



Website

On the website of Multicultural Centre **www.mcc.is** and **www.fjolmenningarsetur.is** you can find information about Iceland and Icelandic society. The main focus is on assisting people who are moving to Iceland to find information regarding their rights and obligations in Iceland, as well as information on more general topics. The website is available in five languages: **Icelandic, English, Polish, Serbian/Croatian** and **Thai**. Users are able to find information on the website in those languages, alongside the Icelandic text. A glossary is available on the website which is currently being translated into the above mentioned languages. Under construction is a unique municipality interface where users can search for available services in every municipality in Iceland.

Multicultural and Information Centre

Árnagötu 2-4 400 Ísafirði, tel 450 3090
East Iceland tel 895 0043

Polish 470 470 8

Thai 470 470 2

Serbian/Croatian 470 470 9

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MULTICULTURAL AND INFORMATION CENTRE



Role

To manage the distribution of information and to oversee the co-ordination and consultation on the function and services of the state and municipalities.

To consult on policy development and presentation of information within the government and instruct when procedures and procedural rules regarding immigrants are being developed.

To maintain an overview of research and development projects within the policy area.

To provide information on Icelandic courses, educational classes and available services and events, including conferences and lectures.

To keep a record of current independent interpreters and available interpretation and translation services.

A leaflet on school rules and protocols in Icelandic elementary schools, intended for children who are starting school and don't yet know how to read or write in Icelandic. Available at low-cost at the Centre.



Goals

To contribute to equality so that everyone in the Icelandic society will be considered equal, regardless of skin colour, race, language or religion;

To make integration into Icelandic society easier by making it possible for every individual to maintain their unique cultural heritage;

To ensure that Icelandic language courses and introduction to the Icelandic way of life are available to all;

To enhance education in human rights for the whole population of Iceland, especially regarding issues resulting from different backgrounds, cultures, languages and religion.

Information telephone numbers

Polish 470 470 8

Thai 470 470 2

Serbian/Croatian 470 470 9

On the info-lines an individual can find information on his/her status in Iceland in complete confidence because all staff have sworn oath of silence. Telephone calls cannot be traced and it is entirely up to the individual if he/she uses his/her name

RÚV-TV Teletext

The Centre, in co-operation with the **Icelandic National Broadcasting Service**, conveys news and notifications through the RUV-TV teletext.

Polish (page 138) and **Serbian/Croatian** (page 139)

Intergration projects

The Centre works closely with the local municipalities, and assists them in developing integration and welcoming programmes for new residents. Currently in development are **guidelines** on model integration and **welcoming** programmes, with procedures on how best to welcome new residents so that the services available in each municipality can help them with a more positive integration.

Examples of co-operative projects

An education program for social interpreters

Publication of a calendar with all major religions

Policy procedures for interpreter services

Literacy through distance learning

Survey on attitudes of immigrants

Communication book on antenatal services

History

Following a parliamentary resolution which was approved in the year 2000, the Minister of Social Affairs was entrusted to found a centre for immigrants which was to be located in Isafjordur, in the Westfjords. In the spring of 2001 one employee was hired and on the 30th of July of the same year the Multicultural Centre was formally opened. The Centre's undertakings have increased with the years and as a consequence the sixth employee was recruited in 2008. That employee is located in East Iceland.

Foreign citizens: Percentage of the total population

