

Operating procedures of the Municipality of Hornafjörður for interpretation and translation services

The municipality of Hornafjörður emphasises providing good services to all residents. The staff must ensure that those who do not speak Icelandic as their native language are given the opportunity for interpreting and translation services free of charge. This especially applies to issues related to social services, child protection, health care, educational matters and rights matters. People's discretionary powers should always be respected when interpreting services are offered.

- If an employee of the municipality needs to provide important information concerning the welfare or rights of an individual, the services of an interpreter must be offered if the employee and the service recipient do not share the same language.
- The municipality's employees shall ensure that informed consent is obtained in matters concerning the welfare and rights of the individual and bring in an interpreter if there is any doubt about this.
- Regarding sensitive and personal matters, an interpreter must be consulted through interpretation and translation services. Individuals should be invited, if possible, to choose between on-site and telephone interpreting.
- Parents shall be made aware of their right to translation and/or interpretation in matters concerning the welfare of their children. These include the interpretation of specialist submission meetings and the translation of analysis results.
- Important information concerning the health and welfare of preschool and compulsory school children and the municipality's residents should be translated into at least English and Polish, and each department handles its own translations where applicable.
- To ensure opportunities for participation, schools should strive to provide information about events within them to parents who do not speak Icelandic.
- Children under the age of 18 should not be asked to interpret in any case.
- The municipality, in collaboration with companies' interpretation and translation services, shall endeavour to maintain local interpretation services in the area.
- The management of the municipality is allowed to look for employees who have foreign language skills for shorter translations and advertisements. An employee who agrees to take on the work shall be given leeway to work on it during their working hours. Short translations refer to texts with a word count of fewer than 300 words. Longer texts should be sent to a translation service.