

GUIDELINES FOR MANAGING LINGUISTIC EQUALITY AT KABIA

SUMMARY

MISSION

The Provincial Council's Strategic Plan envisages that, unless stated to the contract, the use of the Basque language will preferably be encouraged. Insofar as KABIA is an autonomous entity answering to Gipuzkoa Provincial Council's Social Policy Department, the linguistic equality perspective has been emphasised from the outset.

The KABIA mission is to provide care and attention for the elderly who are in residential homes and day centres. That care and attention will be not considered to be first-rate without taking linguistic equality into account.

Therefore, the main KABIA linguistic objectives and criteria are:

- The service language will always be the one that the user chooses between the two official languages, with the use of Basque always being encouraged.
- Basque will be the main working language.

MAIN CRITERIA

The policy is based on the following main criteria:



LINGUISTIC OPTION OF THE USERS AND THEIR RELATIVES

- When initially assessing the user, the linguistic pathway will be taken into account. The first language and the current languages of communication will be identified, along with which language(s) the relatives wish to use, both verbally and in writing, and which may be different.
- If there a third non-official language in Gipuzkoa, it will be taken into consideration.
- That information will be available to all members of staff that need it.



VERBAL RELATIONS

- When greeting the users, the KABIA workers will say the first, second and last word in the Basque language, both face-to-face and on the phone, provided that does not hinder or prevent communication, or the user states that they wish to use Spanish to communicate. In that case, the workers will intersperse easily understood and/or expressed expressions in the two languages, while always avoiding awkward situations.
- If the visitor is a stranger and the relevant explanation is long, they should be asked in which language they wish to communicate.
- Any workers who are not bilingual will also say the first and last word in Basque. They should ask a bilingual colleague for help once they realise that the user wants to speak in Basque.



DOCUMENTS

- The external and internal documents and any written communications will be drafted in Basque and, when necessary, will be translated into Spanish (to be published, etc.).
- KABIA has a list of their standard documents, which shows in which language each will be written.



CORPORATE IMAGE

- The name of the centre and the municipality will appear on the main signs and stamps.
- The signs will be in Basque, when the spelling is similar in Spanish, along with a standardised pictogram when they are easy to understand or when the workers are the main audience.
- The other signs and posters (both provisional and permanent) will be in the two languages, based on the two-block model. The Franklin Gothic Medium font will be used in Basque and Franklin Gothic Book in Basque.



PUBLIC EVENTS

- The public events will be held in Basque or in Basque and Spanish.
- At the start of the event, the participants will be told how the meeting is to be run.
- Resources will be used to guarantee that all the participants can understand, while avoiding "symmetric" translations (not exactly word for word).



PROMOTION

- Any videos made for promotion campaigns will be in Basque, with subtitles in Spanish.
- If they were made to be published on the website, a version will be made in each language and the subtitles will be in the same language as the soundtrack.



SOCIAL MEDIA

- All the information will be disseminated in a single social media account, in Basque and Spanish, in that order, with a period of time between the two messages.
- Exceptionally, if the messages are released at the same time, they will be published in Spanish and in Basque, respectively.
- Hashtags will be used for the names of the centres.



WORKING LANGUAGE

- Work relations between the KABIA workers will be in Basque.
- Work meetings will also be conducted in Basque, along with the training courses for the employees.



IT

- IT resources in Basque will be used.



WORKFORCE MANAGEMENT

- The candidate will choose the language in which to do the exam in the employee selection and recruitment processes. At least one exercise in the internal processes will be in Basque for those posts where LP (linguistic profile) 3 or 4 is required.
- The new worker must have a prior certificate of their linguistic level. The reception protocol, leaflet and verbal explanations will be given in Basque. Those explanations will include the Guidelines for Managing Linguistic Equality and its relevant specific criteria.
- The same criteria will apply to those students on work experience.



EMPLOYEES' LINGUISTIC OPTION

- * A census will be taken to record the linguistic options of the KABIA staff. Accordingly, each worker will receive the documents related to managing the workforce (payroll, T-10 tax certificate, etc.) in the language they have selected.
- * They can change that option at any time.
- * Workers can likewise fill in the documents related to managing the workforce either in Basque or in Spanish.



SUPPLIERS, PARTNERS AND AUTHORITIES

- * KABIA shall require its suppliers, partners and the authorities to meet the same criteria. Skills records will be kept on the people it works with in order to establish the language to be used in their relationship.
- * In the case of the suppliers, the linguistic terms and conditions established in the contracts will have the status of a fundamental term and condition and KABIA will monitor compliance of the established linguistic terms and conditions.

STRIVING TO ACHIEVE THE GOAL

Special measures and provisional exceptions will be agreed in each case to ensure understanding by all KABIA workers. These will include:

- Bilingual workers will be identified.
- Workers with a low understanding capacity will encourage bilingual conversations. Basque speakers will never be forced to speak in Spanish.
- When it is a very specialised job and/or there is someone who cannot be substituted among the participants, the meetings of the workers will be held mainly in Spanish. At least a part will be in Basque.
- Measures will be taken to ensure understanding by all the people receiving the information, including: messages for the whole workforce being written in Basque and Spanish; summaries in Spanish being handed out along with the documents to be discussed at meetings and a special explanation being given to understand what is in Spanish in the document, the whole document being translated into Spanish, etc.
- Spanish versions may exist of the training courses in Basque. They will only be given in Spanish where there are not sufficient guarantees that the person is able to successfully run the course in Basque.
- Any workers who have problems when writing in Basque may be exempted and they may request the Spanish version of the IT resources.
- The skills may of each centre will be completed and updated annually, the training needs will be identified and the training plan will be designed, based on the Provincial Council regulations and

the IVAP (Basque Institute of Public Administration) offer. Incentives will be organised to expedite the learning process and their integration in the workplace.

The pathway to achieve this will be different for each Kabia centre and person, as they are not all at the same baseline. In any event, everyone who is part of KABIA is responsible for guaranteeing linguistic equality and linguistic rights. The entity has a training pathway in place for all workers to strive for linguistic leadership, which shall be taken into consideration when filling posts of responsibility.

MANAGEMENT AND ASSESSMENT

The main responsibility will lie with the KABIA executive team. The ICT, Innovation and Organisation Division will be tasked with driving the plan and the Coordination Teams of the centres will plan the relevant actions.

The monitoring and assessment will be conducted as follows:

- Half-yearly, measuring the progress.
- Once a year, self-assessment, updating the skills map and monitoring of the suppliers.
- Every two years, satisfaction survey of the users.
- Every four years, KABIA as a whole will be assessed for the Bikain certificate.
- This guideline will be updated every two years and will be circulated to all KABIA employees and the service providers.

The monitoring will be public and will be published on the KABIA website.