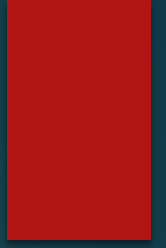


WELCOME TO  
REYKJAVIK



# What is it about

- ▶ A pilot project connecting different agents: refugees, cultural mediators, social workers and community spaces.
- ▶ Presenting the services of the city and introducing icelandic culture.
- ▶ Create a group belonging feeling and conversation.
- ▶ Solving specific doubts about adjustment processes.

# Who is invited?

- ▶ Refugees that recently received status.
- ▶ They are going through our services.
- ▶ May or not have gotten a social worker.
- ▶ Just that they are from the same language and understand each other.

# What is the schedule?

- ▶ Two meetings, one when they have recently received status, which is in Gerðuberg. The next a month afterwards in the City Hall.

Concept	Time	Short description
Introduction	25'	Gerðuberg's introduction
Discussion	40'	Open a conversation about services, leisure, etc. in Reykjavik
Break	5'	Coffee and cake
Visit to the facilities	15'	Short introduction to the facilities
Visit to the pool	15'	Go to the swimming pool and get the swimming card. Only in the first meeting

# What results do we expect?

- ▶ The group of refugees feel more belonging and willingness to participate.
- ▶ The group understands better the icelandic system.
- ▶ The group obtains valuable information.
- ▶ A sense of trust is created between them and the city.
- ▶ They learn how to work together and become more empowered.

Time for conversation

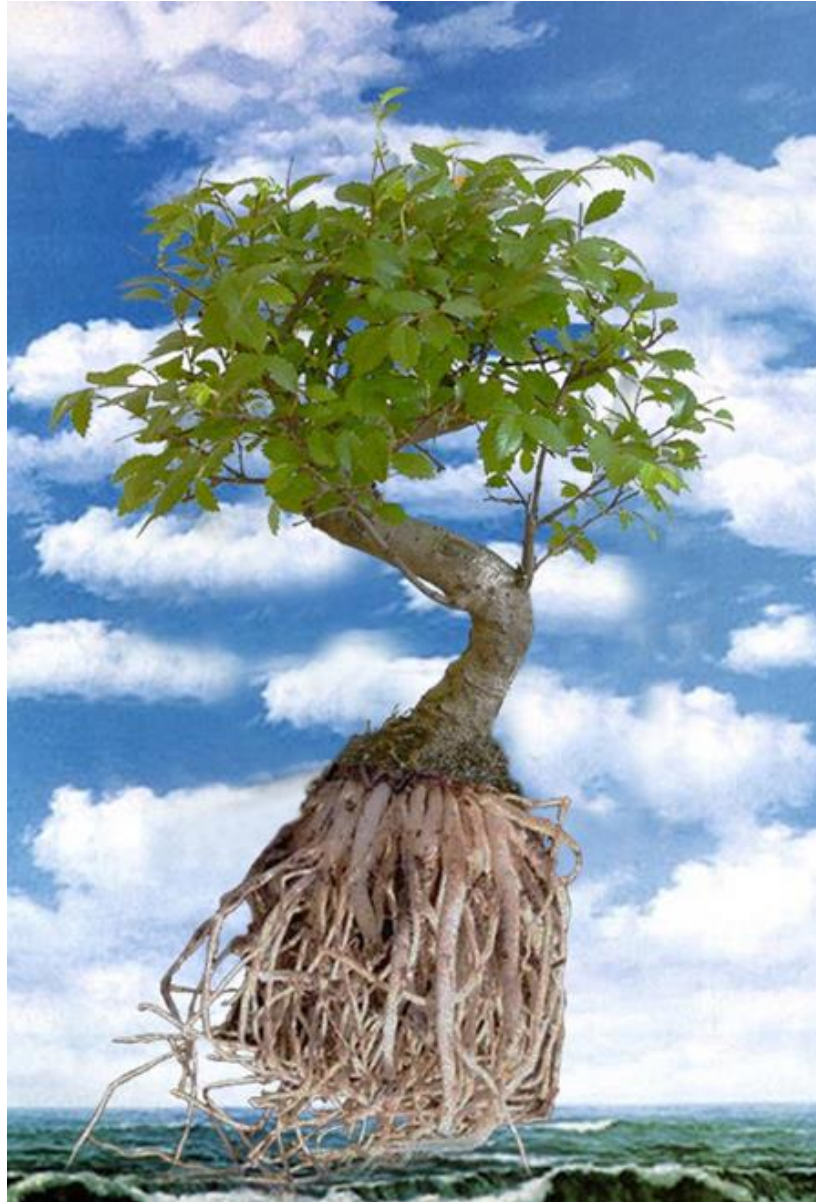
# Welcome to Reykjavik

Mirela Protopapa

Community development worker



# The way of the immigrant





# Distributed and specific information



# Collaborative social projects on assisting the immigrants



## - Directorate of Immigration

Processes applications for residence permits, Icelandic citizenship, international protection and visa.

## - MCC

Provides services to immigrants living in Iceland (Kt.) On [www.mcc.is](http://www.mcc.is) you can find useful information about living in Iceland in many languages.

## - Social services

Provided by municipal authorities to residents which are unable to resolve their own affairs. These residents are supported financially (**to survival rate**) for a **START** in their life and are **guided** with advice in social matters.

## - Police

The institution of society which protect public safety and ensure legal security.

## - Icelandic Red Cross

An independent organisation & support of the Icelandic government in the field of emergency services, refugee services and natural disaster.

Social services system 😊

Immigrants rely on guiding of local institutions.



# Cultural mediators



Know both languages & cultures. Represent social services in the inclusive process of immigrants to Icelandic society.

# The Icelandic society is often different from the home country.

- The public servants do not need to be bribed to do their job.
- That people read people's communication correctly.
- That it is safe to trust the police.
- That children should not be spanked, or vocally abused.
- etc....

# Knowledge is vital for immigrants

- Knowledge of Icelandic society where \*rights and responsibilities go hand in hand \*
- Knowledge of the healthcare system
- Knowledge of the school system
- Knowledge of the labor market.
- Knowledge of the Icelandic language is the “KEY” to Icelandic society!  
It fosters social inclusion and opens up for better opportunity for work and education .

The sooner you mingle/participate in Icelandic society the better it is for everyone





Social services guide you through inclusive programs.  
A good beginning = half the work is done!

