



Steps following a revised language policy for the City of Reykjavík

1. Icelandic is at the forefront in the City of Reykjavík.

Step 1 Guidelines will be developed and published in the Reykjavík Style Book on what it means for Icelandic to be at the forefront. Accessible text in plain language along with images and explanations on various issues, along with questions and answers about Icelandic being at the forefront.

Objective

All staff have a collective understanding of the language environment that the City of Reykjavík is aiming for.

2. All communication involves friendliness and respect

Step 2.1 Guidelines for inclusive word choice in communication will be developed and published in the City of Reykjavík's Style Book.

Objective

General knowledge among staff of what inclusive language entails and how to manage one's words so that most people feel they belong.

Step 2.2 The City of Reykjavík's Style Book will be specifically introduced to new staff as a tool to use in their work.

Objective

Staff know where to look for information about language, text structure, and wording.

Step 2.3 See step in the multicultural policy on developing work processes and responses if a comment is received due to discourse or discrimination.

Objective

Staff have a platform on where to report when they experience marginalization, micro-harassment, prejudiced behavior, or language while working for the City.



3. Icelandic is the main language of communication in the City of Reykjavík. Staff use Icelandic in their work and administration, except when circumstances require them to use other languages. Staff who are in direct contact with the City's residents have basic skills in Icelandic.

Step 3.1 Checklists and guidelines will be developed for management to measure the language environment of workplaces against the City of Reykjavík's language policy and make necessary improvements if needed.

Objective

Management has the support to strengthen Icelandic as the main language of communication in a positive way.

Step 3.2 Educational material will be created on cross-language communication.

Objective

Management has the support to strengthen Icelandic as the main language of communication in a positive way.

4. All information is accessible and easy to understand. High-quality and plain language, whether written or spoken, is a key element in all services and administration of the City. Staff write simple, plain, and objective text.

Step 4 Educational material will be created in the Square about easy-to-read language. The Square is the educational platform for the staff of the City of Reykjavík.

Objective

Increase staff knowledge of easy-to-read language. What is it? Who can benefit from easy-to-read language?



5. All content of the City of Reykjavík is in Icelandic. In addition, people are guaranteed access to information, for example through interpretation, translations, or text in an easy-to-read language. When a translation is available, Icelandic, and foreign text are always published in parallel.

Step 5.1 A Chapter will be added to the City of Reykjavík's Style Book on procedures and quality standards for translations on behalf of the City of Reykjavík, with examples of format.

Objective

Consideration must be given to the quality of translations and care must be taken to ensure that the Icelandic original text is not separated from translations into foreign languages.

Step 5.2 All City departments collect words and terms used in their operations, in accordance with proposal A.3 in the revised City of Reykjavík Policy on Interpreting and Translation.

Objective

A glossary of key terms used in City services will be created. It will be translated into English and possibly other languages.

Step 5.3 Guidelines will be developed for machine translations and the use of artificial intelligence solutions for translating and general communication.

Objective

Frame what is permissible and desirable when working with language and technological solutions.



6. The City of Reykjavík creates conditions for staff and encourages them to improve their Icelandic language skills through continuous education and support. The City of Reykjavík considers language skills and the diversity of human life as a resource.

Step 6.1 Continued support will be provided to staff who want to improve their job-related Icelandic skills through a variety of means, for example, through an electronic assessment, a course at a language school, a course at the workplace or BARA TALA. Workplaces will be able to apply for reimbursement of additional costs for replacements when staff attend Icelandic courses during working hours.

Objective

Increase the number of employees of foreign origin who study Icelandic at their workplace or in its vicinity, during working hours.

Step 6.2 It will be possible to record staff's language skills in the human resources and payroll system so that management can have an overview of the language resources at their workplaces.

Objective

Managers have an overview of development and changes in staff language skills and can meet educational needs and seize opportunities to activate staff language resources.

Step 6.3 The role of Icelandic language ombudsman will be established in all workplaces with more than one staff of foreign origin. The representatives will attend a course on the role, and the management of the workplaces will attend a course to be able to support the project. The model for the Icelandic language ombudsman is the Swedish "språakombud" which, according to upcoming legislative changes, will become mandatory in Sweden.

Objective

Staff who are learning Icelandic will be given more opportunities to practice speaking in their daily work at the workplace...

Step 6.4 A workplace is recognized as an Icelandic-friendly workplace if it (1) has a trained Icelandic ombudsman, (2) offers staff to attend Icelandic courses during working hours and/or uses Bara tala, and (3) management has attended a course in supporting Icelandic and the education of staff of foreign origin.

Objective

Provide recognition to Icelandic-friendly workplaces.

7. Information dissemination to people with special needs and disabilities is in accordance with international standards. The City of Reykjavík ensures that information is provided using speech synthesizers, in Braille and Icelandic sign language where appropriate.

Step 7 The Office of the Mayor and Chief Executive Officer (OMCEO) explores the benefits and cost of using easy-to-read language within the City.

Objective

Explore the feasibility and benefits of using easy-to-read language by the City.

8. The language policy takes into account other policies and applies to all workplaces of the City of Reykjavík and to companies and institutions that provide services on behalf of the City.

Step 8 The revised language policy will be well publicized within and outside the City.

Objective

Implement the revised language policy of the City of Reykjavík.