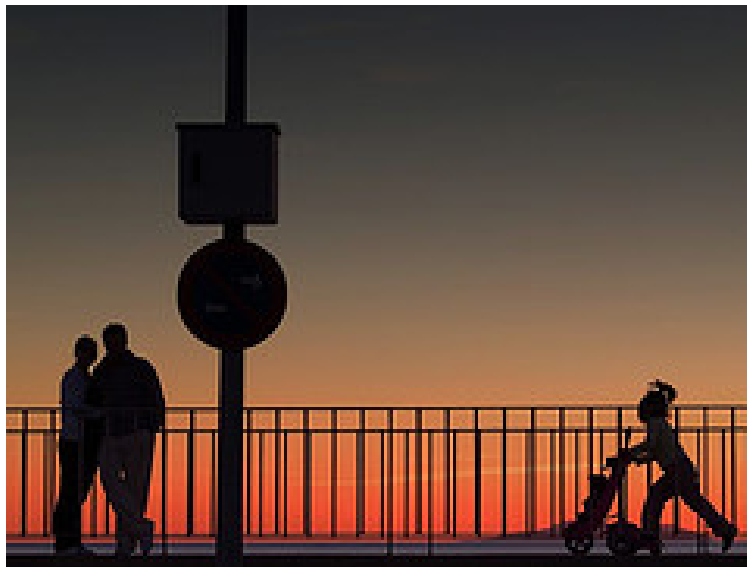


## Services for individuals and families

The City of Reykjavík Welfare Division has put forward a **plan of action due to conditions in the economic environment** in Iceland. Solutions and offers concerning services to individuals and families in trouble have been mapped to ensure the dissemination of information. The first to be considered are the services of the Welfare Division, then come services provided by other institutes and community associations.



## Service Centres of Reykjavík City [www.velferdarsvid.is](http://www.velferdarsvid.is)

The Welfare Division operates six Service Centres in Reykjavík neighbourhoods. Their role is to provide Reykjavík residents with interdisciplinary, uniform service on personal issues; advice to staff of preschools and compulsory schools; and other professional services to institutions and community associations in the neighbourhoods. Service Centres also cover prevention issues and various culture-linked social projects, as cooperation with institutions and community associations plays an important part in the running of Service Centres.

- Service Centre of Árbær and Grafarholt, Orkuveita Reykjavíkur building, Bæjarháls 1, tel. 411 1200, [www.arbaer.is](http://www.arbaer.is)
- Service Centre of Breiðholt, Álfabakki 12, tel. 411 1300, [www.breidholt.is](http://www.breidholt.is)
- Miðgarður, Service Centre of Grafarvogur and Kjalarnes, Langarími 21, tel. 411 1400, [www.grafarvogur.is](http://www.grafarvogur.is), [www.midgardur.is](http://www.midgardur.is)
- Service Centre of Laugardalur and Háaleiti, Síðumúli 39, tel. 411 1500 [www.velferdarsvid.is](http://www.velferdarsvid.is)
- Service Centre of Miðborg and Hlíðar, Skúlagata 21, tel. 411 1600, [www.velferdarsvid.is](http://www.velferdarsvid.is)
- Vesturgarður, Service Centre of Vesturbær, Hjarðarhagi 45-47, tel. 411 1700, [www.vesturbaer.is](http://www.vesturbaer.is), [www.vesturgardur.is](http://www.vesturgardur.is)

### At Service Centres you can apply for:

- **Financial assistance** is offered to those who have income and assets under specific reference limits and is provided to those who cannot support themselves and their families without assistance. The assistance is independent of the number of children and housing expenses.
- **Social home help service** is offered to those who cannot cope with household duties and personal care without help because of impaired ability, family circumstances, illness, childbirth or disability. The service can involve social support, help with personal care and/or help with household duties. It is also possible to apply for food deliveries.
- **Housing benefit** is offered to tenants of residential accommodation who fulfil requirements of legal domicile, rental agreement and income. Special housing benefit is intended for those who are in difficult social and financial circumstances. The dispensation of special housing benefit is based on assessment of an applicant's circumstances.
- **Social rented apartments** are intended for Reykjavík residents who are in very difficult social and financial circumstances.
- **Service apartments for the elderly** are intended for people who need more help and support than it is possible to provide in an ordinary home but whose health has not become so bad that a nursing home is needed.
- **Various support solutions** i.e. assistance for the disabled, personal advice and support families for children.

- **Preschools.** It is also possible to get information on **day carers** in the locality.
- **Driving and travel service for the elderly and disabled** for those who, because of their disability, cannot use the public transport system and do not have access to their own vehicle.

## Advice at Service Centres

The professionals who work at the City of Reykjavík Service Centres provide advice to individuals and families. The aim of the advice is to provide information and guidance on social rights and support due to social and personal difficulties. Consultants can also provide information on the possibility of other services and can refer people to the solutions that suit each and everyone. Reykjavík residents aged over 16 are also offered free educational and job counselling.

### Advice covers:

- Unemployment
- Alcohol and narcotic problems
- Financial difficulties
- Family difficulties
- Disabilities
- Housing problems
- Issues concerning children and youth
- Issues concerning foreigners
- Educational and job counselling
- Illness
- Old age

## Social activities for adults

**Community centres** under the auspices of the City of Reykjavík Welfare Division number 16 and are open to people of all ages. A great variety of social activities are on offer, including art workshops, keep fit, card-playing and woodcarving. Programmes of community centres are advertised in places such as the web page of the Welfare Division ([www.velferdarsvid.is](http://www.velferdarsvid.is)) and in Morgunblaðið, Staður og stund ([mbl.is/folk](http://mbl.is/folk)).

**Korpúlfar, an association for the elderly in Grafarvogur**, organises diverse social activities for elderly citizens in Grafarvogur and has facilities at Korpúlfstaðir. Tel. 517 3040. The contact is Arndís Ósk Hauksdóttir, Miðgarður, Langarimi 21, tel. 411 1400.

## School and specialist services for children and teenagers

**At the City of Reykjavík Service Centres**, a group of professionals composed of psychologists, social workers and special education advisors works to provide

interdisciplinary advice and support to residents and neighbourhood schools to meet the special needs of children and their families. The specialist service for schools provides advice to school staff, parents and students according to need. The needs of the children can be totally different, ranging from severe disability to mild difficulties, or to something else that has an effect on education and adaptation in schools. The difficulties often revolve around impairment of children's skills to the pursuit of education, communication and behaviour.

**If concerns are due to the upbringing conditions of children, the Reykjavík Child Protection Agency is consulted**, which has the role of ensuring that Reykjavík children who live in unacceptable conditions obtain necessary help. Unacceptable conditions can arise because of neglect, incompetence or conduct of parents, or if it is feared that the child puts his/her health or development in danger through his/her behaviour. A group of professionals works at the Reykjavík Child Protection Agency and emphasis is laid on strengthening families in their child-raising role and applying solutions to protect particular children when appropriate.

- The office of the Reykjavík Child Protection Agency is at Borgartún 12-14, 105 Reykjavík.
- Tel: 411 1111. It is also possible to ring 112, which receives reports on bad accommodation of children and deals with emergency cases due to child protection issues on a 24-hour basis.
- [www.velferdarsvid.is](http://www.velferdarsvid.is)
- barnavernd@reykjavik.is

## Leisure for children and teenagers

**Leisure centres for teenagers** under the auspices of the City of Reykjavík are six in total ([www.itr.is](http://www.itr.is)). The arena for the operation of leisure centres is leisure for all city residents, but the main emphasis is placed on activities for children and teenagers. Leisure centres see to the operation of community centres and after-school centres in their neighbourhood.

**Community centres in Reykjavík** number 20. Their main emphasis is activities for teenagers aged 13-16 ([www.itr.is](http://www.itr.is)).

**After-school centres** exist at all of the City of Reykjavík compulsory schools, and are a total of 35 ([www.itr.is](http://www.itr.is)). After-school centres offer diverse leisure activities at the end of the normal school day for children aged 6-9.

**Sports associations** offer various sports for children and teenagers. More information can be found on the web pages of the associations.

## Courses – continuing education – adult education

**Námsflokkar Reykjavíkur** ([www.namsflokkar.is](http://www.namsflokkar.is)) deals with those who have the least formal education in many different ways:

- Educational and job counselling
- Special teaching in reading and writing

- Education at compulsory school level for people aged over 16
- Preparative courses for upper secondary school education
- Various longer and shorter educational projects in collaboration with others
- Icelandic courses for foreigners, in cooperation with other educational institutions

**The Directorate of Labour in the capital area** offers courses in the winter of 2008-2009 that concern looking for work and building self-confidence, while knowledge courses in various areas are offered in cooperation with various bodies.

**Mímir-símenntun** is a private company under the ownership of the Icelandic Confederation of Labour (ASÍ) which operates in the area of adult education and job training. The main aim of Mímir-símenntun is to offer courses for adults, develop courses and encourage people in the labour market to engage in continuing education and job development.

**Impra** is a centre of information and guidance for entrepreneurs and small businesses. Impra provides guidance to all entrepreneurs together with small and medium-sized companies in Iceland.

**Reykjavík University has an open university** where emphasis is laid on a diverse selection of practical courses and courses of study under the guidance of Icelandic and foreign instructors ([www.hr.is](http://www.hr.is)).

**The University of Iceland** has decided to meet the needs of those who want to respond to changed circumstances in the labour market by starting a university course or adding to their previous education. ([www.hi.is](http://www.hi.is)).

## Children and families

**Help Line of the Icelandic Red Cross 1717:** [www.rki.is](http://www.rki.is)

- For those who need help due to despair, anxiety, depression or suicidal thoughts
- Calls free of charge
- Open 24 hours

**Health centres** [www.heilsugaeslan.is](http://www.heilsugaeslan.is)

- Medical services
- Maternity care
- Baby care
- School health service
- Home nursing

**Emergency service of the Landspítali Psychiatric Department:** [www.lsh.is](http://www.lsh.is)

- People can go there with urgent cases of a psychiatric nature without having a time booked in advance.
- Reception in the psychiatric building of Landspítali at Hringbraut

- Opening hours are from 8.00 to 23.00 on weekdays and from 13.00 to 21.00 on weekends and holidays. Outside of this time it is possible to go to the general emergency department of the hospital.
- Tel. 543 4050
- Nurses provide telephone counselling about access to the service and other issues concerning acute treatment.

**Family Service of the Church** [www.kirkjan.is/fjolskylduthjonusta](http://www.kirkjan.is/fjolskylduthjonusta).

- Interview service for families in difficulties
- Tel. 528 4300

**The Family Centre** [www.barnivanda.is](http://www.barnivanda.is)

- The aim is to assist and support parents with legal domicile in Reykjavík who have children in difficulties, e.g. because of illicit drug use, communication problems or behaviour.
- Advice for teenagers, advice for parents, group work
- Tel. 511 1599. Mondays and Tuesdays 9.00-18.00. Wednesdays 9.00-20.00. Thursdays 9.00-17.00. Fridays 9.00-12.00.

**Assistance within Iceland by Icelandic Church Aid (Hjálparstarf kirkjunnar):** [www.help.is](http://www.help.is).

- Social and financial assistance, including food hand-outs
- Tel. 528-4400

**Icelandic Help for Families (Fjölskylduhjálpin Íslands)** [www.fjolskylduhjalpin.net](http://www.fjolskylduhjalpin.net) assists people from all over Iceland, independent of gender and age. The aim is to help and lighten the load of individuals and families who are in temporary difficulty.

**Mæðrastyrksnefnd** [www.maedur.is](http://www.maedur.is)

- Hand-outs of food, clothes, etc. happens on Wednesdays 14.00-17.00
- On other weekdays the office is open 10.00-15.00
- The address is Hátún 12b

[www.ummig.is](http://www.ummig.is) is an information web on the health and wellbeing of children, teenagers and parents.

**Umhuga**, [www.umhuga.is](http://www.umhuga.is) is an information web on the mental health of children and teenagers.

**Home and School (Heimili og skóli)** [www.heimilhogskoli.is](http://www.heimilhogskoli.is) is a community association for parents.

- Advice to parents and parent associations
- Publishes a magazine and various materials on the work of parents

**Saman-hópurinn**, [www.samanhopurinn.is](http://www.samanhopurinn.is) A cooperative group of people who work on prevention. The work of the group is based on strengthening and supporting parents in their child-raising role.

#### **Kvennaráðgjöfin**

- Free legal and social advice to women
- Tel. 552 1500

#### **Kvennaathvarfið** [www.kvennaathvarf.is](http://www.kvennaathvarf.is)

- Refuge for women and their children, when living in their homes is intolerable due to mental or physical violence of a husband, co-habiting partner or other family member.
- Telephone advice 24 hours on tel. 561 1205
- Free interviews, where women can come and get support and information without having to move in. It is necessary to ring beforehand on tel. 561 1205 to book a time.
- Self-help groups, where several women meet regularly under the guidance of a woman employee from Kvennaathvarfið. It is necessary to have an interview first.

**Stígamót** [www.stigamot.is](http://www.stigamot.is) is an advice and information centre for women and children who have suffered sexual violence.

**Blátt Áfram** [www.blattafram.is](http://www.blattafram.is) is an association which has the purpose of discussing sexual violence honestly and in the open, with the aim of informing society on the issue.

**Ombudsman for Children** [www.barn.is](http://www.barn.is) Toll-free number: 800 5999

## **Housing matters**

#### **Housing Financing Fund (Íbúðalánasjóður):** [www.ils.is](http://www.ils.is)

- Toll-free number: 800 6969
- Service Centre: 569 6900
- Frequently asked questions on the web page
- Net chat on the web page
- The Housing Financing Fund's solutions for homes in payment difficulties
- Due to special conditions in the financial market
- Payment difficulties

#### **Leigumiðlun** [www.leiga.is](http://www.leiga.is)

- Interactive website for those who are looking for rented accommodation or want to rent out accommodation
- Opening times from 10.00 to 16.00, weekdays
- Tel. 534 4488

**The House Owners Association (Húseigendafélagið)** [www.huseigendafelagid.is](http://www.huseigendafelagid.is)

- Síðumúli 29, 108 Reykjavík
- Tel. 588 9567
- Protecting interests
- Dissemination of information
- Legal service

## Employment matters

**Directorate of Labour (Vinnumálastofnun):** [www.vinnumalastofnun.is](http://www.vinnumalastofnun.is)

- Directorate of Labour for the capital area, Engjateigur 11, 105 Reykjavík
- Open weekdays 09.00-15.00
- Tel. 515 4850 Fax 588 2587
- Registering of unemployment
- Information on unemployment insurance
- Information and advice

**Icelandic Confederation of Labour (ASÍ):** [www.asi.is](http://www.asi.is)

- Sætún 1
- Tel. 53 55 600
- Fax 53 55 601
- Information to wage-earners on the economic set-back
- Various bits of information on losing a job

**Trade unions** provide their members with information on their rights in the employment market.

**Social Insurance Administration (Tryggingastofnun ríkisins):** [www.tr.is](http://www.tr.is)

- Toll-free number: 800 6044
- Due to special conditions in the financial market
- Pensioners abroad

## Foreign residents

**The Service Centre of Miðborg and Hlíðar** is an information point on multiculturalism and diversity and has staff on hand who are specialised in the subjects of foreigners and minority groups. [www.velferdarsvid.is](http://www.velferdarsvid.is)

Tel. 411 1600

**Intercultural Centre (Alþjóðahús):** [www.ahus.is](http://www.ahus.is)

- Legal advice
- Information and advice
- Interpretation and translation



- Tuition
- Teaching of Icelandic

**Intercultural Centre in Breiðholt**

- Gerðuberg Cultural Centre
- Austurberg 3-5, 111 Reykjavík
- Open every Tuesday, Wednesday and Thursday from 13.00-18.00
- Tel. 575 7707

**The Multicultural and Information Centre (Fjölmenningssetur)** operates a comprehensive information web um on issues of foreigners in Iceland: [www.mcc.is](http://www.mcc.is)

## Financial and payment difficulties

### Uniform service and information net of the Ministry of Social Affairs and Social Security

- Information centre
- Tel. 545 8950 or toll-free number 800 1190. Calls to toll-free numbers are free of charge.
- Between 8.00 and 22.00 weekdays
- Possible to direct questions to the centre by email to the email address: [midstod@mfa.is](mailto:midstod@mfa.is)

### Domestic Debt Advisory Service: [www.rad.is](http://www.rad.is)

- Toll-free number: 800 1190.
- Bookings made by phoning 551 4485 any weekday from 9.00-16.00
- Telephone advice on weekdays
- Residents outside of the capital area can send applications for advice by post and be sent proposals for improvements in return.
- Net chat on the web page
- Frequently asked questions on the web page.

**On the web pages of the banks**, a particular area has appeared with information concerning the situation that now prevails in the financial market after the Financial Supervisory Authority (Fjármálaeftirlit) takeover of the three banks, Glitnir, Kaupþing and Landsbanki.

**Service representatives of the banks** provide individuals with information and advice on the finances of individuals.

### The Depositors' and Investors' Guarantee Fund: [www.tryggingarsjodur.is](http://www.tryggingarsjodur.is)

- Questions and answers on the Web
- Guarantee Fund credit balance tel. 540 1200
- New law on appropriations from the Treasury due to particular conditions of the finance market, etc.

### Salary Surety Fund: [www.abyrgdarsjodur.is](http://www.abyrgdarsjodur.is)

- Directorate of Labour, Hafnarhús by Tryggvagata
- Tel. 515 4800
- Fax 511 2520
- Phone times 10.30-11.00

### Advice due to financial setbacks under the auspices of the Psychiatric Service in the Health Centre by Barónsstígur

- Advice phone 458 9999

- The advice will be available on weekdays from 9.00 to 16.00.

## Other assistance

[www.island.is](http://www.island.is) - indicators to official services and a cog to facilitate public access to it.

**Icelandic Red Cross:** [www.rki.is](http://www.rki.is)

- Help line
- Visiting friends
- First aid
- Clothes hand-outs
- Shelters for those with psychiatric disorders
- Ambulances

**The Church of Iceland** [www.kirkjan.is](http://www.kirkjan.is)

- Church services, silent times and prayer meetings
- Interviews with a priest
- Courses and lectures on family life, money matters, fundamental values and tackling existence and setbacks in a wide context

**Directorate of Health (Landlæknisembættið)** [www.landlaeknir.is](http://www.landlaeknir.is)

- Inspection and monitoring of health institutions
- Information gathering
- Advice

**Public Health Institute of Iceland** [www.lydheilsustod.is](http://www.lydheilsustod.is)

- Build up a knowledge centre for all citizens, professionals as well as the general public, in the area of public health
- Strengthen and unify public health activities in Iceland
- Promote teaching and research in the area of public health
- Work on public health projects independently and in conjunction with others

**The Consumers Association** [www.ns.is](http://www.ns.is)

- Information service
- Assistance via a guidance and complaints service
- Legal service for members

**Consumer Spokesman** [www.talsmadur.is](http://www.talsmadur.is) informs people of their rights, receives complaints due to consumer issues, and more.

**Geðhjálp** [www.gedhjalp.is](http://www.gedhjalp.is) is an interests' association for those who have or have had to deal with psychiatric disorders, their relatives and all those interested in mental health issues.

- Túngata 7, Reykjavík
- Tel. 570 1700
- Advice
- Dissemination of information
- Social centre is open every weekday 9.00-16.00
- Canteen
- Self-help groups

**Hugarafi** [www.hugarafi.is](http://www.hugarafi.is) is a group of users in recovery who have had to deal with psychiatric difficulties and who work according to the ideology of power strengthening on projects that can improve the psychiatric health service. The group works at the centre of Mental Health – follow-up/occupational therapy (Geðheilsa-eftirfylgd/iðjubjálfun) at Bolholt 4, health centre of the capital area.

**Ný Dögun, association on sorrow and responses to sorrow:** [www.sorg.is](http://www.sorg.is)

- Dissemination of information
- Education and support

**AA association (AA, Al-anon, CoDA, OA, etc.):** [www.aa.is](http://www.aa.is), [www.oa.is](http://www.oa.is), [www.coda.is](http://www.coda.is), [www.al-anon.is](http://www.al-anon.is): Association that has the vision of leading people together who have common experience because of habit-forming or addictive behaviour and want to stop their behaviour.

**National Centre of Addiction Medicine (SÁÁ):** [www.saa.is](http://www.saa.is): Association of people concerning the alcohol and narcotic drug problem who work on alcohol and narcotic drug prevention all over the country and provide service to all citizens.

- Efstaleiti 7, 103 Reykjavík
- Tel. 530 7600
- Advice and support
- Information
- Treatment
- Out-patient ward
- Follow-up treatment

**Orator, association of law students:** [www.orator.is](http://www.orator.is)

- Legal advice free of charge – legal questions by phone
- Thursday evenings from 19.30 to 22.00 from September till April
- Tel. 551 1012

**The House Owners Association (Húseigendafélagið): [www.huseigendafelagid.is](http://www.huseigendafelagid.is)**

- Legal advice for members, but must book an interview time in advance
- The office, Síðumúli 29, is open Monday to Thursday, 9.00 to 15.00, but the phone is answered from 10.00 to 14.00. On Fridays it is open 9.00 to 13.00, and then the phone is open from 10.00 to 12.00.
- Tel. 588 9567