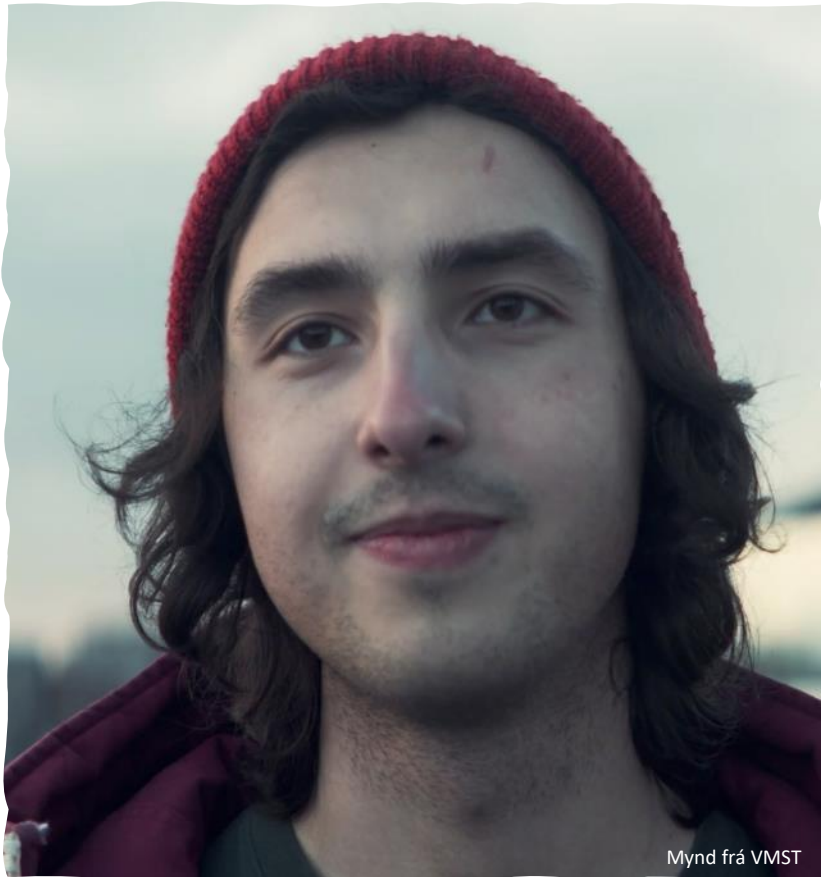




New immigrant in Iceland

Welcome to Iceland



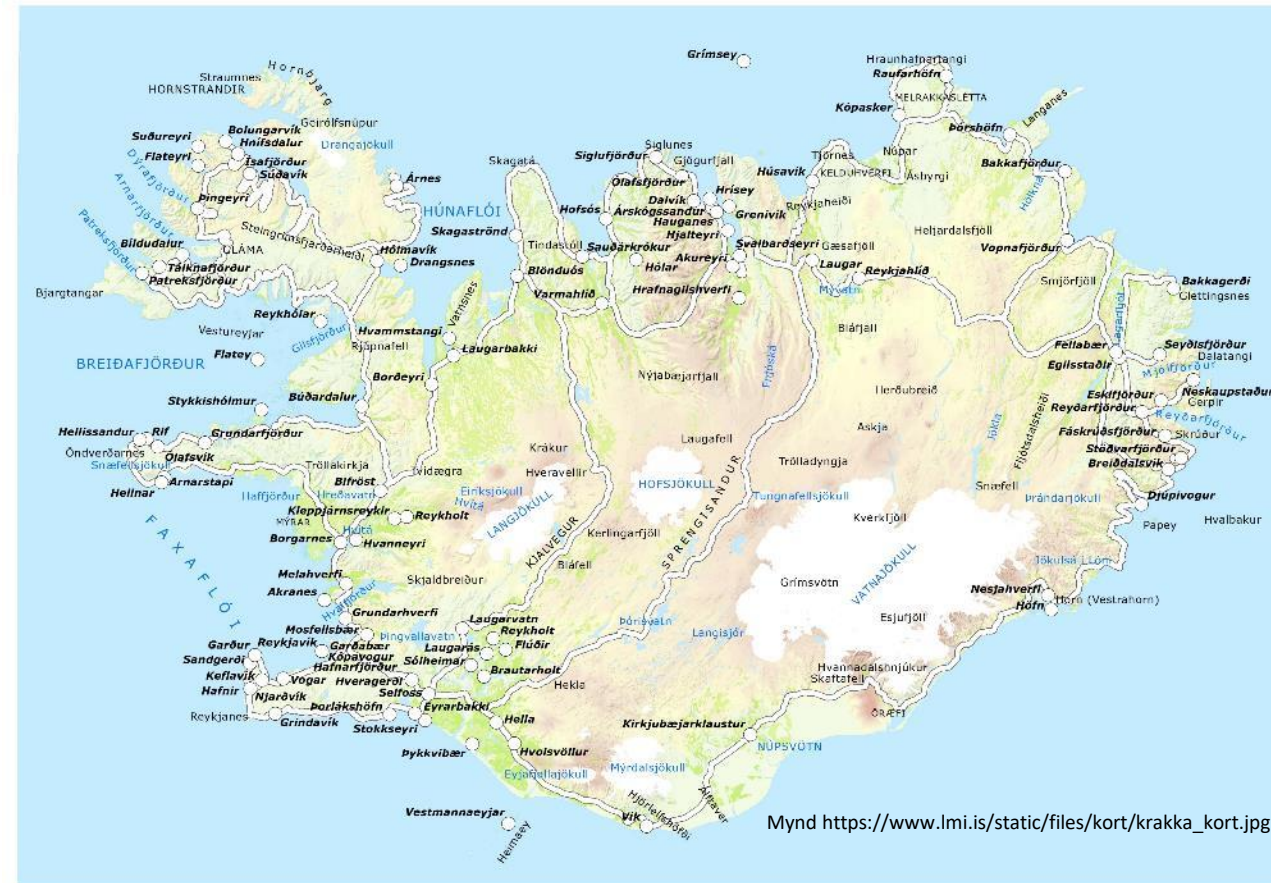
- Moving to a new country is a big step.
- It can take a long time to adapt to different circumstances, find a new livelihood and create a good home for you and your family.
- It's natural to experience various emotions in that time, such as joy, optimism, and excitement. But also emotions like grief, anxiety, disappointment, regret, fatigue and irritation.
- Even though many things are different, strange and difficult, there's also a lot that's good and interesting. Being curious and positive about new things is worth it.
- It's sometimes said that "good things take time". Be patient, also with yourself.

The Community Education Course

- The aims of the course are education, discussion and insight into the main aspects of Icelandic society. The chapters are called:
 - New Immigrant in Iceland
 - History, Geography and Way of Living
 - Children and Families
 - Health
 - Education and Skills
 - Employment
 - Democracy and Welfare Society
- The teaching material is on slides in nine languages (Icelandic, English, Arabic, Kurdish, Farsi, Polish , Spanish, Ukrainian and Russian). It is both written and read aloud.
- Teaching instructions are for teachers.
- Each chapter starts with a video of Icelandic daily life.
- All the material is available on www.landnemin.is

General Information on Iceland

- Iceland is an island in the Atlantic Ocean and is a part of Northern Europe.
- The country is 103,000 km² and has a population of around 376,000 (January 1st, 2022).
- The inhabitants live along the coastline, but no one lives in the highlands.
- Most people live in the Greater Reykjavík Area.
- The capital of Iceland is Reykjavík.
- Iceland has a lot of mountains, fjords, valleys and wilderness.
- It also has glaciers and waterfalls but few forests.
- It often snows in winter and the winters are very dark – but summers are very bright.



General Information on Iceland - Continued



- Iceland has been a republic since 1944.
- Parliamentary elections are held every 4 years. A government is formed after the elections.
- Iceland is a peaceful country and has no national army.
- Gender equality and human rights are enshrined in law.
- Iceland is a welfare state. That means that people pay relatively high taxes on wages but receive various services in return.
- Companies and individuals are obliged to pay taxes on their income to the state.

General Information on Iceland - Continued

- The fishing industry and tourism are important industries in Iceland.
- Agriculture (meat and vegetables) is practiced and there are also large power plants to produce electricity.
- Many people also work in public administration and services, in the educational system and the health system. Industry and food production are also a major part of the Icelandic labour market.

Multicultural and Information Center

- The Multicultural and Information Center is a part of the Labor Office, which is a public institution. Advice on immigration issues is provided to individuals organizations and municipalities in Icelandic, English, Polish, Ukrainian, Russian, Arabic, and Spanish.
- For detailed and useful information in multiple languages about moving to Iceland or living in the country, visit website at www.mcc.is.
- Our open interview hours at Grensásvegur 9 are from 9 AM to 1 PM, Monday to Thursday, and from 9 AM to 12 PM on Fridays.
- The MCC Web chat is available every weekday from 9 AM to 11 AM.
- Telephone consultation during VMST opening hours at 450-3090 and 515-4800.
- For inquiries, feel free to email us at mcc@vmst.is.

The Icelandic Red Cross

- The Icelandic Red Cross offers services and social activities for immigrants.
- The work involves creating social connections, psychosocial support and ways to get to know the community.
- These include projects such as the immigrant friendship project, practice speaking Icelandic, various counselling and events.
- In addition, the movement's diverse volunteer programs are open to immigrants.



Aid Organisations

- Refugees (and other immigrants) have also made use of the resources available with other aid organisations such as Church Aid (Hjálparstarf kirkjunnar), the Salvation Army (www.herinn.is) and Samhjálp.
- Church Aid has offered projects that relate to psychological and social support and functionality resources, especially for women who are applying for, or have received, international protection. www.hjalparstarfkirkjunnar.is
- Samhjálp, for example, runs the Samhjálp Coffee Place (Kaffistofa Samhjálpar) in Borgartún 1a, Reykjavík. There, they offer free meals for people who live under difficult social circumstances; breakfast, snacks and a hot lunch, every day of the year, weekends as well as public holidays. www.samhjalp.is

Registers Iceland



- The National Registry of Iceland maintains a real estate register and a national register. The Registry publishes passports, personal identity cards and various certificates.
- The National Registry of Iceland has a record of everyone who lives or have lived in Iceland. People who move within the country should report the move within seven days.
- The National Registry issues ID numbers (kennitala). It is also where the names of children, or name changes, are registered.
- It is important that names and dates of birth are registered correctly from the start in the National Registry - it can be difficult to change later.
- Those who are getting married must contact the National Registry and obtain conformation of marital status.
- The National Registry of Iceland is located at Borgartún 21, 105 Reykjavík and Hafnarstræti 107, 600 Akureyri.
- Many things can be done online at the National Registry website. www.skra.is

Residence Permit



- Many foreigners that want to live in Iceland need a residence permit.
- Residence permits are issued by the Directorate of Immigration (www.utl.is).
- Location of Directorate of Immigration: Dalvegur 18, 201 Kópavogur.
- There are different types of residence permits based on the purpose of stay.
- The conditions for a residence permit are divided into a) basic conditions that apply to all residence permits and b) other conditions that apply to each type.
- Foreigners from countries outside the European Economic Area (EEA) or EFTA member states, who intend to stay in Iceland for more than three months, must be issued a residence permit.

Residence Permit – Continued

- It is the responsibility of **each individual** to make sure that they have a valid residence permit in Iceland.
- All foreigners living in Iceland are obliged to apply for a residence permit themselves, if necessary, and to renew the permit as needed (with at least one month's notice before the permit expires).
- The Directorate of Immigration can deport people who don't have a valid residence permit.
- The service desk at the Directorate of Immigration provides information on what documents must accompany the applications and this information can also be found at www.utl.is
- The Directorate of Immigration receives applications and accompanying documents, takes photos for residence permits, scans fingerprints and conducts interviews if necessary.



Permanent Residence Permit Citizenship

- The rules on the right to a permanent residence permit and Icelandic citizenship are easily obtained at www.utl.is
- There are many conditions to be met and many accompanying documents needed for such applications.
- It may delay or prevent the granting of a permanent residence permit or Icelandic citizenship if the applicant:
 - has received financial aid from a municipality or the state.
 - has been convicted of an offence, e.g. traffic violations.
 - has an unresolved case with the police or the courts.
 - has an unresolved case with the government that can lead to their deportation.



International protection

- Those who are persecuted in their home country or in danger of capital punishment, torture or inhumane treatment or punishment, have a right to and can apply for international protection in Iceland.
- International protection may also be granted on humanitarian grounds.
- Proceedings for such applications are covered in the Act on Foreigners.
- The Directorate of Immigration handles the processing of applications.
- The Directorate of Immigration's decisions can be appealed to the Immigration and Asylum Appeals Board (Kærunefnd útlendingamála). www.knu.is

International Protection - Continued

- Applicants for international protection receive accommodation and a support grant while their application is being processed.
- Applicants for international protection often have the opportunity to attend courses. The number and types of courses depend on the rules of the institution that handles the case of the individual concerned.
- The Icelandic Red Cross provides social support and advocacy for applicants. www.raudikrossinn.is



Coordinated Reception of Refugees

- Refugees, *who have been granted international protection in Iceland*, whether they arrived in the country independently or at the government's behest, receive coordinated services.
- The services include Icelandic and social education, as well as support for job seeking and other activities, such as studies, supported employment and vocational training.
- The social services of the relevant municipality, the Directorate of Labour and the Icelandic Red Cross are among the parties that handle refugee services.

Coordinated Reception - Continued

- The Red Cross prepares apartments for quota refugees and assists refugees who arrive independently with purchasing home furnishings if necessary.
- The Red Cross also provides refugees with general instructions, education and counselling and points them to resources available to them.
- www.raudikrossinn.is

Right to interpreter services

- Immigrants often must use interpreters.
- They have a right to use an interpreter for health care, when dealing with the police and in court.
- The institution in question pays for the interpreter.
- But you must ask for an interpreter yourself with notice. Don't be afraid to say you need an interpreter. That's your right.
- Other institutions also often use interpreters, e.g. schools and service centers.

Banks

- A bank is a company that mainly deals with payments, loans and returns.
- Individuals younger than 18 can't take out bank loans but can have a bank account (with their guardian's permission) and deposit money (save) and transfer (withdraw) money.
- Guardians are usually the parents of a child.
- Banks offer diverse services:
 - Bank accounts.
 - Debit and credit cards.
 - Bank services online and via phone.

Bank Account

- Everyone must have a bank account to tend to their personal finances.
- It is best to have an open account that you can withdraw from when needed.
- Many people also open specific savings accounts.
- A bank account is necessary in order to be able to:
 - Receive wages or benefits.
 - Receive transfers from individuals, domestically or from overseas.
 - Withdraw money, pay bills or electronically transfer into other accounts.



Bank Account - Continued

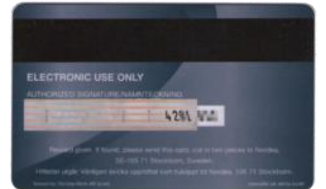
- When an individual has been granted a residence permit and registered with the National Registry (www.skra.is) – and been issued an Icelandic ID number (kennitala) - they can apply for a bank account.
- The bank will check that personal information (e.g. name, ID number, phone number, email address) is correct for all its customers.
- Banks also check where the money people deposit into their bank account comes from and how they intend to use the money.
- This is in the form of a questionnaire that everyone has to fill out (check the right answer) when they open a bank account.
- In Iceland, most people use electronic payment methods; card or smartphone payments.



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Electronic Iceland

- Electronic services and electronic communication solutions are common in Iceland. www.skilriki.is
- All institutions and companies have a website with key information.
- You can send email messages and/or enquiries through an online chat.
- Filling out forms online and sending documents as scanned documents via email is also common. "Electronic signatures" are also used.
- Institutions also put personal information and replies to individuals on secure pages on their websites. The pages are called "My Pages".
- Iceland has strict laws on the protection and transfer of personal data that everyone must comply with, both public institutions and companies.

Innskráning í Netbanka

Rafraen skilríki

Skilríki í síma

Símanúmer

Innskið

Skilríki á korti

Setjið kort í lesarann

Lesið skilríki

SMS / App auðkenning

Netandarnafn

Lýðlóð

Öryggiskóði

Fá SMS

Þessi er aðili inn öryggiskóða úr auðkenninguþingunni eða frá öryggiskóða sendar með tötu. Öryggiskóðinn er sendur á skilríki símanúmer notanda.

Innskið

ungirfrumkvodlar.is

Electronic Iceland - continued

- **Banking services in Iceland are highly electronic**
 - Everyone has online banking through their bank and can view all transactions on their accounts, can transfer money, pay bills and view their pay slips.
 - You can pay with your debit and credit cards through a smartphone.
 - You can use the electronic banking system through the banks' websites or banking apps.
- **Healthcare services are also electronic (in addition to traditional services)**
 - On www.heilsuvera.is you can send a request to your health care clinic for prescription renewals, to make an appointment/phone interview with a doctor and ask for a blood test or a doctor's certificate.
 - You can always book an appointment at the health clinic and see a doctor or nurse (see part 4 on Health).

Electronic certificates



Mynd: <https://www.visir.is/g/2020121184d>

- Electronic certificates are used through a smartphone.
- You can apply for electronic certificates at your bank or at Auðkenni (Borgartún 31, 3rd floor, 105 Reykjavík). www.audkenni.is; www.skilriki.is
- Then you need to go to the bank or Auðkenni.
- You will need to bring a valid passport, have an Icelandic phone number and an Icelandic ID number (kennitala).
- It's important to become computer literate/be able to use the internet on a smartphone as soon as possible in Iceland. It simplifies and streamlines your life.
- It is also important to have your own email address.



Transportation

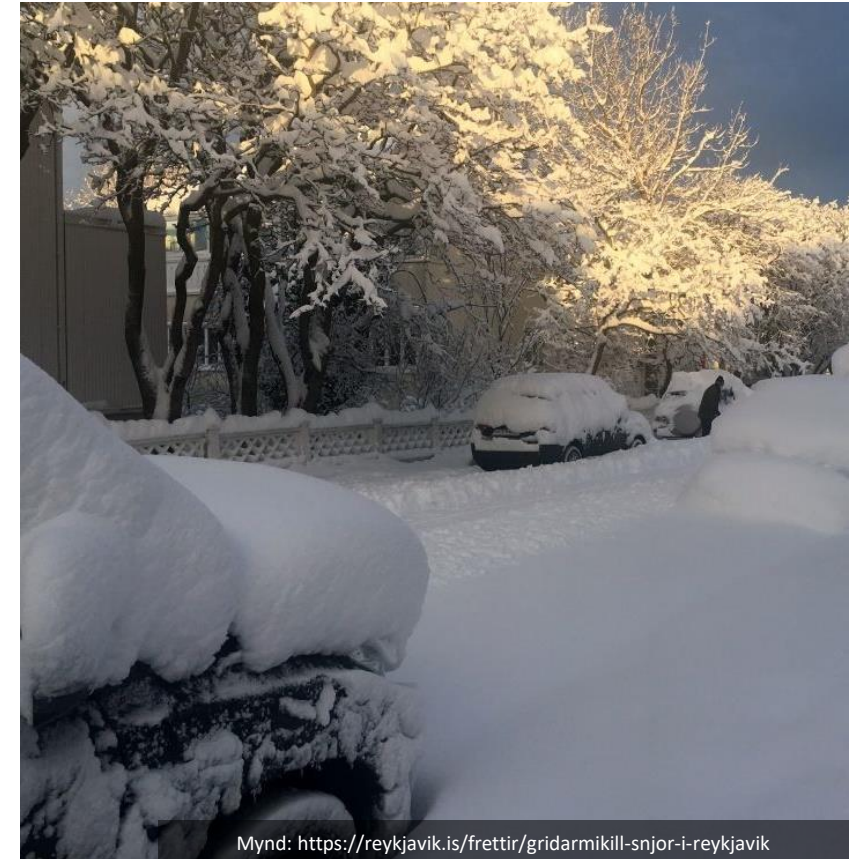
- Bus



- Iceland doesn't have trains or a subway system.
- People travel by car, bus, bicycle or walking.
- It is also possible to fly between some places domestically.
- The bus system is accessible on www.bus.is
- There you can see the route network, find out which bus to take and purchase a single trip or various types of passes.
- You can pay with the app, Klapp, which is the new payment system of Strætó.
- It is also possible to pay with money, but the driver does not give change.
- New touch-free scanners will to be taken in use in 2023 allowing apps such as Google Wallet or Apple Pay.

Transportation – cars

- Car ownership is common among the general public in Iceland. Cars can be purchased at car dealerships, from car dealers and through various online media.
- All cars in use must be insured with an insurance company.
- Seatbelts must be used according to law in Iceland.
- Children must use car seats appropriate for their weight and age according to law.
- In winter, the road conditions are often bad and the streets icy. Cars must have winter tires (or all-season tires). With summer tires, they get stuck and can't move forward.
- There are also studded tires, but you can't drive on them in summer, only in winter. They are mainly used when driving in the countryside in heavy snow.



Mynd: <https://reykjavik.is/frettir/gridarmikill-snjor-i-reykjavik>

Driving Lessons and Driving Licences

- According to traffic laws, it is prohibited to operate a car or motorcycle without a valid driving licence.
- District Commissioners issue driving licences. See rules:
- www.syslumenn.is/thjonusta/skirteini-vegabref-vottord/okuskirteini
- In order to obtain an Icelandic driving licence, which is based on foreign driving licenses, you must demonstrate a valid driving licence in your home country and present a residence certificate from the National Registry of Iceland. (www.skra.is)
- The driving test age is 17 years in Iceland. You can start driving lessons at 16 years old. Driving lessons are both practical with a driving instructor and theoretical at a driving school. An interpreter may be used during the written driving test. www.samgongustofa.is

Icelandic Lessons



- Lifelong learning centers, language schools and aid organisations offer Icelandic language courses.
- You can choose between morning or evening classes.
- Courses at schools are not free of charge but it is often possible to get a reimbursement from your union (according to each union's rules) or a grant from the Directorate of Labour or the social services in your municipality for those who are entitled to them.
- The Icelandic Lutheran Mission offers free Icelandic courses in Reykjavík, www.sik.is and other religious organisations and aid organisations do so as well.

Learning Icelandic

- It is important to learn Icelandic - as well as everyone can.
- You can learn and practice Icelandic in many ways, in stints with breaks in between. Most people take courses, but it also helps to:
 - Use free content online and language apps on your phone.
 - Use grocery store apps to look at products, prices and offers.
 - Use electronic materials for children, read children's books and listen to stories and watch children's programs.
 - Listen to music in Icelandic.
 - Read and listen to light material on social media and news media.
 - Look at signs and labels in stores, outside of buildings and on signs.
 - Watch content with Icelandic subtitles and watch content in Icelandic.
 - Label items in your home with their Icelandic name - that way you'll see the words every day.
 - Watch, listen, write, read and revise and add a little something every day.
 - Use Icelandic (even if you know English) whenever you get the chance, e.g., in stores and don't be afraid to ask questions and ask for help.

Self-confidence and Functional Activity



It is important to build self-confidence and let your voice be heard in society by taking the first step and

- start using the language, e.g., just buying a cup of coffee in a gas station or ice cream in an ice cream shop and saying good morning.
- taking initiative to talk people and get to know people
- trying to make a friend that speaks to you in Icelandic
- going to new places
- trying new things

You can increase your participation in society by, for example:

- taking part in aid activities, social activities, leisure activities, sports or religious communities
- taking advantage of the Red Cross' immigrant services
- taking part in your children's parent's activities and discussions in parent groups or various other groups on social media
- asking questions and seeking assistance, e.g., from teachers, neighbors or your children's classmates' parents

Important Institutions and Various Websites

Arion banki. www.arionbanki.is

Íslandsbanki. www.islandsbanki.is

Landsbankinn. www.landsbankinn.is

Bráðamóttakan. www.landspitali.is/sjuklingar-adstandendur/deildir-og-thjonusta/bradamottakan-i-fossvogi

Fjölmenningarsetur www.mcc.is

Fæðingarorlofssjóður

www.vinnumalastofnun.is/faedingarorlofssjodur

Heilsugæsla www.heilsuvera.is – sameiginleg síða fyrir heilsugæslur

Læknavaktin www.laeknavaktin.is

Rauði krossinn á Íslandi www.raudikrossinn.is

Tryggingastofnun www.tr.is

Útlendingastofnun www.utl.is

Vinnumálastofnun www.vmst.is

Þjóðskrá Íslands www.skra.is

Félagsþjónusta sveitarfélaga (dæmi, www.reykjavik.is

www.audkenni.is

www.herinn.is

www.hjalparstarfkirkjunnar.is

www.knu.is

www.landneminn.is

www.rsk.is

www.ruv.is/krakkaruv

www.samgongustofa.is

www.samhjalp.is

www.sik.is

www.syslumenn.is

www.skilriki.is

www.rsk.is/media/baeklingar/rsk_0812_2020.en.pdf



Stjórnarráð Íslands
Félagsmálaráðuneytið