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| <p style="text-align: center;">Feidhmeannacht na Seirbhíse sláinte – Limistéar an Iarthair</p> <p style="text-align: center;">Dréacht Scéim Teanga 2003 - 2007 Faoi alt 11 d’Acht na dTeangacha Oifigiúla 2003</p> | <p style="text-align: center;">HSE West –Language Scheme</p> <p style="text-align: center;">2003 –2007 Under Section 11 of the Official Languages Act</p> |
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Réamhrá agus cúlra

D'ullmhaigh Feidhmeannacht na Seirbhíse Sláinte – limistéar an Iarthair an scéim seo faoi Alt 11 d'Acht na dTeangacha Oifigiúla 2003 (“an tAcht”)

Forálann Alt 11 d'ullmhú scéim reachtúil ag comhlachtaí poiblí ag tabhairt mionsonraí faoi na seirbhísí a sholáthróidh siad

- Trí mheán na Gaeilge
- Trí mheán an Bhéarla
- Trí mheán na Gaeilge agus an Bhéarla

Agus na bearta a ghlacfar lena chinntiú go ndéanfar aon seirbhís nach bhfuiltear á soláthar trí mheán na Gaeilge a sholáthar taobh istigh de thréimhse ama comhaontaithe.

1.1 Ag ullmhú na Scéime

Cuireadh an scéim seo i dtoll a chéile de réir Treoirínte faoi Alt 12, a d'eisigh an Roinn Gnóthaí Pobail Tuaithe agus Gaeltachta chuig Feidhmeannacht na Seirbhíse Sláinte – Limistéar an Iarthair i mí Meán Fómhair 2004.

D'fhógair an Fheidhmeannacht go raibh sé ar intinn aici scéim agus ullmhú faoi Alt 13 i mí na Nollag 2004 agus thug cuireadh don phobal aighneachtaí a chur faoina bráid. Is féidir na h-aighneachtaí seo a fheiceáil ar shuíomh na Feidhmeannachta ag www.whb.ie Phléigh an bord an scéim le pobal na Gaeltachta i nGaillimh agus i Maigh Eo chomh maith leis an bpobal go ginearálta trí phróiseas grúpaí fócais (6) agus ceistneoir a scaipeadh ar

Chapter 1

Introduction and Background

This Scheme was prepared by the HSE West under Section 11 of the Official Languages Act 2003

Section 11 provides for the preparation by public bodies of a statutory scheme detailing the services they will provide:
Through the medium of Irish
Through the medium of English, and
Through the medium of Irish and English

And the measures to be adopted to ensure that any service not provided by the body through the medium of the Irish language will be so provided within an agreed timeframe.

1.1 Preparation of the Scheme

This Scheme has been drawn up in accordance with the Guidelines under Section 12 of the Official Languages Act 2003 which were issued to the Western Health Board by the Department of Community, Rural and Gaeltacht Affairs in September 2004

The Western Health Board published a notice under Section 13 in December 2004 inviting submissions in relation to preparation of the draft scheme under Section 11 from any interested parties. All submissions are on the HSE West website at www.whb.ie.

The Board also consulted with the Gaeltacht communities in Galway and Mayo as well as Irish speakers in the rest of the region in 6 focus groups. and carried out a random

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| <p>1000 áitritheoir Gaeltachta. Le 2 bhliain anuas, tá an bord ag obair lámh ar lámh le baill foirne éagsúla faoi sheirbhísí sláinte a chur ar fáil i rogha teanga phobal labhartha na Gaeilge sa réigiún</p> | <p>sample of 1000 Gaeltacht residents by means of a postal questionnaire. Over the past 2 years, the Board has been working with various members of staff regarding the provision of a health service, which would recognise the language choice of the Irish speaking community in the region.</p> |
| <p>1.2 Ábhar na Scéime Teanga Tógann an scéim seo ar an obair a rinne /atá á dhéanamh ag cuid d'fhoireann na Feidhmeannachta le blianta ó thaobh seirbhísí sláinte a chur ar fáil trí Ghaeilge do phobal na Gaeltachta agus do Ghaeilgeoirí san Iarthar. Aithnítear na réimsí le feabhas a chur amach anseo ar an seirbhís a sholáthraíonn an Fheidhmeannacht i gcorp na scéime D'ullmhaigh Foireann Tionscnaimh ar a raibh ionadaíocht ó na Cláir Seirbhísí Dianchúraim, Pobail, Meabharshláinte, Acmhainní Daonna agus Gnóthaí Corparáideacha i gcomhar le foirne in ionaid éagsúla sa limistéar, an scéim seo. Is faoin Oifig Réigiúnach nua agus faoin Rannóg Corparáideacha a bheidh an cúram, feidmiú, monatóireacht agus athbhreithniú a dhéanamh ar an scéim seo. Gealltar sa scéim go measfar leibhéal an éilimh ar bhonn leanúnach chun a chinntiú go bhfreastalóidh an FSS –Iarthar ar an éileamh seo ar bhealach pleanáilte, struchtúrtha agus inrochtana mar go nglacann an FSS leis, nach bhfuil aon tomhas déanta ar an éileamh do sheirbhísí trí Ghaeilge agus nach fios cad é.</p> | <p>1.2 The content of the Language Scheme The scheme also seeks to support and build upon the work various members of staff have done in the past, especially staff from the Gaeltacht areas for the advancement of the HSE services in Irish in the future are identified in the body of the scheme.</p> <p>A Project Team comprising representative from the Acute, Community, Mental Health & Older People, Human Resources and the Corporate service areas of the HSE West, liaising with staff in various locations in the area has assisted in drafting the scheme. Responsibility for implementing, monitoring and reviewing this scheme will rest with Corporate Affairs and the Executive Team. The scheme also includes a commitment to assess the level of demand for services in Irish, on an ongoing basis and to ensure that the HSE West will meet this demand in a planned, structured and accessible way. The HSE West will gauge the level of demand for its services in Irish and accepts that this demand is currently unmeasured, unseen and not known due to a lack of availability of many services in the Irish language.</p> |
| <p>1.3 Dáta tosaigh na scéime Tá an scéim seo deimhnithe ag an Aire Gnóthaí Pobail, Tuaithe agus Gaeltachta. Cuirfear tús leis an scéim le h-éifeacht ó 1 Meán Fómhair 2005 agus beidh sí i bhfeidhm ar feadh tréimhse de 3 bliana ón data sin nó</p> | <p>1.3 Commencement date of the scheme This scheme has been confirmed by the Minister of Community Rural and Gaeltacht Affairs. This scheme commences with effect from 1 September 2005 and shall remain in force for a period of 3 years from this date or until such time as a new scheme has been</p> |

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| <p>go dtí go mbeidh scéim nua deimhnithe ag an Aire de bhua Alt 15 den Acht, cibé acu is túsce.</p> <p>1.4 Forléargas ar FSS – limistéar an Iarthair</p> <p>Cuireann FSS – Iarthar seirbhísí sláinte dianchúraim, pobail agus meabharshláinte ar fáil I gContaethe na Gaillimhe, Mhaigh Eo agus Ros Comáin</p> <p>Ráiteas Misean</p> <p>Is é misean na Feidhmeannachta seo ná an leibhéal sláinte is airde insroichte a chothú don uile dhuine inár gceantar feidhmiúcháin” Seo mar a thabharfaidh an Fheidhmeannacht faoina misean</p> <ul style="list-style-type: none"> • Cur chun cinn na sláinte a thabhairt ar aghaidh agus Galair a chosc • Seirbhísí den chéad scoth a sholáthar a mbeidh fáil ag gach uile dhuine orthu • Na hacmhainní a chuirtear ar fáil dúinn a úsáid le héifeachtúlacht chostais • Trí dul i gcomhar lena fhoireann dúthrachtach oibre agus trí mhianach gach duine díobh a fhorbairt <p>I measc na seirbhísí a chuireann an fheidhmeannacht ar fáil tá</p> <ul style="list-style-type: none"> • Seirbhísí ospidéil • Ospidéil pobail • Seirbhísí ban glúine • Meabharshláinte • Seirbhísí do dhaoine le míchumas foghlama • Cothú sláinte • Seirbhísí do na scoileanna • Seirbhísí fisiteiripe | <p>confirmed by the Minister pursuant to Section 15 of the Act, whichever is the earlier.</p> <p>1.4 Overview of the HSE west</p> <p>The HSE West provides Acute, Community and Mental Health Services within Counties Galway, Mayo and Roscommon.</p> <p>Mission Statement</p> <p>"The Mission of the Western Health Board is to promote the highest attainable level of health for all persons in its functional area."</p> <p>The Board will pursue this aim through:</p> <ul style="list-style-type: none"> • The advancement of health promotion and disease prevention • The provision of high quality services accessible to all • The cost effective use of allocated resources • The involvement of its dedicated staff and the development of each person's potential. <p>Among the services the HSE west provides are</p> <ul style="list-style-type: none"> • Acute Hospital Services • Community Hospital Services • Midwifery services • Mental Health services • Learning Disability services • Health Education and Promotion • School Health services • Physiotherapy services • Occupational therapy |
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| <ul style="list-style-type: none"> • Seirbhísí teiripe saothair • Seirbhísí teiripe Urlabhra agus cainte • Seirbhísí pobail ar Leith do ghasúir • Altraí pobail • Cúram maolaitheach <p>Cuireann an FSS –Iarthair seirbhísí ar fáil do cheantar mhór tíreolaíochta ina bhfuil daonra scaipthe. Tá an pobal labhartha Gaeilge is mó sa stáit sa réigiún seo. De réir daonáireamh 2002, úsáideann 45,332, os cionn 3 bliana d'aois an Ghaeilge go laethúil sa réigiún atá faoi scáth FSS –Iarthair</p> <p>Tá sé de pholasaí ag an bhFSS – Iarthair, , gur cainteoirí líofa Gaeilge a cheapfar i ngach post sa Ghaeltacht chomh maith le go leor foirne le Gaeilge líofa a cheapadh taobh amuigh den Ghaeltacht. Ach, níl agus ní bheidh sé éasca é seo a bhaint amach, go háirithe i gcás speisialtachtaí atá gann.</p> <p>Leanfaidh an FSS –Iarthair ag comhoibriú le institiúidí oideachasúla agus gairmiúla ar mhaithe leis an scéal seo a leigheas. Cuirfidh FSS –Iarthair in iúl do na h-institiúidí cuí céard iad na riachtanaisí atá aige ó thaobh altraí dhátheanagacha nó foireann cúraim eile chun go mbeidh sé in ann freastal ar na h-othair sa teanga is ansa leo .</p> <p>Ní mór a lua áfach, go mbrathfaidh feidhmiú na scéime seo ar an bhfoireann uilig sa bhFSS.</p> <p>Cuireann an FSS – Iarthair fáilte roimh Acht na dTeangacha Oifigiúla 2003 agus déanfaidh sé chuile iarracht cloí le treoirlínte agus comhairle na Roinne Gnóthaí Pobail, Tuaithe agus Gaeltachta chun an scéim a fheidhmiú</p> | <p>services</p> <ul style="list-style-type: none"> • Speech and Language Therapy services • Specialist community services for children • Community nursing • Palliative care services <p>The HSE West provides services to a large geographical and sparsely populated area. The area also has the largest Irish speaking community in the state. According to the 2002 census, 45,332 people aged 3 years and over, from a total population of 179,869 people aged 3 years and over, use Irish daily in the HSE west region.</p> <p>It is HSE West policy that all appointments in Gaeltacht areas as well as sufficient staff outside the Gaeltacht will be fluent Irish speakers. However, in scarce specialities, this is, and will be difficult to achieve.</p> <p>It is the HSE West intention to continue to work with educational and professional establishments to improve this situation. In discussing training, the HSE West, will indicate its requirements to the appropriate bodies with regard to the numbers of bilingual nurses or care associated personnel it estimates are required to provide treatment to the patients in their language of choice. <i>It must be stressed that the most important factor in the successful implementation of any scheme is an acceptance of it and a commitment to it by all members of staff.</i></p> <p>The HSE West welcomes the Official Languages Act, and will, to the best of its abilities, endeavour to follow the guidelines and advice issued by the Department of Community, Rural and Gaeltacht Affairs on its implementation.</p> |
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| <p>1.4.1 Custaiméirí agus cliaint Na pobail sa réigiún seo Pobal na Gaeltachta i nGaillimh agus i Maigh Eo agus Gaeilgeoirí ar fud an Iarthar. Ranna Stáit agus áisíneachtaí stáit Na páirtneirí sóisialta Na boird forbartha contae Na meáin náisiunta agus áitiúla Feidhmeannacht na Seirbhíse Sláinte An Roinn Sláinte agus Leanaí Na h-eagraíochtaí Gaeilge</p> <p>1.4.2 Na h-ionaid uilig a thagann faoi scáth na Scéime seo Tá liosta de na h-ionaid uilig ar fáil in Aguisín 1</p> <p>1.4.3 Measúnú ar a mhéid is atá seirbhísí ar fáil cheana trí Ghaeilge Is é príomhaidhm an Achta a chinntiú go mbeidh seirbhísí poiblí ar fáil níos fairsinge trí Ghaeilge agus go mbeidh caighdeán níos airde ag baint leo. <i>Ba mhaith leis an bhFSS –Iarthar aitheantas a thabhairt don tsáriarracht a rinne cuid den fhoireann, agus go h-áirithe an fhoireann ón nGaeltacht a chuireann agus a chuir seirbhísí ar fáil trí Ghaeilge le blianta.</i></p> <p>Caibidil 2 Soláthar seirbhísí/ Gníomhaíochtaí ginearálta</p> <p>2.1 Bealaí cumarsáide leis an bpobal/ Eolas don Phobal Cuirtear cumarsáid na Feidhmeannachta leis an bpobal i gcoitinne maidir leis na seirbhísí atá ar fáil ,i mBéarla den chuid is mó</p> | <p>1.4.1 Customers and clients The communities throughout the West area The Gaeltacht communities of Galway and Mayo and Irish speakers throughout the West area Government Departments and other state agencies Social partners and sectoral interests The County Development Board structures National and local media The Health Service Executive Department of Health and Children Irish language organisations</p> <p>1.4.2 List of offices/service points covered by the scheme, including all Gaeltacht offices Appendix 1</p> <p>1.4.3 Assessment of extent to which services are already available through Irish The primary objective of the Act is to ensure better availability and a higher standard of public services in Irish.</p> <p><i>The HSE West acknowledges the enormous contribution of some of its staff, especially those from the Gaeltacht who have provided services in Irish over the years.</i></p> <p>Chapter 2 Service provision/general activities</p> <p>2.1 Communicating with the public Communications with the public is done mainly through English. A certain amount directed at the Gaeltacht is done in Irish only, or bilingually including Brochures and information leaflets</p> |
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| <p>Cuirtear méid áirithe ar fáil i nGaeilge amháin sa nGaeltacht nó go dátheangach, lena n-áirítear bróisiúir agus bileoga eolais foirmeacha eolais foilseacháin preas-ráitis láithreáin gréasáin</p> <p>2.2 Seirbhísí go h-iomlán dátheangach Is é polasaí na Feidhmeannachta seo go mbeadh na seirbhísí seo a leanas go hiomlán dátheangach trí mheán na Gaeilge agus an Bhéarla feadh gach rannóg de chuid an Fheidhmeannacht;- an láithreáin gréasáin bileoga eolais agus foirmeacha iarratais cártaí leighis, aisíocaíochtaí drugaí agus na cártaí aitheantais a ghabhann leo san áireamh– go hiomlán dátheangach agus laistigh den chlúdach céanna ach amháin na heisceachtaí seo a leanas foirmeacha móra mionsonraí de chineál teicniúil. Tosóidh an obair seo ó Mheán Fómhair 2005.</p> <p>2.3 Fógraí ó bhéal</p> <p>(1) Is é polasaí an Fheidhmeannacht oibriú i dtreo a chinntiú go mbeidh gach fógra réamhthairseáil ó bhéal do chustaiméirí I nGaeilge amháin nó i nGaeilge agus i mBéarla. Bainfear an chuspóir sin amach faoi dheireadh na scéime reatha.</p> <p>(2) Is i mBéarla amháin a fheidhmíonn ár gcóras láimhseála teileafóin. Tá sé i gceist áfach an tseirbhís a thairiscint sa dá theanga oifigiúil. Bainfear an cuspóir sin amach faoi dheireadh na scéime reatha. Féadfaidh comhaltaí aonair foirne, ar ndóigh, teachtaireachtaí a fhágáil i cibé teanga is rogha leo.</p> <p>(3) Is é/í an fáilteoir/oibríteoir malartáin an chéad pointí teagmhála a bhíonn leis an bpobal. Is é gnáthchleachtas na Seirbhíse ar Ardchaighdeán do Chustaiméirí ná</p> | <p>Application forms Publications Press releases Website</p> <p>2.2 Services fully bilingual The HSE West's policy is that the following services are provided fully bilingually, through the medium of Irish and English, across all departments of the HSE West ;- Website information leaflets and Application forms , including medical card applications, drugs repayments and the ID cards that accompany these.– fully bilingual and within the same cover, with the following exceptions Large and detailed application forms of a technical nature. This will commence in September 2005</p> <p>2.3 Oral announcements</p> <p>(1) It is the policy of the HSE West to work towards ensuring that all pre-recorded oral announcements to our customers shall be in the Irish language, or in the English and Irish languages. This objective will be achieved by the end of the current scheme</p> <p>(2) The current computerised handling system operates in the English language only. However it is intended to offer this service in both official languages. This objective will be achieved by the end of the current scheme Individual staff members, of course, can leave messages in the (single) language of their choice</p> <p>(3) Receptionists /switchboard operator are the first point of contact with the public. Standard QCS practice is that Reception/ switchboard staff are able to give the name of the HSE West in Irish They are at least familiar with the basic</p> |
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Go mbeadh an fhoireann fháiltithe ábalta ainm na Feidhmeannachta a thabhairt i nGaeilge agus i mBéarla
Go mbeadh cleachtadh acu ar a laghad ar na bunbheannachtaí i nGaeilge, agus socruithe oiriúnacha bunaithe le go mbeidh siad in ann daoine as an bpobal a chur i dteagmháil gan mhoill le cibé oifig nó oifigigh atá freagrach as a tseirbhís a bhítear a lorg trí Ghaeilge. Cuirfear an polasaí seo i bfeidhm ar bhealach céimnithe ó thús 2006

Caibidil 3 Coimriú ar sheirbhísí/ ar ghníomhaíochtaí

Seirbhísí atá ar fail i nGaeilge/ go dhátheangach

Altraí Pobail í nGaeltacht na Gaillimhe

Na Forbacha/An Spidéal,
An Tulach,
An Cheathrú Rua,
Leitir Mór,
Ros Muc,
Carna,
Inis Mór,
Inis Meáin,
Inis Oírr

Oifigigh leasa shóisialaigh

An Cheathrú Rua/Na h-oileáin/Oileáin Árann
Carna, Cill Chiaráin, Ros Muc, Caiseal, Dúiche Sheoigheach

Oibrí sóisialta – Conamara/oileáin Árann

Oifigeach Timpeallachta – Gaeltacht na Gaillimhe

Seirbhísí Cúraim Baile – Gaeltacht na Gaillimhe

Comhdhálacha Teaghlaigh – Cuireann an Comhordaitheoir i nGaillimh an tseirbhís ar fáil sa trí chontae.

Oifigeach Eolais Cosaint Leanaí - . Tá seirbhís trí Ghaeilge ar fail ón oifig i nGaillimh Tá Oiliúint i gCosaint Leanaí á chur

greetings in Irish, and suitable arrangements are in place so that they can put members of the public in touch without delay with whatever office or officer is responsible for offering the services required through Irish. This policy will be implemented incrementally from the beginning of 2006.

Chapter 3 Summary of Services /activities

List of services available in Irish / bilingually
Public Health Nurses servicing the following :

An Spidéal /na Forbacha
Tulach
An Cheathrú Rua
Leir Mór
Ros Muc
Carna/Cill Chiaráin
Inis Mór
Inis Meáin
Inis Thiar

Community Welfare Officers –

An Cheathrú Rua/Na h-oileáin/Oileáin Árann
Carna, Cill Chiaráin, Ros Muc, Caiseal, Dúiche Sheoigheach

Social Worker – Conamara/Aran Islands

Environmental Health Officer Galway
Gaeltacht

Home Help – Galway Gaeltacht

Family Conferences are being provided by the coordinator based in Galway in the 3 counties.

Children First Information Officer – A service in Irish is available from this office. Child Protection Training courses in Irish are ongoing in the HSE West as well as in other

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| <p>ar fáil i gceantar an bhFSS Iarthar chomh maith le ceantracha eile de chuid an FSS, agus go h-áirithe na réigiúin a bhfuil Gaeltachtaí faoina scáth</p> <p>Teiripé Urlabhra agus Cainte – Tá an seirbhís seo ar fáil ó ionaid sláinte Leitir Móir / An Cheathrú Rua. Cuirtear seirbhís trí Ghaeilge ar fáil ar oileáin Árann 4 lá sa mbliain</p> <p>Fisió –teiripé _ deisceart Chonamara</p> <p>Foireann Áras Mac Dara, An Cheathrú Rua – Seirbhís altrachta, feighlithe 'srl</p> <p>Buaile Cheoinín (daoine le míchumas) - Seirbhís altrachta, feighlithe 'srl</p> <p>Otharcharr na Ceathrún Ruaidhe – seirbhís trí Gaeilge</p> <p>Ionad Sláinte – Leitir Mór, Carna, Cill Chiaráin, Ros Muc, Camus, An Cheathrú Rua</p> <p>Dochtúr na gCos – tá an tseirbhís seo ar fáil i nGaeltacht Thuaisceart Mhaigh Eo.</p> <p>Dochtúirí Teaglaigh sa Ghaeltacht Tuigeann FSS Iarthar go bhfuil dualgas ar leith air go mbeidh teacht ar sheirbhísí iomlán agus cuimsitheach Dochtúireachta Teaglaigh trí Ghaeilge sa Ghaeltacht agus geallann sé , ó thus na scéime seo, eolas cruinn a chuir ar fáil maidir le rochtain agus leibhéal na seirbhísí seo trí Ghaeilge, san áit is giorra dóibh. Beidh an t-eolas seo ar fáil ach iarratas a dhéanamh chuig an Oifig Réigiúnach, FSS, Gaillimh. Tabharfar gach deis do dhochtúirí atá ag obair sa Ghaeltacht, líofacht Ghaeilge a bhaint amach , le go mbeidh ar a gcumas tuilleadh seirbhísí trí Ghaeilge a chur ar fáil, thar thréimhse feidhme na scéime seo</p> <p>Beidh na riachtanais teanga ar leith a</p> | <p>HSE areas, especially those with Gaeltacht under their wing.</p> <p>Speech and Language Therapy. One SLT Therapist currently provides this service in Irish from An Cheathrú Rua/Leitir Móir health centres.. All service in Irish is provided on the Aran islands 4 days a year</p> <p>Physiotherapy through Irish – Conamara Áras Mac Dara, An Cheathrú Rua – Nursing and care assistants service in Irish</p> <p>Buaile Cheoinín (disability) Nursing and care assistants service in Irish</p> <p>Ambulance base , An Cheathrú Rua – EMT service in Irish</p> <p>Health Centres Leitir Móir, Carna, Cill Chiaráin, Ros Muc, Camus, An Cheathrú Rua</p> <p>Chiropodist service in Irish is available in the north Mayo Gaeltacht</p> <p>GP Services in the Gaeltachtaí of Galway and Mayo The HSE (Western Region) recognises its specific obligation to provide access to a full and comprehensive GP services in Irish in Gaeltacht areas and undertakes from the commencement of the scheme to provide accurate information in relation to the level and availability of such services in Irish in the nearest proximity to them. This information will be provided by the Regional Office HSE Galway on foot of individual requests.</p> <p>The HSE recognises that the current capability of individual GPs in the Gaeltacht to provide services through Irish varies greatly from full and comprehensive services in Irish in a limited number of cases, to a partial or non-availability of services in Irish in other cases.</p> <p>Over the course of the scheme, provisions will be made for Gaeltacht based GP's to increase their fluency in Irish in order to increase the level of services provided in that language.</p> |
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| <p>ghabhann leis an tseirbhís dochtúireachta teaghlaigh sa Ghaeltacht san áireamh i ngach ceapachán a dhéanfar mar dhochtúr teaghlaigh feasta</p> <p><i>De bhrí go gcuireannr an FSS seirbhísí ar fáil lá agus oíche – seirbhísí éigeandála ‘srl ní féidir a chinntiú go mbeidh seirbhís trí Ghaeilge ar fáil de bharr a laghad foirne le Gaeilge líofa atá againn. Cuireann altraí agus baill foirne eile ón nGaeltacht agus cainteoirí Gaeilge eile, seirbhís trí Ghaeilge ar fáil san aonad A&E agus ar na bardaí</i></p> <p>Seirbhísí i mBéarla amháin Seachas an tseirbhís theoranta atá ar fáil i nGaeltacht na Gaillimhe agus i Maigh Eo, is trí Bhéarla a chuirtear na seirbhísí sláinte ar fáil</p> <p>Caibidil 4 Feabhas ar sheirbhísí a sholáthrófar go dá theangach 4.1 Cúlra Tá an fheidhmeannacht tiománta lion leordhóthanach foirne a bheidh inniúil seirbhísí trí Ghaeilge a chur ar fáil a bheith i ngach rannóg sa bhFeidhmeannacht</p> <p>Is é an chéad chéim a chaithfear a dhéanamh ná forbairt sheasta ar sheirbhís custaméirí duine le duine d’ardchaighdeán i nGaeilge i ngach réimse seirbhíse de chuid na Feidhmeannachta</p> <p>Ghlac an FSS –Iarthar leis an Ráiteas Polasaí seo i mí Márta 2005 maidir le soláthar seirbhísí sláinte trí Ghaeilge Beidh gach forbairt sa toadhchaí fréamhaithe</p> | <p>The specific language requirements associated with the provision of GP services in the Gaeltacht will be a feature of all future GP appointments</p> <p>As the HSE provides services outside normal working hours – 24/7 e.g. emergency services, A&E etc., this poses a challenge regarding services in Irish as staff resources with fluent Irish are limited. Fluent Irish speakers – nurses and other staff are based in A&E, and in various hospital wards and provide services in Irish</p> <p>Services in English only The vast majority of the HSE West’s services are provided in the English language only</p> <p>Chapter 4 Improving the services provided bilingually 4.1 Background The HSE West is committed to having enough staff competent in Irish in all departments</p> <p>The first step will involve a permanent development of a high quality one to one customer service in Irish in all the HSE services</p> <p>The HSE West adopted the following 5 principles regarding health service provision in Irish in March 2005</p> |
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sna cúig phrionsabail seo

- Meas a bheith ar na roghanna atá ag cainteoirí Gaeilge a úsáideann na seirbhísí cúraim shóisialta agus sláinte
- Aitheantas a thabhairt go bhfuil cead ag daoine a rogha teanga a úsáid agus iad i mbun cumarsáide le foireann na Feidhmeannachta agus le gairmeoirí cúram sláinte eile
- Glacadh leis go bhfuil daoine in ann iad féin agus a gcuid mothúchán, agus a bhfadhbanna sláinte a chur in iúl níos fearr ina dteanga féin
- Admháil go bhféadfadh seirbhísí easnamhacha Gaeilge cur as do rochtain ar sheirbhísí cúraim sláinte agus do chaighdeán na seirbhísí sin i gcás thomhaltóirí agus othair a labhrann Gaeilge
- Tuiscint gur deachleachtas é go mbeadh rogha ceart á thabhairt do dhaoine maidir le húsáid teanga sna seirbhísí sláinte agus go mbeidh sláinte níos fearr mar thoradh air.

Polasaithe agus cleachtais nua

Measfar an tionchar teanga nuair a bheidh polasaithe agus beartais nua á n-ullmhú. Beidh na polasaithe agus na beartais nua ag teacht lena bhfuil sa scéim seo agus cothófar, seirbhís dhátéangach, chun prionsabal an chothromais a bhaint amach i gcónaí

Beidh na beartais sa scéim seo le cur i bhfeidhm i bpolasaithe agus i mbeartais nua nuair a bheidh siad á fheidhmiú agus is faoi na bainisteoirí a bhfuil freagracht na bpolasaithe agus na mbeartais nua orthu a bheidh sé a chinntiú go gcuirfear impleachtaí teanga na bpolasaithe agus na mbeartais seo san áireamh

Ag cur na seirbhísí ar fáil

Glactar go forleathan leis, go bhfuil sé ríthábhachtach go mbeadh othair agus a

This statement of policy will form all future developments

- Respect for the preferences of Irish language users of health and social care services
- Recognition that people have the right to choose which language to use when communicating with HSE staff and health care professionals
- Acceptance that a person can express their identity, feelings and health problems more effectively in their chosen first language
- Acknowledgement that inadequate Irish language-based services can negatively affect access to, and quality of, health care for Irish speaking consumers and patients
- Appreciation that giving people real choice regarding the use of language in the health service is the essence of good practice and leads to better health outcomes.

New policies and procedures

When new policies and initiatives are being formulated, the linguistic consequences will be assessed. New policies and initiatives will be consistent with the measures contained in the scheme and will, promote a bilingual service, which will move the organisation closer to implementing the principle of equality at every opportunity.

Measures contained in this scheme are to be applied to new policies and initiatives when they are implemented, and managers responsible for new policies and procedures will be responsible for ensuring that the language implications of these policies or procedures are considered. This will be fulfilled as a part of the HSE west normal management structure

Delivery of service

It is generally recognised as being of great

ngaolta ábalta cumarsáid chruinn a dhéanamh leis an lucht leighis. Ó tharla go bhfuil pobal mór san Iarthar a úsáideann an Ghaeilge go laethúil, déanfaidh an FSS gach iarracht deis a thabhairt do gach othar, a ngaolta agus an pobal trí chéile a rogha teanga féin , pé acu Gaeilge nó Béarla, a úsáid agus iad ag déileáil leis an Seirbhís Sláinte

Déanfaidh an FSS Iarthar gach iarracht seirbhísí sláinte a chur ar fáil sa teanga is ansa leis an othar(nó an pobal) thar an réimse iomlán teagmhála nuair is féidir gan aon iachall a chur ar an othar iarratas ar leith a dhéanamh chuige.

4.2 Earcú agus Socrúchán.

Brathann cúram sláinte d'ardchaighdeán go mór ar roghnú foirne. Scrúdóidh Bainisteoirí agus an Rannóg Achmhainní Daonna na poist ó thaobh inniúlacht sa Ghaeilge agus sa Bhéarla a bheith ag teastáil agus ullmhóidh siad straitéis leis na poist seo a líonadh le daoine a bhfuil inniúlacht sa dátheanga acu.

Comhlíonfaidh an FSS na bearta seo a leanas lena chinntiú go nearcófar go leor foirne a mbeidh líofacht Ghaeilge acu lena chinntiú go gcomhlíonfar forálacha an Achta

- **Polasaí agus cleachtais earcaíochta do chuile fholúntas i nGaeltacht Mhaigh Eo agus na Gaillimhe...**(I bhfeidhm ó Meán Fómhair 2004)

Aithníonn FSS Iarthar go bhfuil inniúlacht do dhualgais a chomhlíonadh trí Ghaeilge riachtanach do gach fostaí atá ag obair le daoine ón nGaeltacht/sa Gaeltacht. Cinnteofar go gcuirfidh an FSS Iarthar seirbhís sláinte ar fáil a bheidh pobalbhunaithe agus cóir agus a ghlacfaidh leis go bhfuil cainteoirí Gaeilge in ann iad féin a

importance that patients and their relatives are able to communicate freely with those providing treatment and care. Given the linguistic pattern of the West, the HSE will strive to ensure that all patients, relatives and members of the public are able to use their preferred language with reference to their dealings with the Health Service, whether this is Irish or English.

The HSE West is committed to offering services in the language of choice across the whole spectrum of contact with the patient (or any other member of the public) without the need for the patient to make a specific or exceptional request for it.

4.2 Recruitment and placement

The selection of staff is one of the most important factors in ensuring a high standard of healthcare. Managers and the Human Resources departments will consider which posts require the use of Irish and English to be essential and will develop a strategy to fill these posts with bilingual persons.

The HSE West, will implement the following, in order to ensure that it has an adequate number of staff proficient to provide services in Irish.

The HSE West has established two categories for recruiting new members of staff

- **Recruitment policy and procedure for all vacancies in the Galway and Mayo Gaeltacht (since September 2004)**

The HSE West recognises that proficiency to carry out ones duties through the medium of Irish is a requirement for all employees working in, with people from the Gaeltacht. Recruitment of people with proficiency in Irish will ensure that the HSE West can deliver a health service in Irish, which is people centred and fair, and accepts that Irish speakers can best express themselves in their native and first language Irish, when dealing with the WHB.

chur in iúl níos fearr ina dteanga dhúchais agus a gcéadteanga, An Ghaeilge, má earcaítear foireann a bhfuil líofacht Gaeilge acu.

Fógrófar gach folúntas i nGaeilge ar na páipéir nuachta Gaeilge agus/ nó go dátheangach ar pháipéir nuachta eile. Iúafar go sonrach ar gach fógra go bhfuil líofacht sa Ghaeilge ina cháilíocht riachtanach don phost. Beidh na foirmeacha iarratais i nGaeilge agus i mBéarla. Reachtálfar na h-agallaimh do na folúntais Gaeltachta i nGaeilge agus/nó i nGaeilge agus i mBéarla. Sa chás nach mbeidh an FSS in ann boird agallaimh a chur le chéile atá líofa i nGaeilge, reachtálfar scrúdú béil Gaeilge ar a mbeidh bord agallaimh de thiúr.

Ceapacháin sa chuid eile den réigiún

Is mar seo a leanas a shocrófar an mbeidh líofacht Gaeilge riachtanach do na poist seo

- (a) Pé acu a mbeidh an té atá sa phost i dteagmháil go rialta le h-othair/leis an bpobal ar mian leo labhairt i nGaeilge
- (b) Pé acu a mbeidh teagmháil díreach ag an té atá sa phost le h-othair/leis an bpobal trí chéile
- (c) Pé acu an mbeadh sé dodhéanta ag an té atá sa phost a d(h)ualgaisí a chomhlíonadh gan cumas labhartha Gaeilge a bheith aige/aici.

ag tosú ó Eanáir 2006

Tá FSS –Iarthar tiománta a h-acmhainní foirne a mhéadú ar mhaithe le cur lena seirbhísí sláinte trí Ghaeilge agus déanfaidh sí gach iarracht cainteoirí Gaeilge a mhealladh i dtreo gairmeacha sa bhFSS –

All vacancies will be advertised in Irish on Irish medium newspapers and /or in English/Irish on other newspapers. It will be stated clearly on the ad that a proficiency in Irish is a necessary qualification for the post. Application forms for the posts will be in Irish and English.

The interview boards for all positions in the Gaeltacht will be conducted in Irish and/ or in Irish and in English.

In the event of the board being unable to field an Irishspeaking interview board, a board of 3 people will hold a separate oral Irish interview.

Appointments to posts in the rest of the area,

The criteria for deciding on whether the ability to speak Irish is essential are as follows

- (a) Whether or not the post holder will be regularly in a situation where patients/ the general public wish to converse through the medium of Irish
- (b) Whether the post holder will have direct contact with patients/general public
- (c) Whether it would be impractical for the postholder to successfully undertake his/her duties without the ability to speak Irish

Commencing in January 2006

The HSE west is committed to building its capacity to enhance its healthcare provision through Irish and will actively target Irish speakers through promoting careers in the HSE West by

- Publishing and distributing a

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| <p>larthar trí</p> <ul style="list-style-type: none"> • Foilseofar leabhrán eolais faoi na gairmeacha éagsúla atá sa tseirbhís sláinte agus na cúrsaí atá ar fáil in institiúidí tríú-leibhéal, i gcomhar le h-Údarás na Gaeltachta.. • Reachtálfar seisiúin eolais sna hiarbhunscoileanna sa nGaeltacht chomh maith le Gaeilscoileanna dara leibhéal <p>Ag tosnú Fómhar 2005</p> <p>4.3 Cúram othair san h-ospidéal Cuirfidh an FSS –larthar na bearta seo i gcrích in Ospidéal Choláiste na h-Ollscoile, Gaillimh/Ospidéal Réigiúnach na Gaillimhe agus Ospidéal Ginearálta Chaisleáin a' Bharraigh Ceapfar</p> <ul style="list-style-type: none"> • Comhordaitheoirí ar feadh tréimhse píolóiteach dhá bhliain sna príomhospidéal seo le cinntiú go bhfaighidh cainteoirí Gaeilge seirbhís trí Ghaeilge atá otharbhunaithe, cóir agus iad ag freastal ar na –ionaid seo . Déanfaidh siad an tseirbhís i nGaeilge a chomhordú agus a forbairt i gcomhar leis an bhfoireann trí • Súil a <i>choinneál ar othair arbh cainteoirí Gaeilge iad agus iad ina n-othair</i> • <i>Cinntoidh siad nach mbeidh aon mhíthuiscint ann de bharr othair ag fáil eolais i mBéarla amháin</i> • <i>Míneofar cleachtais leighis trí Ghaeilge</i> • <i>Míneofar an fhoirm Ceadú (obráid) trí</i> | <p>careers in health information pack in Irish in conjunction with Údarás na Gaeltachta</p> <ul style="list-style-type: none"> • Information sessions will be organised regularly in all Gaeltacht and All-Irish postprimary schools in Ireland in conjunction with Údarás na Gaeltachta <p>Commencing Autumn 2005</p> <p>4.3 Patient care in the hospitals The HSE West will implement the following in Galway University Hospital/ Galway regional Hospital and Castlebar General Hospital</p> <ul style="list-style-type: none"> • A 2 year pilot scheme to ensure that Irish speaking patients receive a people centred and equitable health service in Irish, throughout the patients pathway.will be implemented by appointing Irish speakers as Patient Liason people These people will coordinate and develop patient care in Irish in conjunction with all staff in these locations by • Tracking Irish speakers going through the system • Ensuring that no misunderstandings occur because of patients receiving information in English only • Medical procedures should be explained in Irish • Consent form should be explained in Irish • Post operation care should be available in Irish |
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| <p><i>Ghaeilge</i></p> <ul style="list-style-type: none"> • <i>Cuirfear cúram iarobráide ar fáil trí Ghaeilge</i> <p><i>Tosófar ar an scéim seo i 2007 agus nuair a bheidh an tréimhse píolóiteach caite, déanfar measúnú air ó thaobh na seirbhíse seo a chur ar fáil ar bhonn buan.</i></p> <p>4.4 Deacrachtaí a bhí/a bhíonn ag cainteoirí Gaeilge ag clárú sna h-ospidéil Glacann FSS –Iarthar leis go bhfuil go bhfuil sé de cheart ag othair a rogha féin leagan dá n-ainmneacha/ dá seoltaí a úsáid agus go bhfuil an ceart ach a rogha teanga á úsáid freisin. Ar mhaithe le seirbhís duine le duine d’ardchaighdeán tabharfaidh an FSS faoi na bearta seo a leanas</p> <ul style="list-style-type: none"> • Oiliúint sa bhfeasacht teanga don fhoireann sna h-ospidéil agus sna clinicí • Cúrsaí Gaeilge don fhoireann <p>4.5 Aonad Riaracháin Gaeilge ar leith. Bunóidh an FSS Iarthar, Aonad Riaracháin ar Leith ina mbeidh foireann le Gaeilge líofa, i nGaeltacht na Gaillimhe, ar feadh tréimhse píolóiteach 2 bhliain. Déanfar an obair seo a leanas ann</p> <ul style="list-style-type: none"> • Seirbhísí eolais fóin a bheidh mar an chéad phointe teagmhála do chainteoirí Gaeilge leis na seirbhísí sláinte • Déanfar na h-iarratais Ghaeltachta/Ghaeilge ar an seirbhísí éagsúla a phróiseáil san oifig seo. • Beidh an t-aonad mar thacaíocht don fhoireann sa Ghaeltacht, Teiripe Urlabhra ina measc | <p><i>This pilot scheme will be commenced in 2007 and when the pilot phase has been completed, the scheme will be evaluated with a view to providing this service on a permanent basis.</i></p> <p>4.4 Difficulty experienced by Irish speakers at admissions in Hospitals The HSE West respects the right of all patients to use whichever version of their name and address and their language of choice they wish to use, With the view to delivering a quality one to one service. In order to ensure that all staff are aware of this the HSE west will undertake the following</p> <ul style="list-style-type: none"> • Language awareness training for admissions staff in all hospitals, and outpatients’ clinics • Provide Irish courses for members of staff in these locations. <p>4.5 Dedicated Administrative Irish Unit. The HSE West will set up a dedicated Administrative Unit as a 2 Year pilot project, in the Galway Gaeltacht staffed by fluent Irish speakers. The following work will be carried out in this unit</p> <ul style="list-style-type: none"> • A lo-call single number for general information on the services provided by the HSE. it will be one of the first point of contact for Irish speakers in the Gaeltacht and the region • The office will process all Gaeltacht /Irish applications for the various services provided by the HSE • . This unit will provide a support service for all Gaeltacht based staff |
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Data tosaithe –Earrach 2007

4.6 Cigireacht Réamhscolaíochta. Ceapfar duine le cigireacht a dhéanamh ar an gcóras réamhscolaíochta sa nGaeltacht agus sa reigiúí

Spríodhata Earrach 2006

4.7 Cothú sláinte

Gníomh

- Ceapfar Oifigeach Cothaithe Sláinte a mbeidh sainchúraimí cothaithe sláinte trí Ghaeige air/uirthi Spríodáta 2006
- Ceapfar painéal de thraenáilaithe le cúrsaí cothaithe sláinte a chur ar fáil trí Ghaeilge sa nGaeltacht, agus sa réigiúin

4.8 Meabharshláinte

Gníomhaíochtaí

- Cuirfear córais ar bun i chuile den Fheidhmeannacht leis na h-othair arbh í an Ghaeilge a céad teanga a aithint t, roimh Earrach 2007
- Cinnteofar go mbeidh Altra Siciatrach pobail le Gaeilge líofa ag freastal ar dhaoine i nGaeltacht na Gaillimhe.
- Cinnteofar go mbeidh Altra Siciatrach le Gaeilge líofa ar dualgas le linn 2 sheal oibre as an 3 sheal san aonad Siciatrach in Ospidéal Choláiste na hOllscoile Gaillimh
- De bharr go bhfuil easpa Altraí Siciatracha le Gaeilge líofa ar an bhFeidhmeannacht, bronnfar scoláireachtaí ar

including Speech Therapy

Set up date – Spring 2007

4.6 Preschool Inspections. A person with fluent Irish will be appointed to conduct the Preschool inspections of Gaeltacht and All Irish preschools Galway (and in the region Commencing January 2006

4.7 Health Promotion

Actions

- A fluent Irish speaking Health Promotion Officer will be appointed by 2006, to ensure that Health promotion in Irish is provided to Irish speakers in the Gaeltacht and in the region
- A panel of trainers with fluent Irish will be recruited and trained to deliver health promotion course in the region

4.8 Mental Health

Actions

- Systems to track Irish speakers in all centres of the HSE west will be set up by Spring2007
- A Community Psychiatric Nurse will be recruited or transferred to ensure Irish speaking clients in the Galway Gaeltacht receive psychiatric services in Irish by 2007
- We will ensure that a Psychiatric nurse fluent in Irish is available during 2 of the 3 weekly shifts immediately. Weekend cover in Irish will depend on availability of Irish speaking staff?

dhaoine le Gaeilge líofa leis an gcúrsa Altrachta Siciatrach a dhéanamh

- Déanfar leagan Gaeilge den MMSE a fhorbairt i gcomhar leis an Roinn Gnóthaí Pobail, Tuaithe agus Gaeltacht agus le Feidhmeannacht na Seirbhíse Sláinte san Iarthuaisceart agus sa Deisceart
- Dáta tosaithe – Fómhar 2005

4.9 Teiripé Teanga

Glacann an FSS leis nár chóir go mbeadh ar dhaoine dul i ngleic lena ndeacrachtaí urlabhra in aon teanga seachas a dteanga dúchais.

Tógfaidh sé ar an obair atá déanta ag an Rannóg Urlabhra agus Teiripe, i Seirbhísí Cúraim Pobail na Gaillimhe le seirbhísí Urlabhra I nGaeilge a chuir ar fáil trí

- Bunófar gréasán de theiripeoirí teanga atá ag obair le cainteoirí Gaeilge
- Aistrefar agus cuirfear uirlisí measúnaithe in oiriúint do chainteoirí Gaeilge, go háirithe ó na Gaeltachtaí éagsúla
- Leanfar leis an gcomhoibriú atá idir an Fheidhmeannacht agus Scoil Teiripé Cainte, Ollscoil na h-Éireann Gaillimh, chun a chinntiú go mbeidh theiripeoirí ar fáil a bheidh in ann freastal ar riachtanais phobal na Gaeltachta
- Cuirfear córais ar bun le cinntiú go n-aithneofar cliaint arbh í an Ghaeilge a gcéad teanga ar fud oileán na h-Éireann le cinntiú go

- The HSE West will encourage fluent Irish speakers to enter the psychiatric profession by offering scholarships and return of agreement to fluent Irish speakers to pursue psychiatric nursing in NUIG.
- An Irish version of the Mini Mental State Exam will be developed and validated by the HSE West before the end of 2005, in conjunction with An Roinn Gnóthaí Pobail, Tuaithe agus Gaeltachta, the HSE NorthWest and South,
- Comencing Autumn 2005

4.9 Speech and Language Therapy

The HSE west recognises that people should not have to get to grips with their language disorder, in any language other than their first language.

It will build on the work done by the SLT Department in Galway

Community services in SLT in Irish by

- Setting up and leading a SLT National network for Speech Therapists working with Irish speakers
- Assessment tools will be developed in Irish to ensure Irish speakers are correctly assessed
- The HSE West will continue to work closely with the SLT department of NUIG to ensure that the service needs of the Gaeltacht community will be met
- A national system will be set up to ensure that Irish speakers in Ireland are recognised and that appropriate SLT in Irish is made available to them
- The HSE West will encourage fluent Irish speakers to enter the SLT

bhfaighidh siad an teiripé seo trí Ghaeilge

- De bharr go bhfuil easpa Teiripeoirí le Gaeilge líofa sa bhFeidhmeannacht, bronnfar scoláireachtaí ar chainteoirí Gaeilge leis an gcúrsa Teiripé a dhéanamh
- Cuirfidh an FSS leis an tseirbhís Urlabhra trí Ghaeilge i 2005 mar a leanas

Ceapfar Teiripeoir eile chun cur leis an tseirbhís i nGaillimh. Ina theannta sin, cuirfidh an tseirbhís i nGaillimh seirbhísí comharliúcháin/ comhairleoireachta ar fáil do theiripeoirí eile ar fud na tíre.

Cuirfear seirbhísí Urlabhra breise ar fáil i nGaeltacht Mhaigh Eo, mar a leanas

Aistrefar teiripeoir i Maigh Eo a bhfuil líofacht Gaeilge aici, chun seirbhísí Urlabhra a chuir ar fáil d'othair Gaeltachta lá gach seachtain i dtosach.

4.10 Comhfhreagras scríofa

Déileálfadh an tAonad Riaracháin píolóteach Gaeltachta le gach comhfhreagras i nGaeilge go dtí go mbeidh na h-oifigí eile in ann déileáil leo trí Ghaeilge

- Fostóidh an FSS –Iarthar aistritheoir le hábhair don phobal agus don fhoireann, agus don fhoireann atá ag obair le cainteoirí Gaeilge ach go h-áirithe, a sholáthar go dátheangach
- Bainfear leas as bogearraí aistriúcháin chun cabhrú leis an bhfoireann déileál le comhfhreagras i nGaeilge

profession by offering scholarships and return of agreement to Irish speakers to pursue Speech Therapy in NUIG or other third level institutions

- The HSE West will increase its SLT Irish capacity as follows in 2005

1 SLT will be appointed to enhance the existing service in Irish in Galway. In addition the Galway service will provide a consultancy/ advisory service to SLTS working with Irish speakers throughout Ireland

Additional SLT service in Irish will be provided in the Mayo

Gaeltacht as follows;

A SLT with fluent Irish already in the service will be freed from her existing duties 1 day per week to work with Irish speaking clients

4.10 Written communication.

To ensure a full service in Irish all correspondence in Irish will be dealt with by the pilot Gaeltacht Administrative Unit until other offices can deal with them through Irish

- The HSE West will employ a translator to ensure that material is available bilingually for the public and for the staff, especially those staff working in or with Irish speakers
- A translation software solution will be applied to the translation task, so that Irish speaking

4.11 Teicneolaíocht an Eolais agus seirbhísí idirghníomhacha

- Cinnteoidh an FSS go mbeidh an suíomh idirlíon(poiblí) agus aon seirbhís idirghníomhach, go h-íomlán dáthengach. Níl ábhair á fhoilsiú ar an suíomh , ó 1 Eanáir 2005 muna bhfuil sé dátheangach (foilseofar tuarascálacha sa mbun teanga agus foilseofar coimriú de, sa dara teanga)

Ní bheidh ábhar de chuid Bhord Sláinte an Iarthair, mar a bhí, ar fáil ach amháin sa mbunleagan.

- Beidh gach córas bogearra ríomhaireachta nua go h-íomlán dátheangach faoin tionscnamh modheolaíochta raon saol. Cuirfear gach córas atá ann cheana in oiriúint do fhorálacha Acht na dTeangacha Oifigiúla 200

4.12 Oiliúint agus forbairt na foirne

Cuirfear an oiliúint agus an forbairt chuí ar fáil don fhoireann uilig, sa dá theanga oifigiúil ar mhaithe le freastal a dhéanamh ar riachtanais an phobail, atá ag athrú de shíor, agus ar mhaithe le barr foirfeachta na foirne.

Leanfaidh muid ar aghaidh ag

- Soláthar réimse de chúrsaí oiliúna Gaeilge d'archaighdeán
- Ag tacú agus ag cumasú na foirne a bhfuil Gaeilge líofa acu le cúrsaí

staff can deal with written communications/ etc in Irish

4.11 Information Technology and interactive services on the internet

- The HSE west will ensure that its website (public) and any interactive services will be fully bilingual by 2007. As and from 1 January 2005 content will not be published to the Internet unless it exists in both Irish and English. (Reports will be published in its original language only + summary in 2nd language)

However old WHB content will be available in its original language.

- All new computer software and systems will be fully bilingual under the lifecycle project methodology. All current systems will be upgraded on a phased basis to ensure that they are language compliant.

4.12 Recruitment and Development

The HSE west will continue to provide appropriate training and development for all staff, in both official languages, in order to meet the evolving needs of our clients, and to develop the full potential of our staff.

We will continue to

- Support the provision of a range of high-quality Irish language training courses
- Facilitate and support Irish speaking staff to do various professional and other courses through the medium of Irish,
- Monitor and assess all

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| <p>gairmiúla agus eile trí Ghaeilge a dhéanamh.</p> <ul style="list-style-type: none"> • Monatóireacht agus ag meas gach cúrsa atá ar fáil faoi láthair chun a chinntiú go bhfaigheann an tseirbhís trí Gaeilge leas ceart astu. • Tosófar ar chúrsaí feasachta teanga a chur ar fáil don fhoireann uilig a bhfuil teagmháil díreach acu leis an bpobal i Meán Fómhair 2005 • Cuirfear cnuasach de théarmaí leighis a bhailigh an Dr. Nicola De Faoite ó chainteoirí dúchais i gConamara i gcló mar áis don fhoireann leighis agus don phobal <p>Dáta foilsithe Fómhar 2005</p> <p>4.13 Na Meáin /Preas Ráitis Gníomhaíochtaí</p> <ul style="list-style-type: none"> • Eiseofar gach preasráitis go dátheangach ó Aibreán 2006 • Cuirfear liosta de dhaoine sa bhfeidhmeanacht a bhfuil ar a gcumas labhairt go h-údarásach faoi chúrsaí sláinte faoi leith ar fáil do Raidió na Gaeltachta agus do na meáin Ghaeilge eile • Eagrófar cúrsaí oiliúna sna meáin trí Ghaeilge don fhoireann • Aithníonn an FSS –larthar an ról tábhachtach atá ag Raidió na Gaeltachta agus meáin | <p>courses currently being provided to staff to ensure VFM in terms of service provision in Irish</p> <ul style="list-style-type: none"> • Language Awareness training will be rolled out to all staff commencing September 2005 in those locations directly in contact with Irish speakers • Irish language resources will be provided and developed for our staff - A collection of Irish terms used by Galway native speakers to describe their ailments, compiled by An Dr. Nicola de Faoite will be published in Autumn 2005. This will be made available to all medical staff in the region. <p>4.13 The media/Press releases Actions</p> <ul style="list-style-type: none"> • Press releases will issue bilingually to all media from April 2006 • A list of spokespeople from various disciplines will be provided to Raidió na Gaeltachta and other Irish language media • Media training through Irish will be provide for members of staff – 2006 • The HSE west recognises and acknowledges the important role played by Raidió na Gaeltachta and other Irish language media in the Irish speaking community and will work closely with them to ensure that matters relating to the general health of the population will reach Irish speaking community |
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Gaeilge eile i saol na Gaeltachta agus beidh sé ag comhoibriú leo chun a chinntiú go bhfaighidh pobal na Gaeltachta eolas faoi chúrsaí sláinte go ginearálta.

4.14 Oifigí sa nGaeltacht (Tá liosta de gach oifig i nGaeltacht na Gaillimhe agus Maigh Eo in Aguisín 2)

Ullmhóidh an FSS Iarthar i gcomhar lena foireann agus a neagraíochtaí ionadaíoch straitéis agus polasaithe chun na haidhmeanna thuas maidir le hacmhainní foirne le Gaeilge líofa a bhaint amach ar bhealach céimnithe trí bhail foirne nua a fhostú nuair a eireoidh bail foirne as obair agus trí chomhobriú le háisíneachtaí eile

- Roimh dheireadh thréimhse na scéime seo, 2007, bainfear na nithe seo a leanas amach íomhá Gaeltachta léirithe sa gcomharthaíocht, freagairt fóin, postaeir agus sna seirbhísí sna h-ionaid seo
- Bainfear seo amach trí dul i gcomhairle le pobal na Gaeltachta agus rachfar i bpáirtíocht leo san obair seo.

Beidh gach oifig/aonaid atá lonnaithe sa Ghaeltacht ag feidhmiú go hiomlán trí Ghaeilge faoin mbliain 2020. Thar thréimhse na scéime seo socróidh muid plean gníomhaíochta chun an sprioc seo a bhaint amach roimh 2020 in éineacht leis an bhfoireann agus a neagraíochtaí ionadaíoch

4.15 An tSeirbhís Altrachta Pobail agus seirbhísí pobail eile Gníomhaíochtaí

- Ceapfar Altra Pobail le Gaeilge líofa le freastal ar

4.14 Gaeltacht Offices

(A list of all offices in the Mayo and Galway Gaeltacht is in Appendix (2))

Given the statutory obligations the HSE West in consultation with staff and their representative organisations will develop strategies and policies along with implementation strategies to further this aim incrementally through developing additional Irish capacity, replacement through natural wastage and working closely with other agencies.

By 2007 the offices of the HSE West will

- Reflect a Gaeltacht ethos in all signage; telephone answering; posters and the services provided in those centres
- We will liaise closely with the Gaeltacht community and work in partnership with them to achieve this

By 2020, Irish will be the working language of all Gaeltacht offices/centres

Over the lifetime of this scheme, we will agree in consultation with staff and staff representative organisations an implementation plan for the achievement of this goal by 2020

4.15 Community Services – including Public Health nursing Actions

- . A fluent Irish speaking PHN will be appointed to the Mayo Gaeltacht 1 roimh 2007
- . Needs analysis of the Irish speaking

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| <p>riachtanais Ghaeltachta thuaisceart Mhaigh Eo roimh 2007</p> <ul style="list-style-type: none"> • Déanfar anailís ar riachtanais na bpobail laga Gaeltachta i 2006. Beidh an anailís seo mar bhuncloch na pleanála don todhchaí • Bunófar córais le cinntiú go mbeidh clanna atá ag tógáil a ngasúir le Gaeilge in ann teacht ar scúdaithe agus tastálacha éagsúla trí Ghaeilge i 2007 • Cinnteofar go mbeidh saineolaithe oile le Gaeilge líofa ar fáil don Fheidhmeannacht trí scoláireachtaí a bhronnadh ar Ghaeilgeoirí líofa chun céimeanna a bhaint amach sna réimsí sláinte seo a leanas; Teiripé Saothair Bunchéim altrachta Teiripé Teanga Altracht Siciatrach, Cothú Sláinte • Cuirfear Cúramóirí Baile, le Gaeilge líofa, ar fáil dóibh siúd arbh í an Ghaeilge a chéad teanga, ag cur san áireamh cainteoirí líofa a bheith ar fail <p>4.16 An fhoireann Céad Cúraim sa nGaeltacht</p> <p>Gníomh</p> <ul style="list-style-type: none"> • Iorras – Cuirfear seirbhísí ar fáil i nGaeilge do phobal na Gaeltachta sa gceantar seo tar éis anailís a dhéanamh i 2006 ar riachtanais an phobail agus ar riachtanais na foirne ansin. Beidh an staidéar seo mar bhuncloch na pleanála don todhchaí • Bunófar Foireann Céad Cúraim ar leith i nGaeltacht na Gaillimhe ach na dochtúirí agus an lucht | <p>community in weaker Gaeltacht areas will be carried out in 2006. This analysis will form future planning</p> <ul style="list-style-type: none"> • . Systems will be set up to ensure that families who are raising their children through Irish can avail of health tests in Irish in 2007 • . The HSE West will encourage fluent Irish speakers to enter the various profession by offering _ scholarship and return of agreement to pursue occupational therapy, nursing, health promotion and other disciplines in NUIG or other third level institutions • . Fluent Irish speakers will be provided as Home Help to users whose first language is Irish, bearing in mind the availability of fluent speakers <p>4.16 The primary care team in the Gaeltacht</p> <p>Actions</p> <ul style="list-style-type: none"> • A needs analysis will be conducted in the Mayo Gaeltacht based primary care team on the needs of the Irish speaking community as well as staff in 2006. This study will form future planning • The HSE West will encourage the GP's in the Galway Gaeltacht to set up a Gaeltacht Primary care team to enhance service provision through the medium of Irish. |
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leighis eile ansin a bheith
toilteanach foireann Céad
Chúraim a fhorbairt agus a
chothú

4.17 Logainmneacha Gaeltachta

Bainfidh an
Fheidhmeanacht úsáid as
logainmneacha oifigiúla
limistéir Ghaeltachta (Ordú
Logainmneacha) (Ceantair
Gaeltachta) 2004 chun
críoche oifigiúla

4.18 Polasaí maidir le cruinnithe poiblí

Is i nGaeilge a reachtálfar cruinnithe poiblí sa
Ghaeltacht ó Mheán Fómhair 2006

4.19. Cruinnithe poiblí taobh amuigh den Ghaeltacht

Cuirfear fáilte roimh an nGaeilge agus cuirfear
aistriúchán comhuaineach ar fáil

4.20 Cruinnithe eile

Tá an FSS tiomanta de go mbeidh gach duine
ar mian leo nó a dteastaíonn seirbhísí duine le
duine uathu trí Ghaeilge nó trí Bhéarla in ann
é sin a fháil agus go bhfáilteofar roimhe
Déanfar na socruithe seo a leanas chun an
aidhm seo a bhaint amach

- Seirbhís trí Ghaeilge a thairiscint do
chainteoirí Gaeilge gach uair a bheidh
cruinniú á shocrú
- Cruinniú dátheangach a thairiscint má
cheaptar go mbeidh duine ag freastal
ar mhaith leis/leí labhairt i nGaeilge
- Seirbhís dátheangach a sholáthar má
aithnítear go bhféadfadh cainteoir
Gaeilge é a úsáid
- Foireann a bhfuil oilúint teanga le fáil
acu le cur in ord tosaíochta
- Rogha teanga an othair nó duine a
úsáidfidh an tseirbhís a aithint roimh
ré ag an gcéad teagmháil agus ag
freastal ar an rogha sin más féidir
- Cleachtais a chur le chéile le rogha
teanga an chustaiméara a aithint tar

4.17 Gaeltacht Placenames

The HSE West will use the official
Irish version of Gaeltacht
placenames.

4.18 Public meetings policy

Meetings in the Gaeltacht will be
conducted in Irish commencing
September 2006

4.19 Meetings held outside the Gaeltacht, contributions in Irish will

be welcome

Simultaneous translation will be
provided

4.20 Non-public meetings

The HSE West is committed to
ensuring that those members of the
public who wish or required to have
face-to-face dealings with the HSE
will be able and welcome to do so
through the medium of Irish or
English.

The following arrangements will be
made to realise the above
commitment

- Offering to make provision for
Irish speakers every time a
meeting is arranged
- Offering to make provision for
a bilingual meeting when it is
thought likely that a person
attending may wish to speak
in Irish
- Providing a bilingual service
where it is recognised that
members of the Irish
speaking public may call
- Prioritising staff who are to
receive Irish language
training
- Ascertaining the linguistic
preference of patients or
users of the service at the
initial contact, and wherever
possible making this

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| <p>éis an chéad teagmháil</p> <p>Caibidil 5 Faireachán agus Athbhreithniú</p> <p>5.1 Feidhmiú</p> <p>Nuair a aontófar an scéim, tosóidh an Rannóg Corparáideach / An t-Oifig Réigiúnach ar phlean gníomhaíochta 3 bliana a chur i bhfeidhm. Aithneoidh agus leagfaidh chuile Philéar den FSS síos príomhspríocanna a úsáidfear mar shlatatomhais chun an dul chun cinn a mheas. i dtuarascáil bhliantúil chuig an FSS. Coinneofar an pobal ar an eolas faoin dul chun cinn ar an suíomh idirlín Beidh an Rannóg Corparáideach/ Oifig Réigiúnach Sláinte freagrach as na socruithe comhordaithe agus monatóireachta. Déanfar an mhonatóireacht mar chuid de chlár struchtúrtha leanúnach. I measc na nithe a dhéanfar aithbhreithniú orthu, beidh</p> <p>Pleanáil don todhchaí agus fáiltais</p> <p>Cinnteoídh an FSS go mbeidh gach polasaí agus cleachtas nua agus foilseacháin ag teacht le coinníollacha na seirbhísí dátheangacha ar bhonn comhionannais</p> | <p>preference available</p> <ul style="list-style-type: none"> Establishing procedures for identifying the service users language of choice following the initial contact <p>Chapter 5 Implementation, Monitoring and revision</p> <p>5.1 Implementation</p> <p>Once the scheme has been approved, the Regional Office/Corporate Affairs will lead the preparation and roll out of the 3 year implementation plan. Each HSE pillar will identify and set key milestones against which progress will be benchmarked, by way of an annual report to HSE. Overall progress will be made available to the public on the website</p> <p>Corporate Affairs/ Regional Health Office will be responsible for coordinating and monitoring arrangements. Monitoring will be carried out as part of a continuous and structured programme. Issues to be included in the review will include</p> <p>Forward planning and procurement</p> <p>The HSE west will ensure that new policies, procedures, and publications will be compatible with the delivery of bilingual services on a basis of equality</p> <p>Dealing with the Irish speaking public</p> <p>The HSE West will monitor response times for Irish correspondence, monitor the quality of translations services etc</p> <p>The organisations public face</p> <p>The HSE West will monitor the use of the</p> |
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| <p>Ag déileáil le pobal labhartha na Gaeilge Déanfar monatóireacht ar an am a ghlacann sé le comhfhreagras a fhreagairt, caighdeán na h-aistriúchán 'srl</p> <p>Íomhá phoiblí na h-eagraíochta Déanfar monatóireacht ar úsáid an íomhá chorparáideach, ar na foilseacháin dátheangacha, foirmeacha, comharthaí, fógraí 'srl</p> <p>Earcaíocht agus oiliúint Déanfar monatóireacht ar na bearta earcaíochta agus oiliúna</p> <p>Gníomhairí agus conraitheoirí Déanfar monatóireacht ar sholáthar agus riaracháin seirbhísí ó ghníomhairí de chuid an FSS chun a chinntiú go bhfuil siad ag cloí leis an scéim seo</p> <p>Gearáin Cuirfear córas gearáin soiléar le chéile roimh 2007.</p> <p>Ach, ní airíonn an FSS gur bealach iomlán éifeachtach atá i gcóras gearáin le feidhmiú na scéime seo a mheas.</p> <p>Caibidil 6 Poiblíocht na Scéime Comhaontaithe Déanfar poiblíocht ar a bhfuil sa scéim seo mar aon le tiomantas agus forálacha na Scéime don phobal i gcoitinne ar na bealaí seo a leanas</p> <ul style="list-style-type: none"> • Preasráiteas • Seoladh oifigiúil na Scéime • Fógraíocht ar na forálacha • Láithreán Gréasáin | <p>organisations corporate image; monitor the introduction of bilingual publications, forms, signs, notices etc</p> <p>Staffing The HSE West will monitor the implementation of the staffing and training measures</p> <p>Agents and contractors The HSE West will monitor the provision and administration of services by the organisations agents to ensure compliance with this Language scheme</p> <p>Complaints A clear complaints system will be set up by 2007. But, the HSE West feels that monitoring compliance or implementation solely by feedback is both an incomplete and ineffective method</p> <p>Chapter 6 Publicising of agreed scheme The contents of this scheme along with the commitments and provisions of the scheme will be publicised to the general public by means of:</p> <ul style="list-style-type: none"> • Press release • Official launch of the scheme • Advertising of provisions • Circulation to appropriate agencies and public bodies • website <p>Agúsin / Appendix 2</p> <p>Na Seirbhísí Cúraim Pobail - Ionaid Sláinte (Gaeltacht Gaillimh Baile na Cille Camus</p> |
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Agúsin / Appendix 1

Na Seirbhísí Cúraim Pobail -

Ionaid Sláinte

Gaillimh

Mainistir Chnoc Maí

Áth Eascrach

Árd Ráithín

Eachdhroim

Baile Átha an Rí

Baile na Cille

Béal Átha na Sluaighe

Béal Átha an Ghártha

Baile mhac an Bhaird

Camus

An Cheathrú Rua

Carna

Caiseal

An Clochán

An Fháirche

Corrán Dola

Creachmhaoil

Dún Mór

Dún an Uchta

Seantalamh

Muirbheach

Gleann na Madaidh

Gort Inse Guaire

Gortíní

Áth Cinn

Inis Bó Finne

Cill Chonaill

Cill Chiaráin

Cill Iomhair

Cill_

Cill Rónáin

Cill Tor mór

Cinn Mhara

An Líonáin

Leitir Mór

Baile Locha Riach

Baile an Mhuilinn

Muine Mheá

Maigh Cuilinn Gaeltacht

Uachtar Ard

Órán Mór

Port Omna

An Cheathrú Rua

Carna

Caiseal

An Fháirche

Cill Chiaráin

Cill Rónáin

Leitir Mór

Maigh Cuilinn

Sraith Salach

Ros Muc

An Spidéal

An Tulach

Eachléam

Béal a’Mhuirthid

Gaoth Sáile

Gleann na Muaidhe

Áras Rónáin, Inis Mór

Áras Mac Dara, An Cheathrú Rua

Arus Deirbhile, Béal a’Mhuirthid

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| <p>Sraith Salach Gaeltacht</p> <p>Ros Muc</p> <p>An Spidéal</p> <p>Cloch na Rón</p> <p>Tuaim dá Ghualainn</p> <p>An Tulach</p> <p>Rinn Mhaoile</p> <p>Turloch Mór</p> <p>Tíneach</p> <p>Baile Liam</p> <p>An Ghráig</p> <p>Maigh Eo</p> <p>Acaill Caol/ teach na cúirte</p> <p>Eachléam</p> <p>Béal an átha</p> <p>Rannóg na h-oibre shóisialta</p> <p>Altra Poiblí</p> <p>Oifigeach Leasa Shóisialta</p> <p>Bainistiú baile</p> <p>Baile an Daingin</p> <p>Baile an Róba</p> <p>Baile an tobair</p> <p>Baile an Chaisleáin</p> <p>Baile an chróidh</p> <p>Béal Átha Shamhnais</p> <p>Beannchor Iorrais</p> <p>Béal a’Mhuirthid</p> <p>Baile Chathail</p> <p>Oileán cliara</p> <p>Clár Chloinne Mhuiris</p> <p>Conga</p> <p>Cros Mhoth Linne</p> <p>Áth an tSionnaigh</p> <p>Gaoth Sáile</p> <p>Gleann na Muaidhe</p> <p>Inis Tuirc</p> <p>Cill Uí Cheallaigh</p> | |
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OSPIDÉIL

Ospidéal Choláiste na h-Ollscoile, Gaillimh
Ospidéal Réigiúnach na Gaillimhe (Páirc Mheirlinne)
Ospidéal Ghinearálta Chaisleán a’ Bharraigh
Ospidéal Phortuicla, Béal Átha na Sluaighe

Ospidéal Naomh Bríd, Béal Átha na Sluaighe

Ionad Cúraim do dhaoine scothaosta

Áras Rónáin, Inis Mór Gaeltacht

Áras Mac Dara, An Cheathrú Rua Gaeltacht

Ospidéal Naomh Bhreandáin, Baile Locha Riach

Ionad Naomh Phroinsias, An Chaisleán Nua, Gaillimh

Áras Mhuire, Tuaim dá Ghualainn

St Annes, An Clochán

Ospidéal an Chlocháin

Teach an Croí Naofa, Caisleán a' Bharraigh

Teach Mc Bride, Cathar na Mart

Teach Dalton, Clár Clainne Mhuiris

Teach N. Aibhistín, Béal an Átha

Arus Deirbhile, Béal a'Mhuirthid Gaeltacht

Ospidéal Bhéal Átha na Muice

Ospidéal Bhéal an Átha

Ospidéal Bhéal a' Mhuirthid

Ospidéal an Chroí Naofa, Ros Comáin

Áras Máthair Póil, An Caisleán Riabhach

Teach Phluincéad, Mainistir na Búille

Ionaid Otharchairr

An Cheathrú Rua Gaeltacht

An Clochán

Ospidéal Phortiuincla

Baile Locha Riach

Gaillimh

Béal an Átha

Ros Comáin

Mainistir na Búille

Caisleán a' Bharraigh

Ionaid oiliúna (seirbhísí meabharshláinte)

Páirc Mheirlinne

Tuaim dá Ghualainn

Caisleán a' Bharraigh

Béal Átha na Sluaighe

Ros Comáin

Mainistir na Búille

An Caisleán Riabhach