

# Piloting TDAR

Language advocates and  
language diversity: the case of  
the Basque Country

## Nazaret

### A 100 YEARS PROMOTING EMPLOYEMENT

Nazaret is a Vocational Education and Training institution that has been promoting employment since 1916.

Nazaret is actively working to implement new and modern learning methodologies to adapt to the ever changing challenges of employment.

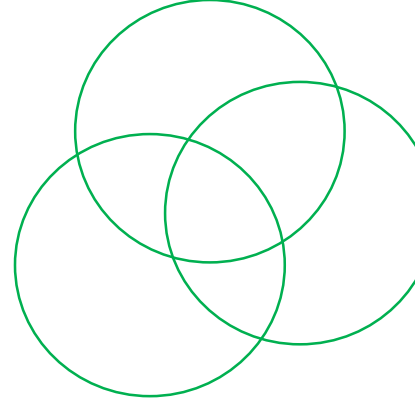


In may 2014 the **Novia Salcedo Foundation** has awarded Nazaret the "NFS Excecelence Award" which recognises "outstanding commitments and actions of individuals enterprises and organizations in the professional integration of young people".

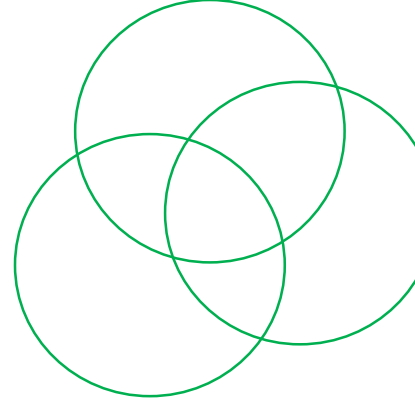
## Kutxazabal

Created in 2003 by Kutxabank to give support and training to all those involved in caring for the elderly and people with dissabilities. It fulfills two purposes:

- To train qualified professionals in the care sector
- To offer quality cualifications to improve employability

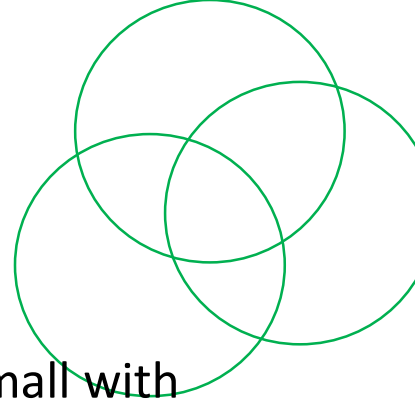


# The Basque Country:



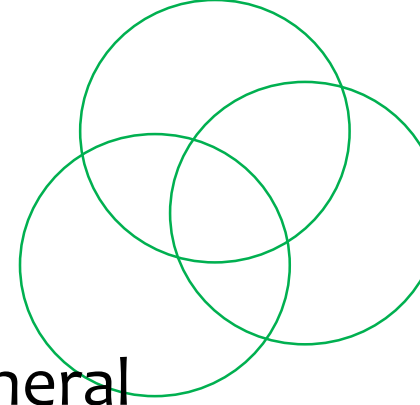
Some general facts on population, social services and characteristics of elderly care

# Some General Facts:

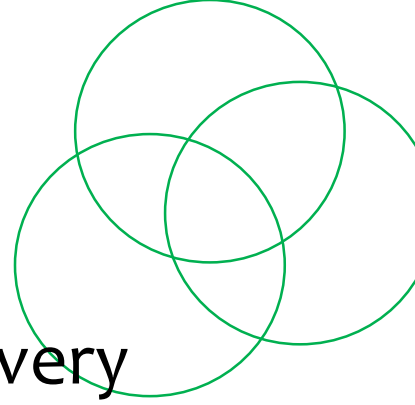


- The Basque Country is one of the 17 Autonomous Communities in Spain. It is quite small with just over 2 Million inhabitants (total Spanish population of 46.500.000)
- A higher rent per capita than the average of the EU28 countries and the second highest in Spain, after Madrid
- Relatively low percentage of immigration in relation to the EU and other Spanish Autonomous communities (Basque Country 6,4% - Spain 10,75%)
- A very important percentage of that immigration both in Spain and Basque Country comes from South America ( 35/40%) mainly from Spanish speaking countries
- An aged demographic structure (above the average in Spain), which is aging at a very rapid pace (with one of the lowest birth rates in Europe)

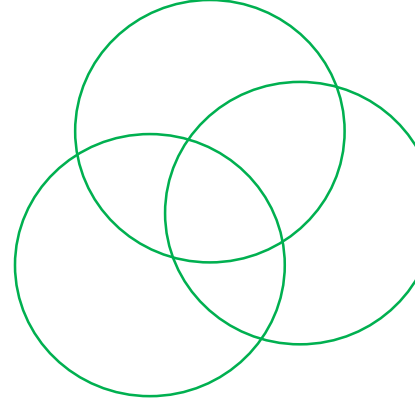
# A hybrid social protection Model



- Each Autonomous community runs its own system following general guidelines from the Central Spanish Government, therefore each region has its own model. The level of development of the Basque Country is one of the highest of Spain according to the DES index
- The model of Social protection in the Basque Country is somewhere between the Mediterranean Welfare system and that of Central Europe
- If we take into account the Government's expenditure it is close to that of the average of EU15. We are also close to Europe in the increasing level of responsibilities the public administrations are taking on.
- However the role of the family and the importance of informal care also bring us close to Mediterranean models where the care of the elderly is often considered a family/private responsibility

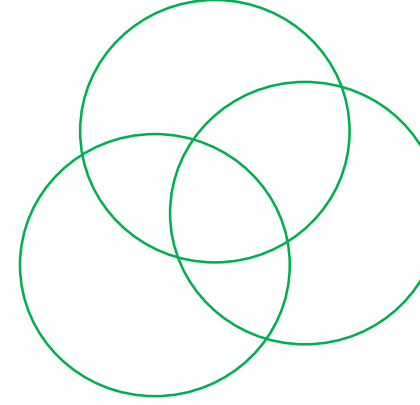


- Approximately 50% of the care is offered by non – profit organization and the other 50% by Public Institutions with a very reduced presence of the Private Sector
- All care workers will have to be qualified to EQF level 4 by the end of 2015
- However home care is mainly run privately by family members (at around 100.000) or carers which are not regulated by the authorities. These carers are often migrant workers with no specific qualifications, and are often “out of the radar”



# Language diversity in Spain:

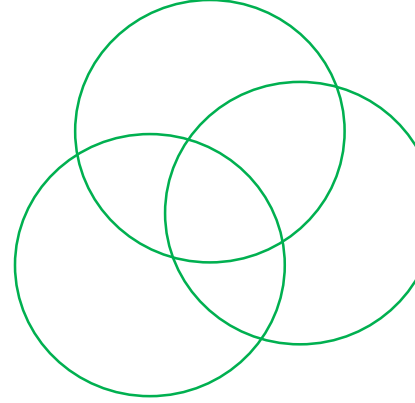




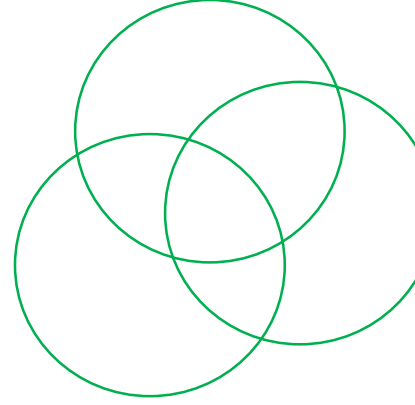
- Spanish is the official language in Spain and there are 3 more co-official languages in different Autonomous Communities:
- Basque in the Autonomous Community of the Basque Country  
Catalan in the Autonomous Communities of Balearic Islands, Catalonia and Valencia  
Galician in the Autonomous Communities of Galicia
- There are also other languages with non official status but recognised in "The council of Europe`s European Charter for Regional or Minority languages" such as Aragonese, Aranese, Asturian and Leonese
- Having a diversity of languages is not particular to Spain many of the European languages have similar situations



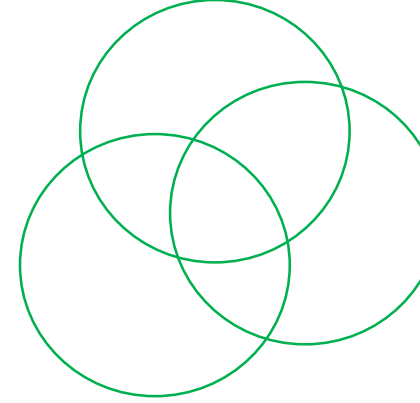
## Some numbers on language diversity



- 41% of the inhabitants of Spain live in Autonomous Communities with more than one official language
- Aproximately 1Million people are Basque Language Users, the Catalan Language has 10Million speakers and the Galician 2,5 Million.
- Nearly a third of the population has two languages



# Relevant institutions



A non-profit organization with 130 years of history with a team of 1000 highly qualified professionals giving service in several locations around the province of Gipuzkoa

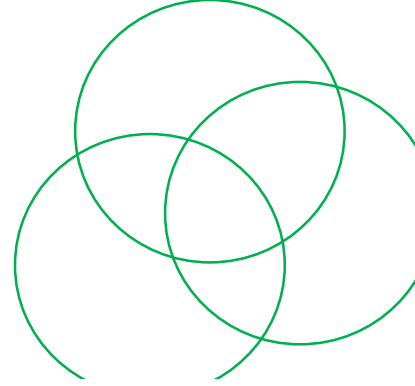
Its goal is to help people in their aging process, improve their welfare promoting the care recipients autonomy and dignity

Over the last years they have developed **their own care model with the care recipient at its center.** They have several care homes, run home care services and disseminate their knowledge and innovation thanks to their Investigation Center “Matia Gerontologic Institute”

One of the keys for their development to their new model has been their a change in the way of working. They have developed team work and a system where shared competences and knowledge has resulted in a better quality of care. Work place learning has been at the centre of this transformation.

They have advanced language management plans in place

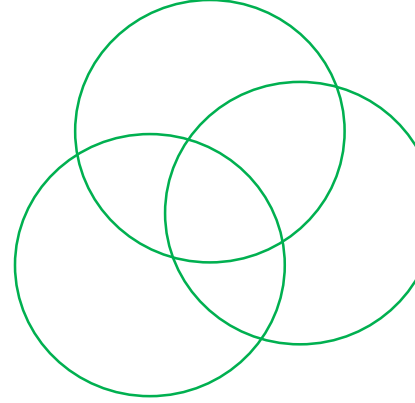
Matia is a referent in Spain for quality care giving



- A cooperative with over 80 staff which offers consultancy in language management, migration and diversity, culture services and participation services.
- Based in the Basque country they work both for private companies and public administration
- Development programmes to manage, promote and improve the use of the Basque Language in workplaces
- Development of language policies in the workplace

# BANAIZ BAGARA ELKARTEA

Euskara guztiontzat eskuragarri

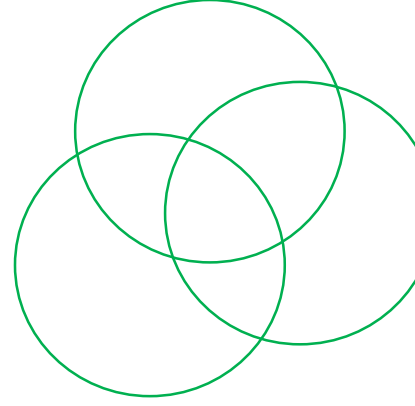


Design of activities to promote the use of the Basque Language in social life, cultural, sports and diversity events with an emphasis on migrant workers

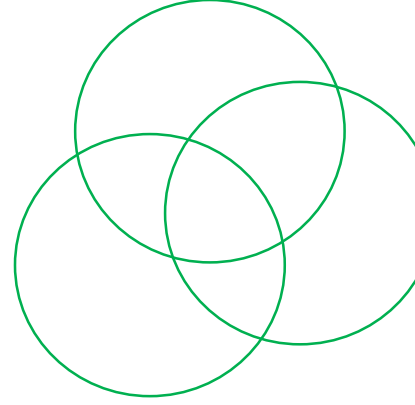
Design activities to promote the Basque Language at work in all fields including those without without a regulated Basque Language request

For the last years Banaiz bagara been working in close relation with the workplace, talking to managers and participants making an effort to design very specific courses and sessions that will suit each workplace

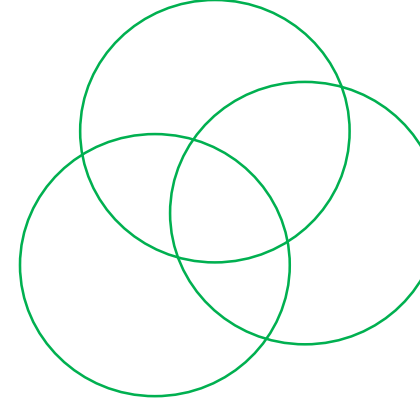
# Piloting TDAR



# WHY CARE IN 2 LANGUAGES?



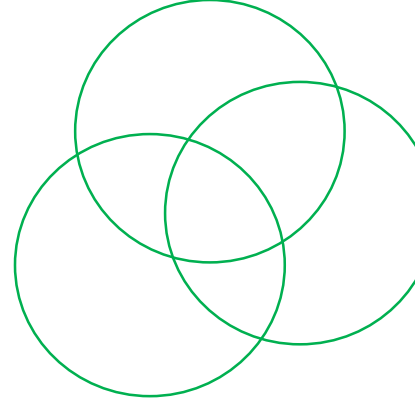
- Languages are strongly linked to identity
- Elderly who are often in a vulnerable situation feel better when communication occurs in their “family” language
- Authorities have an interest in making sure social service is provided in the language preferred by the care recipient – ensure the right of use of language – better service
- A company with bilingual staff is better situated to compete in the market
- Being able to provide care in the two languages enhances employability



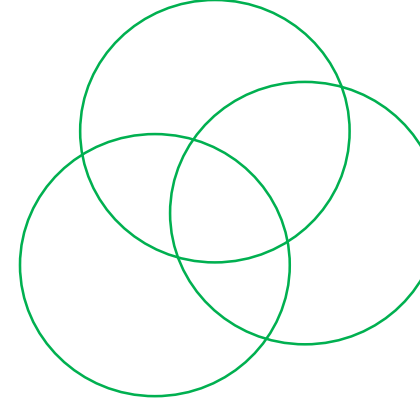
- Saiatz is a Council in a rural area of Gipuzkoa
- It provides services to elderly people: day center and home care
- Carers working for council are all local and speaking Basque is a requisite to work for the day center
- Staff are focusing on getting qualified to meet the new requirements.
- There is a considerable amount of migrant workers carrying out caring tasks in remote areas, some of them with no training, and very hard conditions.
- We are currently working in a plan to organize activities where these migrant carers can meet with local carers and exchange experiences and provide them with support to improve their skills



# Santiago Egoitza: How it all started



- Santiago Egoitza is a care home in an industrial village called Villabona
- It has 32 permanent residents and offers some respite care for 5 more temporary residents
- The Management of Santiago Egoitza detected language development needs among their staff as as they have an important amount of Basque speaking care recipients
- Training was agreed between the company and town council
- Banaiz bagara, was selected as a provider for the course
- Banaiz Bagara explained the TDAR project to Town Council representatives and the Management of Santiago Egoitza and both accepted having the course including sessions with Language advocates



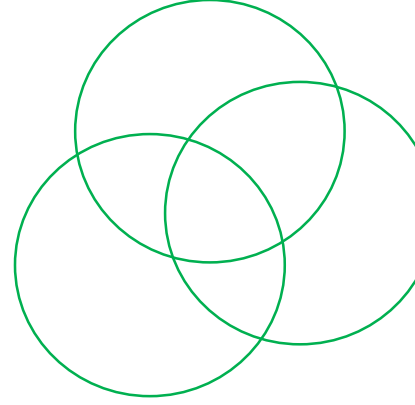
# Santiago Egoitza: The design of the language course

- Banaiz bagara carried out 12 hours of observation and interviews with the participants to analyze the use of the languages and detect language needs
- The course 36 hour course was focused on the language skills needed by the carers in daily activities: meal times, shower times, helping the elderly person to move from one place to another, general conversations with the elderly, illnesses
- They also introduced activities to boost their self confidence (role plays etc..)
- Topics of activities included information and training on elderly care and dementia
- Sessions with language advocates started before the language course ended and carried on for after the language course finished.

Activities of session 1 (November 2014)

- Presentation of the TDAR project
- Video
- Reflection on use of languages in the workplace
- Selection of situations where there could be a change in the language used

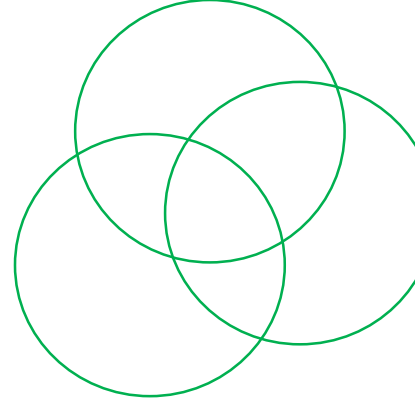




## Results of session 1:

- Reflection on the workplace as a learning space
- Reflection on the use of language in the workplace
- Understanding the roles of the language learner and language advocate
- Bigger a awareness of the fact that learning can take place in the workplace

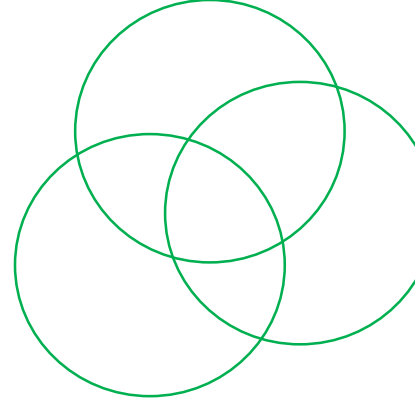




## Activities of session 2 February 2015

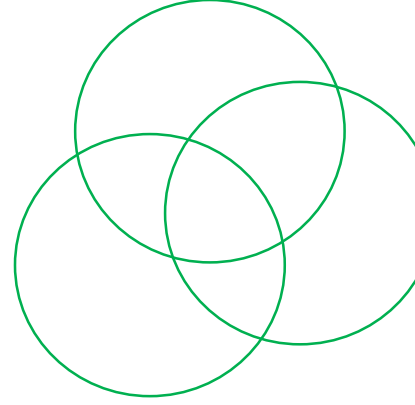
- Reflection on previous session
- Reflection on change of attitudes
- Setting objectives for promoting use of Basque among learners
- Reflecting on the role of language advocate
- Interview with the Town Council members





## Results of session 2

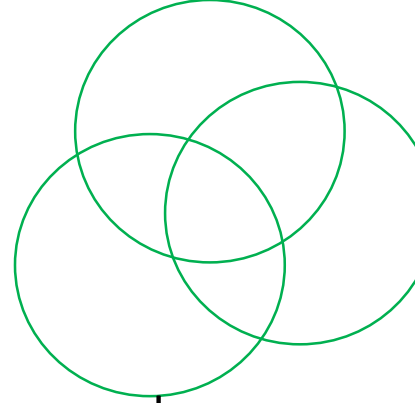
- Setting goals for the individuals (learners and language advocates)
- Setting goals for the institution
- Meeting with Council representatives (highly motivating)
- Article in the press



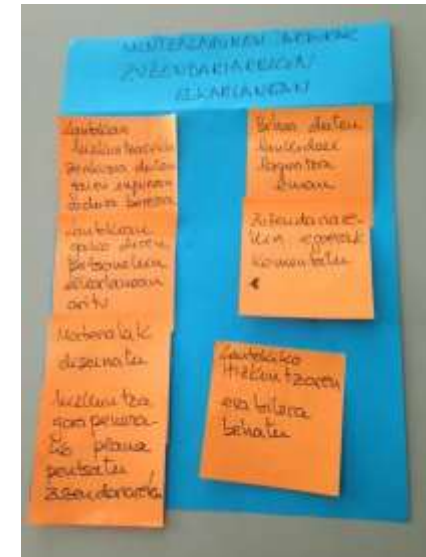
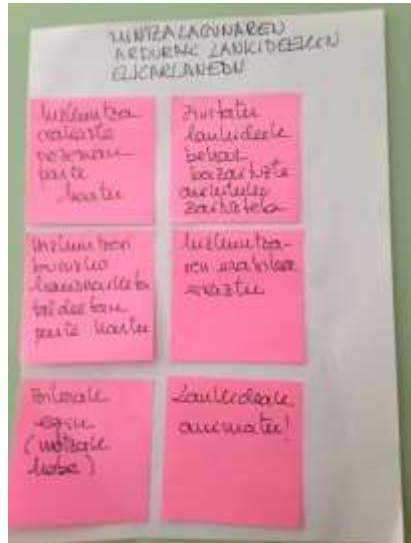
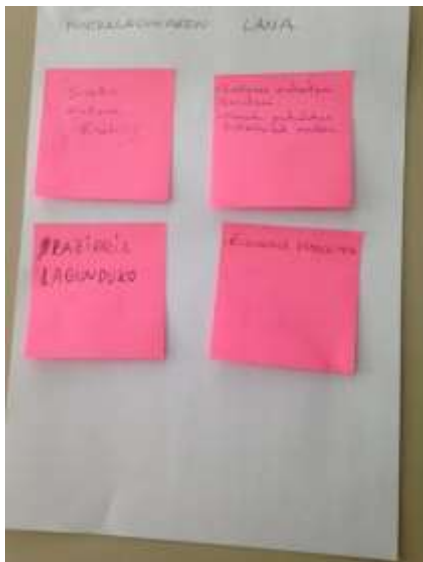
## Activities of session 3: March 2015

- Reflection on previous session
- Setting realistic objectives for promoting use of Basque among learners
- Role reversal: language advocates as language learners
- Reflecting on the role of language advocate

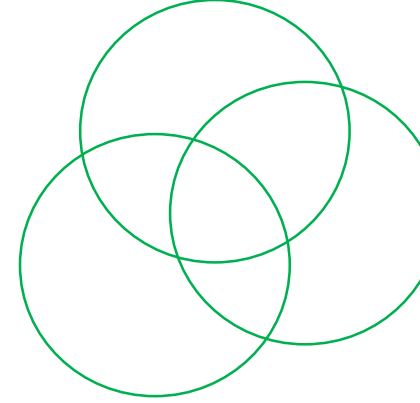




- Results of session 3
- PARTICIPANTS CHOOSE MORE REALISTIC GOALS
- With the role reversal technic language advoates are put in the learners shoes and this increased empathy towards the language learners
- The role of the Language advocate is negotiated
- REFELCTION ON THE ROLE OF LANGUAGE ADVOCATES: Both learners and language advocates understand their roles to each but struggle to see their role in the workplace policy of language and training

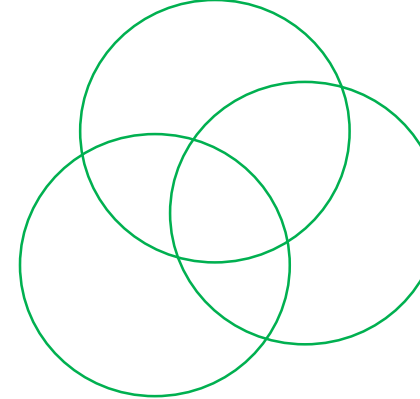






- **Activities session 4:**
- Reflection on session 3 (role of language advocates)
- Check progression of use of the language and confirm goals from previous session
- Discuss new situations: 5 more new residents change the routine and language needs of the new care recipients are discussed:
- **Results of session 4:**
- Clear acceptance of roles (language advocates and learners)
- Proactive attitude to manage language issues

# Santiago Egoitza: Evaluation by participants and manager in numbers



**SCALE 1 to 4 1 being poor and 4 very succesful**

## **2. Assess ArbetSam approach:**

2.1 The training : 4

2.2 Does the language advocate role help you develop language skills? 4

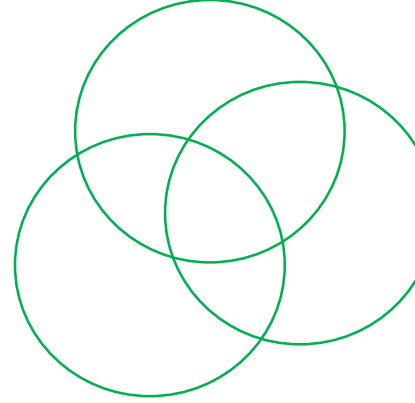
2.3 Do you think it is interesting to have sessions to develop language advocates so that they help you? 3,4

2.4 If you participated in the Basque course:

- 2.4.1 The content of the course was adapted to your needs 4
- 2.4.2 Did the course help you gain language confidence ?4

2.5 In your opinion, has the learning workplace helped you give a better service? 4

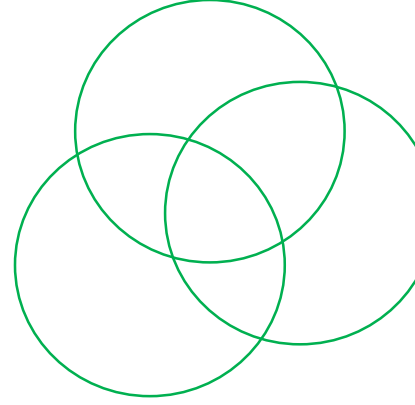
# Santiago Egoitza: Evaluation by participants and manager in words



## Manager:

“The pace of work is very fast in this care home, there are stressful moments and sometimes moments of crisis, but we have seen the methodology really works. If we could get resources (human) so that getting together would be easier, we could make it work much better”

# Santiago Egoitza: Evaluation by participants and manager in words

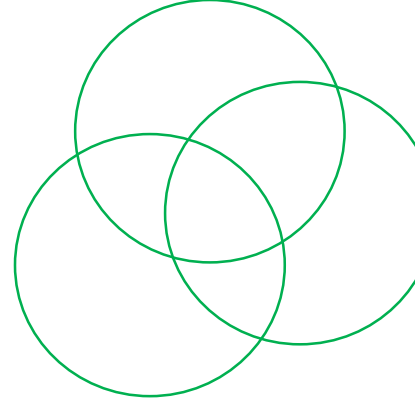


## Language advocate 1: care worker

“ I believe language advocates really can help colleagues to improve their language skills”

“Since the training sessions started the learners felt more confident to use the Basque Language, and you can see that most of them are still improving even after the language course finished”

# Evaluation by participants and manager in words



## Language advocate 2: care worker and qualified nurse

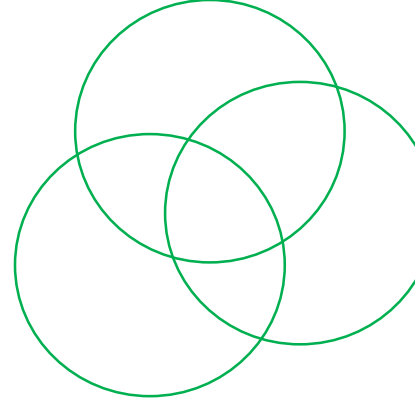
“The concept of ArbetSam methodology is very interesting”

“Sharing a moment with the colleagues to reflect on the use of language and being able to plan how to improve the use of the language (in the workplace) was determinant to the success of the piloting”

“while everything was happening at the same time (Basque language course for learners and language advocates training, the pace of improvement was higher”

“Another of the success points was to adapt the language course content to the daily needs in the learners jobs”

# Evaluation by participants and manager in words



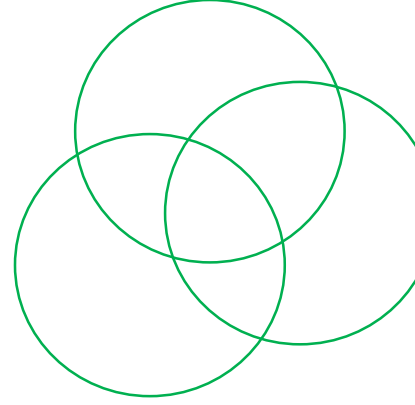
## Language Learner 1

“Thanks to the atmosphere created (in the sessions with the language advocates) I feel better when using the little I know. I still can not have long conversations but I can use some short sentences to start talking to a Basque speaking elderly person, then I have to change back (to Spanish)”

## Language Learner 2

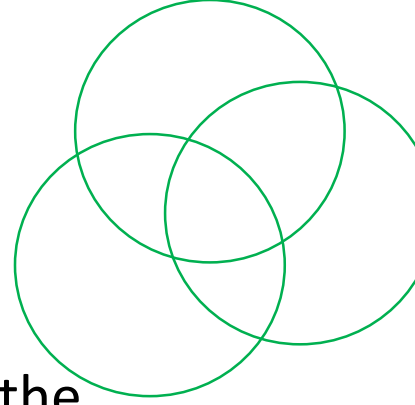
“We are using more sentences in Basque now. I feel more confident”

# IN CONCLUSION



- Adaptation of the materials and methodology very successful
- Managers, key personnel and stakeholders found the methodology very interesting
- Participants showed a very high level of satisfaction
- It has created links between care institutions and education
- Participants valued highly that the training was directly related to the tasks they have to carry out in their jobs

# IN CONCLUSION



- The fact that other staff members further than the learners were involved in the learning was valued very positively
- The link between manager, staff and the training center was essential to adjust the content so that it was successful, and surprisingly everyone got involved willingly!
- Reflection came into the meetings naturally, and it was one of the things participants valued: to have a “space” for talking about work issues rather than the “plan of the day” where tasks for the day are organized
- It gave us (the training institution) a completely new experience of organizing the activity in a completely different way that proved to be successful.