, when divided according to typology, the most progress has taken place in the integrated healthcare organisations, due particularly to their Primary Healthcare Centres, while the least progress has been in the hospitals.

If one bears in mind the main conclusions set out in the general assessment report of the first planning period, the main hubs that need to be strengthened with the second Basque Scheme in mind have to be the following:

a) We need to intensify Basque use by improving the tools that facilitate it and by encouraging new mechanisms that will allow it to progress. Measures need to be adopted (above all organisational measures) to guarantee reception and attention in the language chosen by the users, being at all times one step ahead of public demand, without leaving the responsibility for being attended to in Basque in the hands of the patients and users. To achieve this, what also needs to be consolidated is the project to identify bilingual services and professionals and ensure circuits of attention in Basque from Primary Healthcare right up to Specialised Healthcare for all patients who wish to be attended to in Basque.

b) As regards Basque use in documents, emphasis should be placed on the documents of a care nature through the normalising and systematising of bilingual models of documents, bearing in mind that their adaptation or production in Basque must be facilitated and simplified by professionals. In parallel, in order to have available bilingual clinical records, an in-depth study must be started without further delay and the aspects that influence the process to create and exploit information must be analysed.

c) Another aspect where progress needs to be made is internal relations, above all in the use of Basque in communications between the service organisations and their employees, and in providing the personnel with the resources that will help them to carry out their work in Basque (ongoing instruction in Basque, training, document models, etc.)

d) In any case, without the commitment, boost and leadership of the whole management team, both of Osakidetza in general and of each service organisation, it will be difficult to make progress in encouraging the use of Basque. That is why measures must be adopted to encourage the transversality of the Scheme and to achieve the participation and involvement of middle management and heads of units, since they are the ones who have to transmit the guidelines on the use of the languages and integrate them into the everyday activities of their services.

## Other factors influencing the design of the II Basque Scheme

We must not forget that since the passing of Osakidetza's first Basque Scheme, new situations have emerged and so have new factors or elements that have determined the design of this second Basque Scheme. The most salient ones are as follows:

a) Nowadays, Basque is present in all the levels of education and there are many young people who have done their academic studies in this language. As a result, over the last few years with fresh cohorts of young people joining Osakidetza, knowledge of Basque has increased and become more widespread; and with that an increase in the degree of accreditation of the language profiles (this has also been influenced by the publication of Decree 47/2012 recognising studies done in Basque.) And this factor that acts in favour of the normalisation of the use of Basque in Osakidetza has to be taken into consideration as far as staff turnover and temporary recruitment is concerned.

b) Another factor that has influenced the design of the II Basque Scheme of Osakidetza is the criteria of the Government of the Basque Autonomous Community on the use of the official languages, which have to be complied with in the General Administration of the Basque Autonomous Community and in its autonomous organs. These criteria were published in 2008 with the aim of bringing more cohesion to the Basque Public Administration and to offer a standardised, quality image. So what we have here are clear guidelines so that the workers in the various departments and services of the administration know how they are supposed to use the two official languages, in other words, what tasks they are supposed to carry out in Basque and how. So with the aim of extending and moving forward progressively towards the fulfilment of these criteria, Osakidetza has proceeded to adapt them and embody them in this second Basque Scheme.

c) Subsequently, in 2012, the Government of the Basque Autonomous Community published its Plan of Action for Promoting Basque (ESEP), which was drawn up together with the Advisory Council on Basque. This Scheme proposes a range of actions to be developed over the coming ten years within the framework of language policy. So in the scheme drawn up by the service organisations with a view to developing Osakidetza's second Scheme for Basque, the actions set out in that Scheme will need to be taken into account. In that respect, one of the basic criteria of the Scheme for establishing the specific aims of each service is to act in accordance with the percentage of Basque-speaking population in the spheres of action, since the different realities will need to be addressed in different ways in the process to normalise the language. That way, the pace of the normalisation process in the milieus in which the presence of Basque is significant will need to be accelerated in this second Scheme for Basque.

d) In the process to draw up Osakidetza's II Scheme for Basque, the criteria established by the Sub-Ministry for Language Planning of the Basque Autonomous Community Government in the document *Criterios generales para la elaboración de planes de normalización del uso del euskera en las administraciones e instituciones públicas de la CAV* [General criteria for the designing of schemes to normalise the use of Basque in the public administrations and institutions of the Basque Autonomous Community] (2013) have also been taken into consideration.

e) Finally, we must stress that over the last few years the Bikain standard certificate on quality in language management of the Sub-Ministry for Language Planning of the Basque Autonomous Community Government and the Basque Foundation for Excellence Euskalit has become normalised and widespread in companies, organisations and administrations in the Basque Autonomous Community. This has provided a standard framework to assess the degree of normalisation of Basque and to

be able to draw comparisons between different organisations. Today, there are various Osakidetza service organisations, in Primary Healthcare as well as in Specialised Healthcare, that have expressed interest and have applied to be included in the Bikain evaluation process. Along this line and with the intention of continuing to consolidate this standard framework as a common reference, in this second Scheme for Basque it is anticipated that the Bikain evaluation will be incorporated across the Osakidetza service organisations as a complementary aspect.

## III.- Aims, application and assessments of the II Scheme for Basque

### Aims

The aims of Osakidetza's II Basque Scheme are based on three principles that complement each other: respect for language rights, improvement in the quality of the service and the principle of progressivity present throughout the process to normalise Basque in Osakidetza.

Respect for language rights has been taken into account and recognised since the passing of the *European Charter on Regional and Minority Languages* by the Council of Europe in 1992. In this text, ratified by the Kingdom of Spain in 2001, it says that it is an obligation of the whole administration to enable reception and attention in the mother tongue of the speakers of a minority language who wish to receive attention in it. Furthermore, express mention is made of the care which for health reasons needs to be provided in social or healthcare services. These rights were subsequently universally proclaimed in the *Universal Declaration of Language Rights* of Barcelona in 1996.

Moreover, if we look at Osakidetza as the public body entrusted with rendering integral healthcare to the citizens of the Basque Autonomous Community, and we recognise that communication is the most important tool in that care activity, it is clear that ensuring that citizens have the option of communicating in the official language in which they feel more comfortable and confident is an essential key for endorsing a good quality service.

On these bases the main aim of the II Basque Scheme of Osakidetza is to guarantee the presence and use of Basque as a language of service both orally and in writing, in external relations (with the patients, their relatives, suppliers, administrations, etc.) and in internal relations (with the staff and with Osakidetza's various organisations and units).

Likewise, and since working in a language is the best guarantee to ensure its use and its normalisation both in internal relations and in external ones, another paramount aim for this planning period is to turn Basque into the language of work of all the services and units that meet the necessary conditions for this.

And with a view to meeting these general aims, apart from establishing language criteria and normalisation measures that must be met throughout Osakidetza, the Scheme determines various specific objectives designed to guarantee and increase the offer of bilingual attention in a progressive way. Thus, the various levels of priority stipulated by Decree 67/2003 continue to be furthered (priority I, according to which the unit has to provide bilingual services; priority II with various levels of bilingual offer which must be increased; and units without specific aims). All Osakidetza's services or units will be required to have their level of priority designated, which, as specified by the Decree according to logical reasoning, will be greater or less depending on two variables: the more general nature of or the closer the unit is to citizens as a whole, and the density of the Basque-speaking population in which the unit is located. So the Primary Healthcare or A&E units should be given greater priority than the specialist consultancies, and the units of one centre with a high percentage of bilingual patients will have a higher priority than those of another with a lower percentage. And as regards internal relations, a greater degree of priority will be given to those units that have a direct, constant relationship with a broad number of Osakidetza staff (personnel departments, directorates, occupational health, etc.).

Nevertheless, alongside this system of priorities, through which some hospital specialist services could be exempt of any specific aims, in this new planning period all the hospitals will make a progressive offer of medical and surgical specialisations in which care is guaranteed in Basque, all in line with the aim of offering citizens a complete care circuit in Basque.

## **Sphere of application**

The measures to normalise the use of Basque in this II Scheme for Basque of Osakidetza will be applied, without exception, across the service organisations that comprise Osakidetza and, within them, in those units in particular that have specific aims in this second planning period (priority units). The sociolinguistic data needed to be able to determine the type of priority of each centre or unit will be taken from the latest Census or Set of Statistics on Population and Housing of EUSTAT for 2011, even though these data will need to be updated and adapted whenever a new census is published.

Furthermore, as regards both the approved centres and services incorporated into the healthcare framework in the Basque Autonomous Community (Hospital Oncológico, Clínica Asunción, mental health hospitals in Gipuzkoa, ambulance services that do not belong to Osakidetza, etc.) as well as other bodies and administrations which, while not reporting to Osakidetza, act within its sphere (patients' associations and donors, faculties of medicine and nursing of the UPV/EHU-University of the Basque Country, etc.), the criteria of the Basque Autonomous Community Government on the use of the official languages in the public administrations and institutions of the Basque Autonomous Community will have to be applied.

## **Duration of the Scheme and date that the various criteria and measures to normalise the use of Basque will be applied**

The II Scheme to Normalise the Use of Basque in Osakidetza will have a duration of six years following its approval, from 2013 to 2019. And during this period the execution date of each of the criteria and measures on the normalisation on the use of Basque stipulated in it will vary depending on three factors:

- The criteria and measures for normalisation, in the description of which a date or specific period for applying them is indicated, must be in operation by that date.
- The measures that have to be progressively applied and the monitoring of which is carried out by means of annual procurement programmes specifying the relations between the Department for Health and the Osakidetza organisations will be gradually developed depending on the parameters indicated in each procurement programme.
- The remaining criteria and measures for normalisation, in which no specific date or period for execution is indicated, must start to be implemented (is they are not already being implemented) following the approval of this II Scheme of Basque, and in any case must be in operation during the first planning year.

## **Assessments**

As provided for in chapter IV on language management, Osakidetza will carry out two assessments of its II Basque Scheme in order to find out the degree of fulfilment with its aims and measures for normalization not only with respect Osakidetza in general, but also with each of its service organisations in particular. The first assessment will be

carried out on completion of the third year of planning, and the final assessment will be done once the complete period of planning has been concluded.

## IV.- Spheres of action and measures to normalise the use of Basque

The II Scheme for the Normalisation of the Use of Basque in Osakidetza is built up around five cores or areas of action, divided into various sections on specific matters; they set out the criteria and measures to be complied with during the planning period 2013-2019. The areas of action are as follows:

1. Image and communication
2. External relations
3. Internal relations
4. Language management
5. Language profiles, priorities and dates of mandatory fulfilment

### CHAPTER 1: IMAGE AND COMMUNICATION

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#### 1.1. Signage

Article 11.3 c) of Decree 67/2003 on the normalisation of the use of Basque in Osakidetza establishes that both official languages, Basque and Spanish, have to be used in external and internal signage on any of Osakidetza's premises. This rule of a general nature must be complied with by following the guidelines agreed upon with respect to the positioning of the languages and their typography while adhering to the terminology and criteria on language quality and style adopted by Osakidetza (see section 4.4, "Corpus Quality and Translation Policy", in the chapter LANGUAGE MANAGEMENT in this Scheme).

##### **1.1.1. Permanent signage, external and internal**

a) During the first year following the approval of this Basque Scheme, the Osakidetza service organisations geared towards the Corporate Basque Service will be required to rectify all the permanent signs, external and internal ones, which appear exclusively in Spanish by incorporating into them the corresponding text in Basque.

b) During the first year, too, any permanent bilingual signs that may still exist with clear errors either in the text in Basque or in Spanish will also need to be rectified, and so will those that clearly fail to meet the criteria on the positioning of the languages and their typography.

c) Henceforth, no permanent external or internal sign that is not appropriately and correctly produced in Basque and Spanish will be produced or affixed.

d) The language criteria for fixed signage will likewise need to be complied with in the lettering on movable elements, like identification on clothing, signage on vehicles, etc.

##### **1.1.2. Variable signage, external and internal**

a) During the first year after this Basque Scheme has been approved, Osakidetza's service organisations will need to implement the necessary measures geared towards drafting any variable signs that are exclusively in Spanish (provisional signs, notices and notes on paper, etc.) in both official languages, and also towards communicating to

the staff the criteria to be followed with respect to making up and affixing signs of this type.

b) Henceforth, no variable external or internal sign that is not appropriately and correctly produced in Basque and Spanish will be made up or affixed.

### **1.1.3. Signs and panels affixed by firms under contract**

The language criteria to be applied as regard signage, described in this section 1.1, also cover the signs and panels affixed or used by firms under contract, like for example those referring to works, safety/security matters, etc. In these cases, the use of the two official languages constitutes a condition for executing the contract, as provided for in section 2.7, "Language criteria relating to procured services and acquired products", in the chapter EXTERNAL RELATIONS.

### **1.1.4. Cases of non-bilingual signage**

The general regulations on the use of the two official languages throughout Osakidetza's external and internal signage allow only two exceptions:

a) When the words that have to appear juxtaposed on the sign have very similar spelling in Basque and in Spanish and the use of Basque alone does not impede comprehension on the part of non-Basque-speaking users (*Elektrokardiogramak, Espirometriak, Gimnasioa, Logopedia, Pediatria, Psikologia, Urologia*, etc.), repetition will be avoided and the sign will be exclusively in Basque.

b) When the message of the sign is expressed by means of pictograms or images that guarantee total comprehension, the sign will appear without any text at all, or, in exceptional circumstances with the text exclusively in Basque.

## **1.2. Posters**

In accordance with the rule established in the matter of written communication in Article 11.3 a) of Decree 67/2003, the criterion on the use of the two official languages must be complied with not only as far as the posters published by Osakidetza or any of its organisations is concerned, but also with respect to the posters on health, safety or quality produced by associations or organisations not linked to Osakidetza and which are scheduled to be displayed in corridors, surgeries, waiting rooms or other Osakidetza premises.

## **1.3. Stationery**

On stationery items (visiting cards, stamps, letter headings, fax cover sheets, cards, envelopes, bags, etc.) the general rules on dealing with bilingualism stipulated in the *Manual de Identidad Gráfica Corporativa de Osakidetza* (*Handbook of Corporate Identity Design of Osakidetza*) shall be applied.

## **1.4. Internet, Intranet and social networks**

a) On the web pages, blogs, forums, etc. both corporate ones as well as ones of any service organisation, steps must be taken to ensure total browsability and access of the informative content in both official languages. This criterion shall apply to any type of social network as a medium of communication with patients and users, including explanations of photos, labels.

b) The above notwithstanding, should a website, blog, forum, etc., the main aim of which is to promote the learning, practice or normalisation of the use of Basque, be set up, its content may be displayed in that language alone.

c) As regards replies to remarks made by people on the receiving end of blogs, forums or other social networks, the said replies shall be drafted in the language in which the remark was originally written.

d) As regards microblogging or nanoblogging (Twitter), a single account will be set up and if possible both languages will be incorporated into the same Tweet, first in Basque and then in Spanish. Nomenclatures, avatars, etc. shall appear in Basque.

e) Technicians in charge of managing the content of these mediums of communication and networks are required to be qualified to handle the information in both official languages; they therefore constitute a group that will need to devote special attention to the planning of ongoing training and practice to work in Basque (see sections 3.3, "Training", and 3.4, "Training for working in Basque", in the chapter dealing with INTERNAL RELATIONS).

f) In order to turn the corporate website of Basque into a more useful and more dynamic tool with Osakidetza professionals and users in mind, the Corporate Basque Service shall handle the ongoing updating of its content, adding relevant news, articles and documents relating to the normalisation of Basque by establishing links to various tools that facilitate work in Basque (dictionaries, grammar handbooks, document templates in Basque, etc.) and by setting up sections of interest for the Basque-speaking professionals and users (service for clearing up queries, opinion forum), etc.

## 1.5. Magazines and newsletters

In accordance with the rules established by Osakidetza in Article 11.3 d) of Decree 67/2003 on the guidelines governing the presence of Basque in the publications produced or promoted by Osakidetza, the editions of print magazines and newsletters must comply with the criteria on bilingualism laid down in Article 15 of Decree 67/1998 of 7 April governing the publishing activity of the Public Administration of the BAC-Basque Autonomous Community:

*"Article 15.- Language of publications:*

*In general, the publications promoted by each Department or Autonomous Body shall as a whole comply with the percentage of Basque presence in the terms stipulated by the Publishing Scheme of the Public Administration for each period.*

*The publications dealing with legal texts and summaries of rules handed down by the Institutions of the Basque Autonomous Community as well as the handbooks, catalogues and others of a popular nature shall be published in Basque and Spanish. Likewise, both official languages shall be used in the titles of collections, series, catalogues and the means for distributing publications.*

*Periodical publications whose distribution is circumscribed to the territorial sphere of the Basque Autonomous Community shall be required to include a percentage of Basque presence of not less than fifty per cent.*

Therefore:

- a) The presence of Basque in the magazines and newsletters published in print format by the service organisations shall amount to at least the percentage corresponding to the number of bilingual citizens in the geographical sphere of operation of each organisation. This percentage must be met by the third year of planning.
- b) The service organisations shall adopt measures to gradually encourage effective bilingualism and to prevent the duplicating of articles; for this purpose, in addition to stipulating a percentage of articles in which each of the languages shall be used, articles on any subject (articles that do not deal exclusively with subjects relating to Basque) shall be published in Basque, and encouragement will be given so that the texts in Basque are drafted in Basque.
- c) In the case of magazines and newsletters posted exclusively in digital format, it will be up to the service organisation either to produce a single bilingual edition, in which the criteria indicated for the print editions will be followed, or else to give the readers the option of reading any of the content in the official language of their choice; for this purpose, one complete edition will be produced in Basque and another in Spanish, and steps will be taken to ensure that when accessing the publication the reader can choose which language to read it in.
- d) Furthermore, within the framework of the learning, dissemination and normalisation of the use of Basque, newsletters and publications may be published in Basque. In this context, Osakidetza shall on a corporate level continue to draft, publish and distribute an informative publication in Basque.

## **1.6. Adverts, publicity and institutional campaigns**

With respect to adverts and institutional publicity and communication campaigns, irrespective of the medium they are produced in, this Scheme shall comply with that stipulated in Law 6/2010 on Institutional Publicity and Communication of the Basque Autonomous Community (BOPV-Official Gazette of the Basque Country, nº 251, of 31 December) either with respect to the aims (Article 4.1 in general and Article 4.1.h, in particular) and with respect to the use of the languages (Article 10.1).

Therefore:

- a) Both Basque and Spanish shall be used in all the adverts and institutional publicity and communication campaigns that Osakidetza or any of its service organisations may distribute or run in the Basque Autonomous Community. Both languages will be able to coexist within a single publicity medium or be used separately. In the latter case, as far as distribution is concerned, special attention shall be given to ensure that the media whose service language or informative language is Basque shall receive publicity material in that language.
- b) Nevertheless, institutional publicity and communication campaigns may be run and disseminated exclusively in Basque when the said campaigns are directly linked to encouraging the use of Basque in Osakidetza's sphere of competence, from the point of view of citizens as well as bilingual staff.
- c) As regards the creation of content and slogans:
  - c.1) When it comes to producing adverts and running campaigns, the language and cultural heritage and references of the two official languages shall be taken into consideration.

c.2) Mere translations will be avoided; in many cases, and due to inappropriate strategies, they prevent the meaning of the message in Basque from being adequately conveyed.

c.3) Any graphical and visual components directly relating to the publicity message in Spanish and which are difficult to render in the Basque version will be avoided.

c.4) Criteria on language quality and style shall be complied with as well as the terminology adopted by Osakidetza (see section 4.4, "Corpus quality and translation policy", in the chapter LANGUAGE MANAGEMENT).

c.5) An effort shall be made to encourage the creating of adverts and publicity campaigns in Basque ensuring at all times that communication is achieved in the language, and that there are original, comprehensible, appropriate and correct texts available.

### **1.7. Public gatherings, meetings, etc.**

a) Both Osakidetza and each of its service organisations shall adopt the measures necessary to ensure right from the first year of planning that the presence of Basque is guaranteed in the official announcements and programmes of gatherings, meetings, conferences, roundtable discussions, presentations, press conferences, etc., as well as in the greetings and leave-taking, introductions, summaries, visual presentations and documents distributed during them.

b) Likewise, all the service organisations must include and gradually increase the use of Basque in the content of their public gatherings and meetings. And in two specific situations, at least 10% of the content of the gathering shall always be expressed in Basque starting from the first year of planning:

b.1) When the main recipients of these gatherings do their work in services or units with specific priority I in this new planning period, i.e. the reception and admission units, when dealing with children and young people, A&E, general medicine, general nursing, etc. (see the chapter on LANGUAGE PROFILES, PRIORITIES AND DATES OF MANDATORY FULFILMENT).

b.2) When the gatherings are arranged by service organisations located in areas with a Basque-speaking population density equal to or higher than 40%.

c) One resource that the organisations will be able to avail themselves of will be Osakidetza's simultaneous interpretation service, as long as it is deemed advisable by the scope and characteristics of the gathering (in terms of subjects, recipients, social repercussion). For this purpose, the organisations will be able to request the technical interpretation services (translator-interpreter with technological support) from the Directorate of Human Resources; in this case, the organisation requesting it will make available the necessary infrastructure so that the interpreting activity can be carried out properly.

d) It will be the communication areas of the service organisations led by the people in charge who will specify the measures designed to ensure the presence of Basque in public gatherings, meetings, etc. and who will ensure that they are complied with.

## 1.8. Greetings and initial phrases when patients and users are received

a) When receiving patients, their relatives or users, the first greeting and the first phrases (first questions or words in direct attention and first response when answering the phone) will always be in Basque; the reason is that this will serve to find out the language of choice of the user and, therefore, enable the communication or conversation to be continued in the interlocutor's language of choice. This criterion will need to be applied across the reception, admission and information units. As regards subsequent attention in the services of a healthcare or administrative nature, the guidelines specified in section 2.1, "Relations with patients and users" in the chapter EXTERNAL RELATIONS will be followed.

b) This criterion on the use of Basque in greetings and first phrases of reception for patients and users likewise extends to automatic telephone answering machines, public address systems and security personnel who carry out reception tasks. In the event that these services have been procured, it will be the responsibility of each organisation to request that the procurement criterion established be complied with (see section 2.7. "Language criteria for procured services and acquired products", in the chapter on EXTERNAL RELATIONS).

c) The criteria on the use of Basque in the daily reception activities must be transmitted to the employees by their superiors or by those directly in charge of each unit. These criteria will need to be included in the unit's routine working guidelines, so they will be monitored and assessed, just as its other tasks are.

d) The professionals in the reception, admission and information units who do not speak Basque must also comply with the reception protocol in the official languages. If a user speaks to these people in Basque, they must with the utmost respect do what is necessary so that the citizen being attended to can, without delay, be attended to by a Basque-speaking colleague.

e) All the professionals in the reception, admission and information units shall be in possession of sheets or leaflets covering the attention protocol in the official languages. These sheets shall be made available to their superiors by the Technical Service for Basque of each service organisation (see section 4.3.2, "Technical Service for Basque", in the chapter LANGUAGE MANAGEMENT").

f) It is essential that those in charge of the units should attach importance to motivating their employees to act correctly and to feel comfortable in the applying of the criteria on the use of the official languages when receiving patients and users. This motivation should also be coupled with an ongoing awareness geared towards increasing and reinforcing favourable attitudes in order to encourage the use of Basque in any of the daily activities.

g) As a tool for assisting in the reception work in Basque, both the bilingual professionals in the reception, admission and information units and the colleagues in the process of learning Basque shall be provided with the handbook *Harrera euskaraz* (Receiving people in Basque) produced by Osakidetza's Corporate Basque Service; it includes the most frequent vocabulary and expressions when receiving users as well as tips for improving receiving people in Basque.

## 1.9. Public address systems and answering machines

a) In the announcements and remarks made over the PA system or in any of Osakidetza's services or units, both official languages will be used, Basque and then Spanish, in this order.

b) The recordings made on automatic telephone answering machines of the centres or services shall be made in both official languages, Basque and Spanish, in that order.

## CHAPTER 2: EXTERNAL RELATIONS

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In the sphere of external relations, the aim for this new planning period is full compliance with the rules on attention in both official languages, set out in Decree 67/2003 on the normalising of the use of Basque in Osakidetza, as well as in the IV Plan for Normalising the Use of Basque for the General Administration of the Basque Autonomous Community and its autonomous organs (or, where appropriate, the updated version of this Plan in force at each moment).

### 2.1. Relations with patients and users

The citizens to whom Osakidetza is required to provide healthcare, and who are entitled to be attended in the official language of their choice, are the main targets of the aims of Osakidetza's Basque Scheme. Therefore, all the service organisations shall make a special effort to incorporate, in a natural way, the guidelines on the use of Basque into the daily relations with its patients and users.

#### 2.1.1. Criteria for using the two official languages in oral relations

a) In oral relations with patients, relatives and users, Basque or Spanish will be used in accordance at all times with the language option expressed by the citizen. So Osakidetza staff will always dispense the first attention in Basque (the greeting, first phrase or question, telephone response, etc.) and after that, if the interlocutor wishes to communicate in Basque, they will proceed in the following way:

a.1) In the reception, admission and information units, the language option of the interlocutor must be complied with in all the cases, without him/her being forced to express him-/herself in another language nor to create any kind of awkwardness for him or her (see section 1.8, "Greetings and first phrases when patients and users are received", in the chapter IMAGE AND COMMUNICATION).

a.2) In the case of subsequent attention given in the units of a healthcare and administrative nature, an attempt will always be made to comply with the language choice of the interlocutor. It will be up to each service organisation, with the designation of its priority units and, where relevant, with its offer of bilingual specialisations, to determine the units in which a bilingual service must be guaranteed.

a.3) In any case, if a citizen speaks in Basque to an employee who does not speak the language, the latter shall politely ensure that this person is attended to by a bilingual colleague. Should no one be available to attend to this person in Basque, the situation will be explained to him/her and he/she will be given the chance to express his/her disagreement at the Patient and User Attention Service.

b) In the calls and messages transmitted over the phone to users who have manifested their language of preference (see section 2.3. "The language of choice of patients in oral communication", in this chapter), the language chosen by the user shall be used, either Basque or Spanish, while in the messages issued without knowing the recipient's language preference, both official languages will be used, Basque and Spanish, in that order.

#### 2.1.2. Criteria for using the two official languages in written communications

a) All the written documentation geared towards patients, relatives and other users, whether it is of an informative, care or administrative nature, must be given in both

official languages, thus complying with the criteria on the drafting of bilingual texts stipulated in section 4.4.1, "Criteria on quality and functionality in written communications," in the chapter on LANGUAGE MANAGEMENT.

b) This documentation may be delivered in Basque when the user expressly communicates his/her wish to receive it in one language only.

c) As regards this documentation, clinical documents require a separate mention. During the first planning year, Osakidetza will undertake an in-depth study into the possibility of having available clinical documents written in both official languages, by analysing the aspects that influence the creation process and exploitation of the information in them, the aim being at all times to have a bilingual clinical record available.

d) In the cases in which it is Osakidetza that receives documents from the patients, relatives or other users, and is required to respond to them, the answer will be made in the language or languages used in the documents received.

### **2.1.3. Criteria for using the two official languages in ICT communications**

In all the formalities carried out over the Internet or by means of other communication technologies, Osakidetza patients and users shall have the option of using the official language of their choice at each moment, be it Basque or Spanish.

### **2.1.4. Transmission, application and monitoring of the criteria on the use of the two official languages**

a) The criteria on the use of Basque in everyday relations with patients and users must be transmitted by the superiors, those directly in charge of each service or unit. These criteria will need to be included in the unit's routine working guidelines, so they can be monitored and assessed just like its other tasks are.

b) All Osakidetza employees that have relations with patients and users (external or internal users) shall have at their disposal sheets and leaflets on the attention protocol in the official languages. These leaflets shall be made available to their superiors by the Technical Service for Basque of each service organisation (see section 4.3.2, "Technical Service for Basque", in the chapter LANGUAGE MANAGEMENT").

c) It is essential that those in charge of the units should attach importance to motivating their employees to act correctly and to feel comfortable when applying the criteria on the use of the official languages in the reception of patients and users. This motivation should also be coupled with an ongoing awareness designed to increase and reinforce favourable attitudes in order to encourage the use of Basque in any of the daily activities.

d) As regards tools for assisting in care work in Basque, both bilingual employees in the more general professional areas, as well as colleagues in the Basquisition process, shall be provided with handbooks in Basque containing the most widely used vocabulary and expressions on the subject of relations with patients. The Corporate Basque Service shall undertake to gradually produce handbooks on the new professional areas; this will be subject at all times to the needs perceived, to the priority of the area within the Basque Scheme, to the most widespread aspect, and demand for service by citizens.

## 2.2. Offer of bilingual services

a) Across the Osakidetza organisations a study will be conducted of the professionals and services in a situation of being able to guarantee care in Basque and, on the basis of that, appropriate measures will be implemented to be able to offer these services to patients and users. Without prejudice to other means by which the organisations can make their bilingual services known, Osakidetza will go on working to expand and consolidate the corporate project *Euskaraz bai sano!* to identify bilingual professionals and services; its aim is to enable those citizens who prefer to communicate in Basque to know in which Osakidetza services and with which professionals they can communicate in this language.

b) In line with what has been done in some Primary Healthcare centres during the first planning period, in this second period all the Primary Healthcare organisations will communicate to their users the possibility of choosing a Basque-speaking family doctor, paediatrician or midwife and facilitate this for them. Apart from the means that each organisation may consider appropriate for making this option known to the patients as a whole, in the registrations of new patients and in the requests to change doctors, they will henceforth always be given the option to choose whether they wish to be assigned a Basque-speaking family doctor, paediatrician or midwife.

c) In the case of hospital Specialist Care that has the participation of several bilingual specialists, an offer of specialisations in which care in Basque is assured will be gradually formed and expanded with the aim of eventually offering citizens a full care circuit in Basque. During the first six months of planning, hospitals will be required to determine and make known the list of specialisations in which they will start to guarantee care in Basque, and after that they must gradually expand this offer from one year to the next, bearing in mind the extent and demand of each specialisation until as many areas as possible are included in the circuit. The monitoring and assessment of this offer of bilingual specialised healthcare will be done by means of two assessments of the current Basque Scheme as well as by means of the annual Procurement Programme that sets out the relations between the Department of Health and the Osakidetza organisations (see sections 4.1.2, "Leadership, strategy and transversality", and 4.1.3, "Assessment of language policy", in the chapter on LANGUAGE MANAGEMENT).

## 2.3. The language of choice of patients in oral communication

a) In this second planning period, all the Primary Healthcare Service Organisations will ask their users whether they wish, among their personal details, to have their language of choice included; this refers mainly to the language of communication in oral relations and in the messages they are going to receive via their mobile phones, since the standard documents will as a general rule be delivered in both official languages (unless the patient specifically requests to receive them in Basque) and the ICT formalities will be made in the language chosen at each moment by the user (see sections 2.1.2, "Criteria for using the two official languages in written communications", and 2.1.3, "Criteria for using the two official languages in ICT communications", in this same chapter).

b) During the first six months following the approval of this Basque Scheme, Osakidetza shall proceed to renew the procedure for managing the registering of patients and modifications so that, henceforth, in the registrations of new patients the language of choice of each one can, if they so wish, be noted down.

c) Likewise, the Primary Healthcare organisations shall adopt the measures they deem appropriate with a view also to gradually registering the language of choice of the remainder of its users, if they so wish.

d) No language option shall be registered by default without the patient or user having expressed his/her wishes in that respect.

e) The information on the language choice of each user should appear displayed on the main screen of the computing system that contains the patient's personal information so that Osakidetza professionals can easily identify the language in which each person would prefer to be attended.

f) When a patient declares that Basque is his/her language of choice, his/her service organisation, depending on its offer of bilingual services and the quotas of its professionals, will give him/her the chance to choose, if he/she so wishes, whether he/she wants to be assigned a Basque-speaking family doctor, paediatrician or midwife or other professional. This option shall also be made available in the cases in which the patients have been referred from Primary Healthcare centres to medical specialisations or if they attend hospitals, bearing in mind at all times the medical and surgical specialisations included in the bilingual specialised healthcare of each hospital (see section 2.2., "Offer of Bilingual Services" in this same chapter).

## **2.4. Satisfaction of Basque-speaking patients and users**

In the surveys to measure the level of satisfaction of Osakidetza's patients and users, the patients whose habitual language is Basque (or, where appropriate, Basque and Spanish) shall have the option of responding to items referring to Basque use in Osakidetza. The level of satisfaction recorded shall be used as an indicator not only in the two assessments of the current Basque Scheme but also in the annual Procurement Programme that sets out the relations between the Department of Health and the Osakidetza organisations (see sections 4.1.2, "Leadership, strategy and transversality", and 4.1.3, "Assessment of language policy", in the chapter on LANGUAGE MANAGEMENT).

## **2.5. Recognition of language rights in the charters of rights of patients and users**

As soon as this scheme for Basque has been approved, all the charters on patients' and users' rights published in Osakidetza shall refer specifically to the language rights they are entitled to.

## **2.6. Relations with suppliers, banks, administrations, professional associations, etc.**

a) General language criteria for oral and written relations with suppliers, banks, administrations, professional associations, patients' associations, etc.

A.1) In oral relations, the first reception will be guaranteed in Basque, i.e., the greetings and first phrases or questions will be formulated in that language, and then, and particularly when the interlocutor of the company, bank or administration is the same person and a Basque speaker, the criteria established for oral communications with patients and users will be applied and which are set out in section 2.1.1 in this chapter ("Criteria on the using of both official languages in oral relations").

a.2.) In written relations, the criteria established for written communications with patients and users as set out in this chapter in section 2.1.2 ("Criteria for using the two official languages in written communications") shall be applied.

b) Owing to the significant role played by the different administrations as driving forces in the use of Basque in formal spheres in which this language has had limited presence until now, it would be interesting to establish administrative circuits in Basque between the Osakidetza organisations and the corresponding departments in the local, charter provincial and general autonomous administration, in particular, town and city councils and Departments for Health. Furthermore, bearing in mind that most of the administrations are producing schemes to normalise Basque, alliances with a view to jointly promoting the use of Basque could be formed.

## **2.7. Language criteria on procured services and acquired products**

a) The service organisations shall include language conditions for the fulfilling of contracts in all the procured service contracts in which the activity, or a considerable part of it, is done with citizens in mind (security service, cafeteria, refectory, etc.). And the same procedures shall be followed in the acquiring of supplies whose registrations, indications or documents must be read by Osakidetza users or staff (healthcare equipment, coffee or food dispensers or vending machines, printers, photocopiers, plans and reports, etc.). In all these cases, the "Unified cover sheet type models and sets of administrative clauses specifically for works, supplies and service procurement contracts" shall be used as per that approved in 2009 by an agreement of the Governing Council. Nevertheless, in the procurement of the aforementioned services, it will also be possible to attach the criteria specified by Osakidetza on the use of the official languages in oral and written relations with patients and users (see points 2.1.1 and 2.1.2 in this chapter).

b) In contracts that stipulate the language conditions of fulfilment, the use of the two official languages shall constitute a contractual obligation, so failure to comply with it will result in the consequences provided for generally for failure to comply with any of the clauses in the contracts. For this reason, the economic and financial directorates of the service organisations shall adopt measures designed to ensure that the criteria on the use of official languages stipulated in the services and supplies contracts are met. The monitoring and assessment of the level of fulfilment will be done by means of two assessments of the current Basque Scheme as well as by means of the annual Procurement Programme that sets out the relations between the Department of Health and the Osakidetza organisations (see sections 4.1.2, "Leadership, strategy and transversality", and 4.1.3, "Assessment of language policy", in the chapter on LANGUAGE MANAGEMENT).

## CHAPTER 3: INTERNAL RELATIONS

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### 3.1. Language landscape in the working environment

a) All the signage relating to safety (emergency exits, evacuation plans, fire extinguishers, etc.) occupational health and environment must be written in the two official languages, following the guidelines agreed upon on the positioning of the languages and their typography, and complying with the terminology and criteria on language quality and style adopted by Osakidetza (see section 4.4 "Corpus quality and translation policy" in the chapter LANGUAGE MANAGEMENT).

b) The documents and messages on the functioning of machines and equipment (printers, photocopying machines, coffee machines and food dispensers, machinery or instruments for care purposes, etc.) must also appear in Basque and Spanish. It will be the responsibility of the organisation to demand compliance with this criterion in the purchase and renting of equipment (see section 2.7. "Language criteria on procured services and acquired products", in the chapter on EXTERNAL RELATIONS).

c) In each service or unit, the appropriate measures that progressively lead to ensuring the presence of Basque on signage and posters in the working environment must be established (signs, labels, files, folders, etc.) These measures shall be specified in the unit's specific programme on the normalisation of the use of Basque (see section 4.1.2, "Leadership, strategy and transversality," in the chapter on LANGUAGE MANAGEMENT).

### 3.2 Human resources

#### 3.1.1. Relations with personnel

a) As stipulated in Article 15 of Decree 67/2003 on the normalising of the use of Basque in Osakidetza, in relations with its employees Osakidetza is required to guarantee the use of either of the two official languages. For this reason, each service organisation shall take the necessary measures so that language rights are systematically respected in the units that have direct, constant relations with the personnel (above all directorates, personnel departments, computing, economic management, occupational health, teaching-training and communication).

a.1) As regards oral relations, in the services mentioned in the previous paragraph, attention in person and over the phone shall be guaranteed in Basque or Spanish, and the criteria on the use of the official languages in oral relations with patients and users shall be applied (see the said criteria in section 2.1.1, in the chapter EXTERNAL RELATIONS).

a.2) In written relations, both the various pieces of information and communications geared towards staff (announcements, circulars, letters, bulk mailings, announcements or documents on the training offer, occupational health, emergency situations, etc.) and also the documentation relating to the administration of personnel (request forms, work contracts, appointments, administrative resolutions, payrolls, etc.) must be drafted in the two official languages, following the criteria set out in section 4.1.1., "Criteria on quality and functionality in written communications," in the chapter on LANGUAGE MANAGEMENT.

b) Only the replies to requests or complaints originated by the employees may be responded to in only one of the two official languages; this will be the language in which the member of staff has addressed the administration.

c) The surveys for measuring the level of satisfaction of Osakidetza professionals shall include items on the transmission and application of the criteria on the use of the official languages, the language of internal communication and the possibilities offered by each organisation with a view to working in Basque. The level of satisfaction recorded shall be used as an indicator not only in the two assessments of the current Basque Scheme but also in the assessments of the annual Procurement Programme, which sets out the relations between the Department of Health and the Osakidetza organisations (see sections 4.1.2, "Leadership, strategy and transversality", and 4.1.3, "Assessment of language policy", in the chapter on LANGUAGE MANAGEMENT).

### **3.2.2 Language of choice of employees**

a) Without prejudice to the data that each service organisation may gather in connection with the language of choice of its employees, Osakidetza shall inform all its staff about the possibility of including their language of choice among their personal details in the corporate application *Staff Portal*. And as this channel of communication is gradually deployed and developed, there must be guarantees that the formalities are carried out in the language chosen by each employee.

b) No language option shall be registered by default without the employee having expressed his/her wishes in this respect.

### **3.2.3. Induction of new employees**

a) The Osakidetza service organisation should have available an induction protocol or handbook produced in the two official languages for new members of staff. In this document the new employees or resident staff should be informed about the language rights of the users and be familiar with the criteria regarding healthcare in Basque that have to be applied on an everyday basis. Likewise, it would be advisable for the person concerned to be made aware of the language rights of Osakidetza personnel and of the means available for him/her to improve his/her language skills.

b) The record of the induction dispensed to a new member of staff or resident (oral explanations on the place of work, the tasks to be carried out, etc.) must be made in the language of choice of the person concerned.

## **3.3. Training**

### **3.3.1. Ongoing corporate training**

In compliance with that stipulated in Article 15.2 of Decree 67/2003, the use of Basque in the offer of ongoing training for Osakidetza personnel shall be provided for and intensified.

a) The corporate offer of ongoing training courses given in Basque shall gradually reach a percentage similar to that of Osakidetza's bilingual staff. At least half of this percentage will need to have been fulfilled by the third year of planning.

b) As it is common in the running of training courses, when it is considered necessary owing to the subject (or subjects) that the training course will be dealing with (e.g. subjects in which communication has an important function), the content of the

courses in Basques (points, situations, examples, etc.) shall be approached from the perspective of the person who has to render services in Basque.

c) In the cases in which the training course is offered in both official languages, the training areas of the different service organisations shall implement favourable measures whereby employees with an accredited language requirement profile for their job will also receive the training in Basque together with the people who voluntarily wish to do the said course in Basque.

d) As regards announcements of ongoing training courses, the language of instruction shall always appear on the basic details of the course description. Likewise, in accordance with the rules on the use of the official languages in relations with the personnel (see point 3.2.1), all the information in the announcement will need to be published in Basque and Spanish, following the criteria on bilingual text drafting established in section 4.4.1, "Criteria on quality and functionality in written communications", in the chapter on LANGUAGE MANAGEMENT.

e) The material for the ongoing training courses will be provided in the language in which the course is going to be given.

### **3.3.2. Specific training organised by the service organisations.**

a) In the specific training organised by the various service organisations (workshops, courses, clinical sessions, etc.), the percentage of the training offer in Basque will also be required to progressively achieve a percentage similar to that of the bilingual staff in the service organisation.

b) As regards the design, organisation and announcements of the specific training courses or sessions, the criteria of the ongoing corporate training courses will be followed.

### **3.3.3. Training of resident doctors and nurses**

As an important initiative to guarantee and increase the future existence of health consultants who can manage perfectly in Basque, when it comes to assigning a tutor to the resident doctors or nurses who are going to undertake their specialist training in Osakidetza, the competent bodies will bear in mind the resident's language of choice (particularly in the cases of doctors and nurses who have done their university studies or part of them in Basque) and the necessary measures will be taken to enable the training or part of it at least to be carried out in Basque. So by preparing the new specialists to carry out their work in Basque, the highest degree of communication in patient healthcare is guaranteed for those patients who prefer to be attended to in Basque.

### **3.3.4. Basquisition and Basque literacy courses**

a) The Basquisition and Basque literacy courses for Osakidetza personnel (their features, recipients, rules, applications and selection criteria) shall be regulated every year through a resolution issued by the general directorates of Osakidetza and the IVAP (Public Administration Institute of the Basque Autonomous Community) through the corresponding instructions from Osakidetza's Directorate of Human Resources.

b) Without prejudice to the ordinary Basquisition and Basque literacy courses, the possibility of offering training modules at a different pace and duration for personnel over 45 will be explored.

c) The criteria for attending Basque courses during working hours shall be subject, in general, to the following criteria:

c.1) Permanent staff occupying positions with date of mandatory fulfilment shall take preference over the personnel occupying positions without such a date.

c.2) Permanent staff shall have preference over non-permanent staff.

c.3) Personnel without the language requirement profile for the accredited position shall be given preference over personnel holding the accredited language requirement profile.

c.4) Age and the employment relationship shall not constitute a reason for being excluded from attending Basque courses during working hours.

### **3.3.5. Other language training courses**

Without prejudice to the Basquisition and Basque literacy courses organised on a corporate level, the service organisations shall run any other courses or sessions on general Basque language training that they deem necessary for the purpose of improving the quality of the bilingual services offered (courses on the dialect differences in the milieu of the organisation; refresher courses for staff who, despite having accredited their language requirement profile, have lost certain language skills, etc.).

### **3.4. Training for working in Basque**

Even though in the first planning period the need to spread and improve knowledge of Basque among Osakidetza personnel resulted in turning the Basquisition of the workers into a fundamental, more generalized type of training, in this period greater and more specific attention will be paid to the technical and language training of personnel in a situation involving the providing of their services in Basque; in particular, they will be personnel who have accredited the language requirement profile for their job or, without having it accredited, have a sufficient knowledge of Basque. This technical and language training, anticipated in Article 14 of Decree 67/2003, shall be organised and implemented in such a way that it is linked to the daily tasks that the staff have to carry out in the two official languages, so in many cases it will be the principal means for incorporating Basque in everyday practice.

a) Each service organisation shall prepare, provide, develop and evaluate a biennial training programme adapted to the needs and possibilities of its personnel. This programme as well as its assessment shall be submitted to Osakidetza's Corporate Basque Service so that it can be monitored.

b) The Corporate Basque Service, in coordination with the technical services for Basque of the service organisations, shall undertake to create, design and update the teaching material adapted to the needs of the organisations.

c) Likewise, the Corporate Basque Service shall organise various training courses for bilingual work on specific subjects of a general or transversal nature (drafting and punctuation of texts in Basque, standards of the Euskaltzaindia-Royal Academy of the Basque Language, basic healthcare terminology, announcements and minutes of meetings, administrative language, etc.).

### **3.5. Computing resources**

a) Osakidetza shall design and start up a programme geared towards incorporating Basque into the computing applications of a corporate nature, be they of a healthcare or administrative nature. In such a project, the aspects that affect relations with patients and users like, for example, the documentation originated by the applications whose recipients are the users, questionnaires and tables of data that the professionals use in their relations with the patients, etc. will need to be regarded as priority ones.

b) With respect to office automation programmes in Basque, the service organisations shall undertake to inform the bilingual personal about the possibility of installing and using it. The organisations will need to encourage their employees to use the office automation programmes in Basque and shall inform them that they will receive the necessary information for the purpose. For this reason, Osakidetza shall include information of this type in the ongoing corporate training offer (see section 3.3.1 in this same chapter).

c) The service organisations shall also undertake to provide their bilingual personnel with office automation tools to support their work in Basque, like spellcheckers, electronic dictionaries, online grammar reference materials, etc.

### **3.6. Horizontal and vertical communication**

#### **3.6.1 Language of work**

a) In the specific programmes on the normalisation of the use of Basque of the different services or units (see section 4.1.2, "Leadership, strategy and transversality", in the chapter LANGUAGE MANAGEMENT), the working language of each service or unit in question shall be established. For this reason, the possibilities of Basque becoming the language of work shall be explored in the different designs or revisions of the programmes.

b) The service organisations shall devote special attention to the measures they deem necessary and apply them so that, during the current planning period, Basque may become the language of work in as many units of a priority nature as possible, mainly those with specific priority 1.

c) When Basque is established as the working language in one or more of the services or units in an organisation, the organisation shall set up a protocol that will specify and guarantee that work in Basque; the aim is to prevent the duplicating of the tasks of the employees in these units, and to anticipate the solution of problems of coordination and communication that could arise between the units whose working language is Basque and those whose working language is Spanish.

#### **3.6.2. Use of official languages in meetings**

a) The work meetings of the services, units, working groups or committees whose usual working or communication language is Basque shall always be conducted in this language.

b) As regards the meetings in which the guaranteeing of communication in Basque is not feasible, two levels will need to be distinguished:

b.1) Ordinary work meetings between employees of one service or unit as well as the meetings between personnel in different services, committees or monitoring meetings on on-off matters, shall be conducted in Spanish. Nevertheless, if the

employees tasked with preparing the announcements, the documents to be discussed or handed out and the minutes know Basque, an attempt will be made to draft these documents in both official languages, without involving the personnel responsible for translations.

b.2) The ordinary meetings shall be held in Spanish with at least an introduction and final summing up in Basque. The announcements, written and audiovisual materials used, minutes and main documents will need to be prepared in the two official languages.

### **3.6.3. Projects to encourage the use of Basque in communication among members of staff**

a) The service organisations will run projects or activities designed to change language habits and to promote the use of Basque in informal relations among employees (*Mintzalagun-Conversation partner, Kafea euskaraz-Coffee break in Basque, etc.*).

b) The personnel directorates of the service organisations shall propose to the trade unions that an agreement be reached on shared commitments and effort, so that their general communications, documents and minutes drafted within the framework of the organisation meet the criteria on bilingualism stipulated in this Basque Scheme.

## **3.7. Strategy and management**

a) In all the service organisations the main documents relating to general strategy and management (Strategic Plan, management plans, accounting documents, etc.) shall be written in the two official languages following the criteria on bilingual text drafting established in section 4.4.1, "Criteria on quality and functionality in written communications", in the chapter on LANGUAGE MANAGEMENT.

b) Along the same lines, the organisations shall set up a programme designed to gradually introduce and increase the presence of Basque in documents relating to quality and economic and financial management.

## CHAPTER 4: LANGUAGE MANAGEMENT

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### 4.1. Language Policy

#### 4.1.1. *The Basque Scheme and its sphere of application*

a) The sphere of application of Osakidetza's Basque Scheme is all the service organisations that make up Osakidetza so that all of them, without exception, must comply with the rules and measures specifically stipulated in this Scheme to Normalise the Use of Basque.

b) The different priorities, percentages and measures that must be complied with and which each service organisation has to establish with a view to turning the Basque Scheme into reality in their sphere of healthcare, shall be set out in the corporate computing system for managing human resources through which they will be monitored. The sociolinguistic data needed to establish some of the priorities and measures shall be taken from the most recent Census or Set of Statistics on Population and Housing of EUSTAT (2011), and the percentages will need to be readjusted in the event that a new census is published.

c) Both the approved centres and services incorporated into the framework for healthcare in the BAC-Basque Autonomous Community (Hospital Oncológico, Clínica Asunción, hospitals for mental health in Gipuzkoa, ambulance services that do not belong to Osakidetza, etc.) as well as other organs and administrations that do not report to Osakidetza but which act within its sphere (patients' and donor associations, faculties of medicine and nursing of the UPV/EHU-University of the Basque Country, etc.) will have to apply the criteria of the BAC Government on the use of the official languages in the public administrations and institutions of the BAC. The bodies that may be contracted or which have agreements with these services (Department of Health, Osakidetza or service organisations) shall agree with them on the procedure to put into effect the said criteria in a planned way and, likewise, they shall undertake to carry out the monitoring.

#### 4.1.2. *Leadership, strategy and transversality*

a) The responsibility to develop Osakidetza's Basque Scheme shall devolve upon its directorates as a whole. The General Directorate of Osakidetza as a whole, with its Director or Director General as its maximum representative, shall be responsible for driving forward and developing the Scheme on a corporate level, and the Directorate as a whole of each service organisation, with its Manager at the head, shall be responsible for developing the Scheme within the sphere of its organisation. All the directorates shall display an active attitude in promoting the new Scheme for Basque, and shall come forward as its main leaders and promoters and shall extend and apply the scheme transversally (throughout their areas and chains of command) to all the services and units.

b) As regards the measures of a corporate nature for language normalisation that have to be applied in the various service organisations (like for example those relating to computing systems, the procurement of goods and services, ongoing training, etc.), the responsibility shall be shared between the General Directorate of Osakidetza and the directorates of the service organisations.

c) Each of the directorates shall also be responsible, together with the corresponding middle management, for implementing the specific programmes for normalising the use of Basque in the services and units within its competence. And Osakidetza's

Directorate of Human Resources for its part shall, through its Corporate Basque Service, develop a module within Osakidetza's information systems to assist in the design and monitoring of these programmes.

d) The aims and measures for normalisation purposes of the Basque Scheme shall be included in the Strategic Plan as well as in the management plans of the service organisations.

e) In compliance with the second additional provision of Decree 67/2003, the aims and measures to normalise the use of Basque shall be included among the quality requirements specified by the Annual Procurement Programme that every year specifies the relations between the Department of Health and the Osakidetza organisations. Some of the indicators anticipated, and susceptible to updating and modifying depending on the development of the strategy and aims, are as follows:

e.1) Level of satisfaction and agreement with respect to Basque use recorded in the satisfaction surveys completed by Osakidetza patients.

e.2) Level of satisfaction and agreement recorded in the satisfaction surveys of Osakidetza staff with respect to three separate matters:

- Communication and application of the guidelines on the use of the official languages.
- The possibility the organisation offers to work in Basque.
- The use of Basque as a language for internal communication.

e.3) Number and percentage of priority units failing to meet the minimum percentage of jobs in which Basque is mandatory.

e.4) Number and percentage of employees occupying jobs with mandatory Basque without having accredited the corresponding language profile.

e.5) Number and percentage of services or units of a priority nature that have been identified as bilingual, divided according to three types of unit:

- Reception, admission and information units (general reception and admission, admission to external consultations, admission to A&E, receptions of specialised healthcare, etc.)
- Priority care services (Paediatrics, General Medicine, A&E, staff nursing, etc.)
- Administrative units and priority healthcare organisation units (departments of human resources, communication, training, computing, executive secretariats, etc.)

e.6) Number and percentage of specialisations included in the offer of specialised hospital healthcare in Basque.

e.7) Number of procured services, whose activity or significant part thereof is carried out with the citizens in mind, that fail to comply with the language conditions stipulated in their contracts.

e.8) Number and percentage of courses, workshops or training sessions conducted in Basque through the specific training offer of the service organisation.

e.9) Number and percentage of workers in priority units and trained to work in Basque.

e.10) Incorporation of the Basque Scheme into the Strategic Plan and into the management plans of the service organisations.

e.11) Number and percentage of middle managers who have received training on bilingualism, language normalisation and the use of the official languages.

e.12) Number of technical areas, professionals in each area and hours devoted by the Technical Service for Basque.

f) Communications around the Basque Scheme shall follow the channels of communication specified in the Communication Plan of each service organisation. Should the organisation not have a Communication Plan, a specific one for the Basque Scheme will be designed.

#### **4.1.3. Assessing language policy**

a) Without prejudice to the assessments or measurements around the Basque Scheme that each service organisation opts to carry out within its sphere of action, Osakidetza shall conduct two assessments in order to find out the extent to which the aims and measures of the Scheme are being complied with: the first shall start at the end of the third planning year and the second shall be conducted once the whole planning period has concluded. The first assessment will need to be used to put forward measures to allow the aims established to be fully met, while the final assessment, besides determining the level of fulfilment of the Scheme's aims, has to serve as the basis for design of the III Normalisation Scheme on the Use of Basque in Osakidetza. The reports corresponding to each of these assessments shall be forwarded to the Sub-ministry for Language Planning to be analysed and evaluated and will also be forwarded to the trade unions and other interest groups and posted on Osakidetza's website.

b) In line with the aims established in this Basque Scheme, in its two assessments the following weighting shall be applied among the five spheres or hubs of action into which the Scheme has been divided:

- Image and communication: 25%
- External relations: 30%
- Internal relations: 20%
- Language management: 15%
- Language profiles, priorities and dates of mandatory fulfilment: 10%

c) Likewise, within the new 2013-2019 planning period all of Osakidetza's Service Organisations will have to apply at least once for the Bikain quality certificate in language management of the Sub-Ministry for Language Planning of the Government of the Basque Autonomous Community and the Basque Foundation for Excellence Euskalit. The organisations that attend to a bilingual population of over 40% will need to set themselves, as a minimum objective, the obtaining of the intermediate certificate during the first three years of planning; and the organisations that attend to a bilingual population of less than 40% will need to set themselves as the minimum objective the securing of the intermediate certificate before the planning period comes to an end.

#### **4.1.4 Recording and monitoring of complaints relating to the infringement of language rights**

a) With respect to any complaints and reports about the infringement of the language rights that are received, Osakidetza shall, through its Directorate for Human Resources, agree on a protocol to facilitate the full and proper recording and monitoring of all complaints.

b) It will be up to the superior or person responsible of each unit to examine the complaints referring to his/her service, to seek a solution or make amends for each case and the relevant response in writing.

## **4.2. People**

a) In order to achieve greater knowledge, greater involvement and greater boosting of the Basque Scheme by the middle heads and management (as they make up a key group in the transmitting of the guidelines on the use of Basque and in encouraging the use of the language in the workplace), Osakidetza shall through its ongoing training process offer a series of training sessions on bilingualism, language rights and the role of middle management in the process to normalise Basque in Osakidetza.

b) As has been done since the partial assessment of Osakidetza's First Basque Scheme, the Basque normalisation officers responsible for the planning, coordination, monitoring and assessment of the normalisation measures of the Basque Scheme in the various organisations (see section 4.3.2, "Technical Service for Basque" in this same chapter) shall participate in tutorials on "good practices", in order to get to know solutions for problems that could emerge in the implementing of the Basque scheme or to gather information on projects and experiences that could be used to improve their development. The Corporate Service for Basque shall be the organ in charge of organising and assessing these sessions.

c) During the current planning period, Osakidetza, through its Communication Unit, shall carry out at least two awareness building campaigns a year (one for every three-year planning period) geared towards its employees with the aim of encouraging the daily use of Basque and reinforcing active attitudes in favour of promoting the language.

d) The Directorate of Human Resources of Osakidetza shall establish a system for recognising employees, centres or service organisations that systematically use Basque and stand out in promoting its use and normalisation in their daily tasks. The specific measures by which this recognition will be certified and turned into reality shall be established with the greatest consensus possible with Osakidetza's employees.

e) Osakidetza shall explore the means for collaborating with the Department of Education, Language Planning and Culture in order to inform students on academic courses with greater employment projection in the sphere of healthcare, in particular, university degrees in medicine, nursing and physiotherapy and professional training modules for nursing auxiliaries about the language planning in Osakidetza.

## **4.3. Resources**

### **4.3.1. Commission for the Development of the Basque Scheme**

a) Both Osakidetza and its Service Organisations shall have a Commission for the Development of the Basque Scheme officially set up by decision of the Director General or Managing Director, which will be the forum where the main decisions will be taken for the purposes of effectively carrying out the measures of the Basque Scheme. This Commission, which shall meet at least once every three months, shall comprise representatives of all the organisation's directorates (one of which shall hold the chairmanship): the middle managers who are regarded as the most necessary; trade union representatives, who wish to work on the implementation of the Basque Scheme; and Osakidetza's officer for Basque normalisation, who will be secretary.

b) Once every six months, the Commission for the Development of the Basque Scheme shall summon the employees and interest groups in its healthcare sphere it regards as relevant (trade unions that do not usually participate in this Commission for the Development of the Basque Scheme, local administrations or associations of local administrations, etc.). The aim is to keep them informed about the development of the Scheme and be able to reach agreement on certain commitments with a view to moving forward together in the process to normalise Basque.

#### **4.3.2. Technical Service for Basque**

a) In order to properly carry out the specific technical tasks required by the language normalisation process, both Osakidetza on a corporate level and all of its service organisations shall be provided with a Technical Service for Basque, which, irrespective of its position in the organisational structure, shall act as transversally as possible.

b) As regards the configuration of the Technical Service for Basque of the service organisations, it is generally recommended that it be made up of at least three professionals who shall act in three different areas of technical work:

b.1) One Basque normalisation officer who shall undertake the planning, coordination, monitoring and assessment of the normalisation measures of the Basque Scheme.

b.2) One technician responsible for adapting, correcting texts in Basque and translating texts into Basque.

b.3) One administrative professional responsible for the administrative tasks inherent in the development of the Basque Scheme (managing of calls, accreditations and equivalent validations of language profiles, maintenance of the corporate computing application, etc.).

c) The service organisations with a reduced structural staff will be able to form their Technical Service for Basque in collaboration with another organisation if they so wish.

d) In the case of the integrated healthcare organisations (OSI) which may be set up once this scheme has been approved, their Technical Services for Basque (and, within them, each of the three spheres of work) shall be made up of a number of professionals in accordance with the size and needs of the organisation.

e) The Technical Service for Basque of each service organisation shall have a support employee in the priority centres or services. The task of these employees will not be to communicate or apply the criteria and measures of the Basque Scheme, which corresponds to the unit heads, but simply to monitor the technical aspects of the Basque Scheme in their centres of services. To develop this task and coordinate with the officer responsible for the Basque Scheme, the organisation shall exempt them from the number of hours per month that it deems appropriate.

### **4.4. Corpus quality and translation policy**

#### **4.1.1 Quality and functionality criteria in written communications**

a) As regards the drafting of written communications, the criteria on the use of Basque in the 4<sup>th</sup> Plan for Normalising the Use of Basque for the General Administration of the Basque Autonomous Community and its autonomous organs shall be applied (or, where appropriate, the criteria set out in the updated version of this Plan in force at

each moment). And with respect to the graphics, the *Manual de Identidad Gráfica Corporativa* (Handbook of Corporate Graphic Identity) of April 2013 of the Department of Health will be followed. In this respect, Osakidetza shall encourage quality written communications, in other words, correct, original, suitable and clear texts, with a logical structure, meticulous design and optimum comprehension as the ultimate aim.

b) In this context of overseeing the quality of the texts in the two official languages, the functionality of the two languages shall also be taken into consideration, so in the bilingual documents in which the texts in Basque and Spanish appear next to each other and express analogous messages, the texts in the minority language, Basque, shall be given a preferential position and will be highlighted by means of the typography:

b.1) Whenever analogous bilingual texts are arranged in superimposed lines or blocks, the text in Basque shall appear above; when they are arranged in vertical lines or columns, the text in Basque shall be on the left; and if they are arranged on parallel pages, the part written in Basque shall be the one on the right.

b.2) As regards typography, in the bilingual documents in which the texts in Basque and Spanish appear in contiguous lines, blocks, columns or pages expressing identical messages, the texts in Basque shall always be highlighted in bold. However, it will not be necessary to highlight them whenever the texts in each language do not appear contiguously or when the two languages coexist in the same text but communicate different messages.

#### **4.4.2. Translations**

a) Even though translation is not an aim in itself but a means for guaranteeing language rights, to ensure the quality of the texts and facilitate communication between professionals and users, the importance of the current phase in the process to normalise Basque in Osakidetza makes it necessary that they should continue to be taken into account in language planning and in the providing of resources over the coming years. That is why each of the service organisations will need to equip itself with the necessary resources to handle its translation needs.

b) At the same time, in order to organise and speed up the translation work, each service organisation shall have a written protocol on the drafting of texts and translation as from the first planning year; at least all the employees who draft texts or documents will need to be familiar with the protocol and comply with it.

c) Through its Corporate Basque Service, Osakidetza shall encourage communication and coordination among the various agents responsible for translations in the service organisations in the interests of unifying the translation criteria used.

d) Nevertheless, one aim of language normalisation is to create and spread in the two official languages the message that needs to be transmitted, so Osakidetza and its service organisations are under obligation to apply appropriate mechanisms for the drafting and use of texts in Basque by their professionals, without feeling compelled to draft them Spanish and later resort to translating them. In this respect, the organisations shall provide all bilingual personnel prepared to draft their documents in Basque with the necessary help so that their work is not duplicated and the quality of the Basque is guaranteed in the said documents.

#### **4.4.3. Style criteria**

In collaboration with the IVAP (Public Administration Institute of the Basque Autonomous Community), Osakidetza shall specify style criteria and will produce various document

templates or models in order to unify text and drafting styles and oversee the quality of Basque in its documents.

#### **4.4.4. Terminology**

a) Through its Corporate Basque Service, Osakidetza shall carry out systematic work to gather, normalise and spread specialised lexis in Basque in the professional spheres in which it acts.

b) Osakidetza shall request to participate in the Terminology Commission of the Basque Language Advisory Council, and in its terminology tasks it shall follow the criteria, methodology and priorities established by the said Commission.

#### **4.4.5. Spreading of standard Basque and quality in informative publications**

In informative publications in Basque, which shall continue to be promoted as a tool for encouraging and normalising Basque in the sphere of healthcare (see section 1.5, "Magazines and newsletters", in the chapter IMAGE AND COMMUNICATION), a standardised, appropriate quality language shall be used and spread.

#### **4.5. Spaces for promoting Basque use**

In accordance with the needs detected and the opportunities that present themselves in the various service organisations, these organisations may put into practice activities, work groups, specific actions or any other kind of initiative they consider to be of interest with a view to further boosting the use of Basque in their sphere of intervention. These activities may be projects run in conjunction with other administrations, social organs or groups of citizens.

## **CHAPTER 5: LANGUAGE PROFILES, PRIORITIES AND DATES OF MANDATORY FULFILMENT.**

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The language profiles, priorities and dates of mandatory fulfilment are not a goal in themselves but a means for facilitating the achieving of the aim of offering services in either of the two official languages. This principle must therefore be present when applying any of the measures set out in this chapter.

### **5.1. Language profiles**

a) In compliance with that laid down in Article 18 on the application of language profiles in Decree 67/2003 on the normalisation of the use of Basque in Osakidetza, the officers in the healthcare units and those in the customer attention units at health centres shall be assigned language profile 2, and so will the officers with functions of a healthcare nature in the administrative and general units.

b) For their part, the non-healthcare officers in the administrative and general services set out in section c) Article 2 of the above-mentioned Decree have been assigned different language profiles, in accordance with the sets of qualifications established in the Fourth Additional Provision of Law 8/1997 of 26 June on the Healthcare Planning of the Basque Autonomous Community dealing with the classification of personnel. The language profiles of each group are as follows:

- Group A: Language profile 3 or 4
- Group B: Language profile 3 or 4
- Group C: Language profile 2 or 3
- Group D: Language profile 2
- Group E: Language profile 1 or 2

c) As regards the accreditation tests and the system of equivalent validation and exemption of language profiles, this will be according to that stipulated in Section 3, Chapter II of Decree 67/2003 (articles 25 to 35).

d) Without prejudice to the system for the accreditation of language profiles in force and with the purpose of enabling Basque-speaking personnel over 45 who have not yet accredited their language profile to become an active component of this Basque Scheme, Osakidetza shall produce a study of this group (typology, relative weight among Osakidetza's employees as a whole, their participation in the Basque Scheme, their main obstacles with respect to obtaining the profile, etc.); and, on the basis of all this, shall analyse the possibility of making a special call for this group of employees to accredit language profile 2.

### **5.2. Generic priorities in the normalisation of Basque use**

As provided for by Article 4 of Decree 67/2003, the process of a general nature to progressively normalise the use of Basque in Osakidetza has to be conducted in line with the following priorities:

- First level of priority: Primary Healthcare.
- Second level of priority: Specialised Healthcare.
- Third level of priority: administrative and general services.

### **5.3. Specific priorities and dates for the mandatory fulfilment of the aims in the use of Basque**

a) Articles 5, 6 and 7 of Decree 67/2003 set out the minimum aims with respect to Basque use that have to be specified in the Basque Scheme of Osakidetza in relation to Primary Healthcare, Specialised Healthcare and the administrative and general services; and to complete these mandatory conditions, Articles 11, 12, 13 and 15 establish the guidelines on the oral and written use of Basque in Osakidetza as the service language (externally and internally), language of work or language in relations with other administrations. On the basis of these aims, the Scheme makes a ranking and provides for the following specific priorities:

- Specific priority I: Units required to provide bilingual services during this planning period.
- Specific priority II: Units with various levels of offer of bilingual services, which will need to increase gradually.

b) On the other hand, the dates of mandatory fulfilment represent, as a general rule, the expected deadline for achieving the aims established in Osakidetza's service organisations and units.

### **5.4. Criteria for determining specific priorities and minimum percentages of dates of mandatory fulfilment of the units**

a) The units with specific priority I, which are required to provide bilingual services, shall be assigned a percentage of dates of mandatory fulfilment in accordance with that established in Article 10 of Decree 67/2003: a minimum of 80% of the unit's officers shall have a mandatory fulfilment date.

b) The minimum percentages of officers with mandatory fulfilment dates that have to be applied in priority II units are the ones appearing in the tables shown in the next section of this chapter. These percentages will need to be gradually increased depending on the sociolinguistic situation in the healthcare sphere of each centre, citizen demand and level of accreditation of the personnel.

c) When it comes to deciding which officers within the same unit have to have a mandatory fulfilment date assigned to them, the aim of the said assignment, which is to ensure a real, effective offer of services in both official languages, will always be taken into account. And this criterion will also need to be present in the reorganisation of any service or unit of a priority nature.

d) On the basis of the principle of the previous paragraph, the selecting of officers in the same unit to whom a mandatory fulfilment date has to be applied shall be done in accordance with the following order of preponderance, without differentiating between the professional group or job function:

- c.1) That there is a direct relationship between the use of the language and the quality of healthcare provision in the activity carried out by the officer.
- c.2) That the person who is the officer should be accredited with the corresponding profile.
- c.3) That the officer is covered by non-permanent personnel.

- c.4) That the employee who is the officer has requested that the date of mandatory fulfilment be assigned.
  - c.5) That the employee has a level of Basque higher than that corresponding to the language profile.
  - c.6) That the employee has less seniority in the carrying out of the job function.
  - c.7) That the employee is younger.
- e) Given the organisational features and peculiarities pertaining to Osakidetza personnel, the situation in each unit will also need to be observed by bearing in mind the number and location of the employees exempt from accrediting their language profile, as well as of the unfilled officer vacancies.
- f) As a measure to further the achieving of aims, apart from the minimum percentage of required dates, a date for mandatory fulfilment shall be assigned to all the officers in priority units and who, after this Scheme has been passed, are or have ended up in a position unoccupied by an incumbent; the only exception will be those positions that are unfilled or earmarked for future secondments of personnel serving in another position.
- g) As regards eventual recruitments that are made in the units designated as priority ones, the general criteria will be to give priority to knowledge of Basque while ensuring at all times that citizens are being attended to. The specifications surrounding this recruiting criterion shall be established and regulated in the Agreement on Recruitment of Osakidetza's Sectoral Committee during the months following the passing of this Scheme.
- h) During the months following the passing of the Basque Scheme, in line with its aims and priorities, the criteria and procedure governing the dates of mandatory fulfilment shall be applied to positions of leadership, senior management, supervision or special responsibility. Indeed, it is a proven fact that knowledge and use of Basque in leadership positions is a factor that encourages and helps to increase the use of Basque in the services that report to the said positions of leadership.
- i) Expiry of the dates of mandatory fulfilment:
- i.1) The dates of mandatory fulfilment assigned to incumbent officers expire three years after the passing of the Basque Scheme, except in the case in which the incumbent officer has already accredited the corresponding profile, in which cases the date expires when this Scheme is passed.
  - i.2) The dates of mandatory fulfilment assigned to unfilled officer vacancies expire on the passing of this second Scheme for Basque.

## **5.5. Priorities and minimum percentages of mandatory fulfilment dates in Primary Healthcare**

### **5.5.1 Primary Healthcare areas and units of the Integrated Healthcare Organisations**

- a) The priorities of the areas and units of Primary Healthcare of the Integrated Healthcare Organisations (OSI) are determined on the basis of two fundamental hubs: the healthcare facilities (health centres, outpatients' departments, surgeries, ongoing healthcare points) and the percentage of Basque speakers in the populations served by each of the centres. So on the basis of the Basque-speaking population in the

municipalities included in the sphere of attention of each healthcare facility, the latter shall be included in one of the sociolinguistic zones established by Decree 67/2003; at the same time this will be used as the basis for determining the specific priority of its units and the minimum percentage of dates of mandatory fulfilment to be applied to each unit.

UNITS	SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)							
	100-71*		70-46*		45-21*		20-0*	
	P**	MFD%***	P**	MFD%**	P**	MFD%***	P**	MFD%***
Reception, admission and information units	I	100	I	100	I	100	I	100
Paediatrics	I	80	I	80	II	60	II	40
Children's nursing	I	80	I	80	II	60	II	40
Infant odontology	I	80	I	80	II	60	II	40
School health	I	80	I	80	II	60	II	40
General medicine	I	80	II	60	II	50	II	30
General nursing	I	80	II	60	II	50	II	30
Occupational health	I	80	II	60	II	50	II	30
Women's healthcare	II	40	II	20	II	20	II	20
Odontology	II	40	II	20	II	20	II	20

- (\*) Percentage of Basque speakers in the territorial area of action
- (\*\*) Specific priority of the unit
- (\*\*\*) Percentage of jobs with mandatory Basque

b) Remarks:

b.1) When units of different priority are grouped into one OSI-Integrated Healthcare Organisation (for example, different Primary Healthcare Centres and a hospital), the priority prevailing among the Primary Healthcare units should be assigned to the resulting unit.

b.2) The social worker units are included within the customer attention units.

b.3) The nursing units devoted mainly to child care are included in the child care units, like Odontology in the Children's Dental Care and School Health programmes.

b.4) The Occupational Health unit shall for all purposes be regarded as a General Medicine unit.

**5.5.2. A&E**

a) As regards the specifying of aims and functions on the basis of the respective territorial areas of attention of the A&E units, these units shall have the same treatment as the General Medicine and Primary Healthcare units. Their priorities are determined on the basis of the care units and the percentage of Basque speakers in the populations they serve. So on the basis of the Basque-speaking population in the municipalities included in the sphere of attention of each A&E unit, the latter shall be included in one of the sociolinguistic zones established by Decree 67/2003, which at the same time will be used as the basis for determining the specific priority of the units and the minimum percentage of dates of mandatory fulfilment to be applied in each unit.

UNITS	SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)							
	100-71*		70-46*		45-21*		20-0*	
	P**	MFD%***	P**	MFD%***	P**	MFD%***	P**	MFD%***
Reception, admission and information units	I	100	I	100	I	100	I	100
General Medicine, coordinating centres and A&E teams	I	80	II	60	II	50	II	30
Occupational health	I	80	II	60	II	50	II	30

(\*) Percentage of Basque speakers in the territorial area of action

(\*\*) Specific priority of the unit

(\*\*\*) Percentage of jobs with mandatory Basque

b) The Occupational Health unit shall for all purposes be regarded as a General Medicine unit.

## 5.6. Priorities and percentages for minimum mandatory fulfilment dates in Specialised Healthcare

### 5.6.1. Hospitals

a) The priorities of hospitals are determined on the basis of the Basque-speaking population of the municipalities included within their respective spheres or general areas of reference. So the service organisations as a whole shall be included in one of the sociolinguistic zones established by Decree 67/2003, which at the same time will be used as the basis for determining the specific priority of their units and the minimum percentage of dates of mandatory fulfilment to be applied in each unit.

UNITS		SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)							
		100-71*		70-41*		40-21*		20-0*	
		P**	MFD%* **	P**	MFD%* **	P**	MFD%* **	P**	MFD%* **
Reception, admission and information units		I	100	I	100	I	100	I	100
Medical services	Paediatric A&E	I	80	I	80	I	80	II	20
	General A&E	I	80	II	40	II	40	II	20
	Paediatric units	I	80	II	40	II	20	II	20
	Home Hospitalisation	II	60	II	40	II	20	II	20
	Occupational health	II	60	II	40	II	20	II	20
	Healthcare units for the elderly (in particular, Internal Medicine, ictus treatment and rehabilitation units)	II	60	II	40	II	20	II	10
	Medical and surgical specialisation services		Bilingual circuits		Bilingual circuits		Bilingual circuits		Bilingual circuits
Nursing units	Paediatric A&E	I	80	I	80	I	80	II	20
	General and Gynaecological A&E	I	80	II	40	II	40	II	20
	Paediatric units	I	80	II	40	II	20	II	20
	Staff nursing units and day hospitals	II	60	II	40	II	20	II	20
	Home Hospitalisation	II	60	II	40	II	20	II	20
	Occupational health	II	60	II	40	II	20	II	20
	Outpatient Consultations	II	60	II	40	II	20	II	10
	Tests and X-rays (nursing personnel and technicians)	II	60	II	40	II	20	II	10

Rehabilitation and Occupational Therapy (nursing personnel, physiotherapists, occupational therapists and mental health monitors)	II	60	II	40	II	20	II	10
Haemodialysis	II	60	II	40	II	20	II	10
Remaining nursing units		Bilingual circuits		Bilingual circuits		Bilingual circuits		Bilingual circuits
Hospital porters	II	60	II	40	II	20	II	20

(\*) Classification of Osakidetza hospitals according to the bilingual population segment served (data from the Population and Housing Census of EUSTAT of 2011):

0–20%: Hospital San Eloy.

20–40%: Mental Health Network of Alava-Araba, Hospital Universitario Basurto, Hospital Leza, Hospital Universitario Araba, Hospital Gorliz, Hospital Santa Marina, hospitals of Zaldibar, Bermeo and Zamudio (Mental Health Network of Bizkaia), Hospital Universitario Cruces.

40–70%: Hospital de Zumarraga (Goierri-Alto Urola area Integrated Healthcare Organisation), Hospital de Arrasate (Alto Deba area Integrated Healthcare Organisation), Hospital de Mendaro (Bajo Deba area Integrated Healthcare Organisation), Hospital Galdakao-Usansolo, Hospital Universitario Donostia, Hospital Bidasoa (Bidasoa Integrated Healthcare Organisation).

70–100%: Hospital de Gernika-Lumo.

(\*\*) Specific priority of the unit

(\*\*\*) Percentage of jobs with mandatory Basque

b) Remarks:

b.1) The units of social workers included within the patient reception, admission and information units.

b.2) Both the outpatient consultation and testing units as well as the rehabilitation units located in outpatients' departments are treated in the same way as those located in hospitals.

c) As regards the specialisations of hospitals, which in the first Basque Scheme constituted an area without specific priorities with respect to the use of Basque as a service language, in the current planning period minimum aims will also be established for them in order to offer citizens a full care circuit in Basque. As indicated in section 2.2 ("Offer of Bilingual Services") in the chapter on EXTERNAL RELATIONS, with the participation of various bilingual specialists, an offer of specialisations in which care in Basque is ensured will progressively be formed and expanded. During the first six months of planning, hospitals will be required to determine and make known the list of specialisations in which they anticipate starting this offer; after that, they will be required to gradually expand this offer from one year to the next, bearing in mind how widespread each specialisation is and what the demand for each one is until as many areas as possible are covered. The service organisations that deem it advisable may opt to assign dates of mandatory fulfilment to a minimum number of positions in these specialisations.

**5.6.2. Non-hospital Mental Healthcare**

Each Non-Hospital Mental Healthcare centre shall be included in one of the zones established by Decree 67/2003 on the basis of the sociolinguistic characteristics of the population being attended, which will be used as a priority criterion to determine the

specific priority of its units. On the basis of the above and to complete its content, the following criteria will be applied when it comes to assigning specific priorities and mandatory fulfilment dates in the various units:

UNITS	SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)							
	100-71*		70-41*		40-21*		20-0*	
	P**	MFD%***	P**	MFD%***	P**	MFD%***	P**	MFD%***
Reception, administration and information Units	I	100	I	100	I	100	I	100
Infant and teenager Units	I	80	I	80	II	60	II	40
Occupational health	II	60	II	40	II	20	II	20
Remaining Non-hospital Mental Healthcare Units	II	60	II	40	II	20	II	10

(\*) Percentage of Basque speakers in the territorial area of action  
 (\*\*) Specific priority of the unit  
 (\*\*\*) Percentage of jobs with mandatory Basque

### 5.6.3. Basque Centre for Transfusions and Human Tissue

The priorities of the collecting units with a territorial sphere of care are determined on the basis of the Basque-speaking population in the municipalities that fall within their respective spheres or general areas of reference. That way, each unit shall be included in one of the zones established by Decree 67/2003 on the basis of the sociolinguistic characteristics of the population being served; this will be used as a priority criterion to determine the specific priority of its units. On the basis of the above and to complete its content, the following criteria will be applied when it comes to assigning specific priorities and mandatory fulfilment dates in the various units:

UNITS	SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)							
	100-71*		70-41*		40-21*		20-0*	
	P**	MFD%***	P**	MFD%***	P**	MFD%***	P**	MFD%***
Customer attention units	I	100	I	100	I	100	I	100
Blood collecting units	I	80	II	40	II	40	II	20
Apheresis	I	80	II	40	II	40	II	20

(\*) Percentage of Basque speakers in the territorial area of action  
 (\*\*) Specific priority of the unit.  
 (\*\*\*) Percentage of jobs with mandatory Basque

### 5.7. Priorities and minimum percentages of mandatory fulfilment dates in the healthcare organisation units and in the administrative and general services.

a) The administrative and general units with specific priority I and which are scheduled to be declared bilingual in this period are assigned mandatory fulfilment in accordance with that stipulated in Article 9 of Decree 67/2003.

b) The healthcare organisation units and the administrative and general services with priority II must have a number of dates of mandatory fulfilment adapted to the management of the guidelines on the use of Basque stipulated in Articles 11, 12, 13 and 15 of Decree 67/2003; for this purpose, the external and internal relations of the said

units will need to be analysed. Nevertheless, the following criteria will need to be applied in several units when it comes to assigning specific priorities and dates for mandatory fulfilment:

UNITS	SPHERES, PRIORITIES & MANDATORY FULFILMENT DATES (MFD)			
	100-40*		40-0*	
	P**	MFD%***	P**	MFD%***
Attention and information units for administrative service users	I	100	I	100
Executive Secretariats	II	80	II	80
Human resources departments	II	60	II	40
Communication	II	60	II	40
Economic management units	II	40	II	20
Quality-Healthcare Management Unit	II	40	II	20
Teaching-Training	II	40	II	20
Computing	II	40	II	20

(\*) Percentage of Basque speakers in the territorial area of action

(\*\*) Specific priority of the unit

(\*\*\*) Percentage of jobs with mandatory Basque

## 5.8. Modifications with respect to language profiles and officers or units with mandatory fulfilment dates

a) Any modification relating to language profiles and mandatory fulfilment dates of officers as well as any other modifications affecting officers and units with specific objectives in the Basque Scheme (changes of unit of officers with a mandatory fulfilment date, reconversion or adaptation of posts with mandatory fulfilment date, creation or discontinuing of priority units, etc.) will need to have a preliminary favourable report from the Directorate of Human Resources of Osakidetza; it will also need to be approved in the most recent application by the Public Body's Board of Directors, without prejudice to any other formalities that by virtue of that which is stipulated in Decree 67/2003 must appear in the procedure.

b) During the first six months following the approval of this Basque Scheme, Osakidetza's General Directorate shall issue a new instruction. Its aim will be to consolidate and speed up the procedure, deadlines and means for carrying out the modifications relating to language profiles and officers and units with mandatory fulfilment dates, and adapt them to the rules of this new Scheme, which have been regulated until now by instruction 2/2006 of Osakidetza's Director General.

## 5.9. Monitoring and assessment of fulfilment of the system of language profiles, priorities and mandatory fulfilment dates

The monitoring and assessment of the level of fulfilment of the system of language profiles, priorities and dates of mandatory fulfilment will be carried out by means of two assessments of the current Basque Scheme as well as by means of the annual Procurement Programme that sets out the relations between the Department of Health and the Osakidetza organisations (see sections 4.1.2, "Leadership, strategy and transversality", and 4.1.3, "Assessment of language policy", in the chapter on LANGUAGE MANAGEMENT).