

## TRADE UNIONS AND EMPLOYERS ASSOCIATIONS

### List of some of the Faroese trade unions and employers' associations:

- Havnar Arbeidsmannafelag (Tórshavn General Workers' Union)
- Havnar Arbeidskvinnufelag (Tórshavn Women Workers' Union)
- Føroya Arbeðarafelagið (Faroese General Workers' Union)
- Klaksvíkar Arbeidsmannafelag (Klaksvík General Workers' Union)
- Klaksvíkar Arbeidskvinnufelag (Klaksvík Women Workers' Union)
- S & K-Felagið (Office and Retail Workers' Union)
- Føroya Handverkarafelag (Confederation of Faroese Unions for Craftsmen)
- Landsfelag Handverkaranna (Faroese National Confederation of Craftsmen's Unions)
- Føroya Fiskimannafelag (The Faroese Fishermen's Union)
- Samtak (Umbrella organisation for several workers' unions, [www.samtak.fo](http://www.samtak.fo))

### The umbrella organization for Faroese employers associations in the private sector is: *Føroya Arbeidsgevarafelag*

For the public sector it is either the municipal organisation or the Department for Wages at the Ministry of Finance that are party to collective bargaining with the unions on the Faroese labour market.

### Other unions:

- Felagið Føroyskir Sjúkrarøktarfrøðingar (Nurses)
- Heilsurøktarafelagið (Health carers assistants in the public health sector, e.g. the hospitals.)
- Heilsuhjálparafelag Føroya (Health care assistants in retirement homes, institutions or private homes.)
- Starvsmannafelagið (Salaried professionals in different positions, journalists, secretaries and others)
- Føroya Lærarafelag (Teachers in Faroese public primary and lower secondary school)
- Føroya Pedagogfelag (Social educators, in e.g. day care centres)
- Akademikarafelag Føroya (Academics)
- Búskapar- og Løgfrøðingafelag Føroya (Economists, legal experts and lawyers)

### Other employers associations in the private sector include:

- Føroya Handverksmeistarafelag (Carpentry)
- Reiðarafelagið fyrri Farmaskip (Shipping)
- Føroya Prentsmiðjufelag (Printing houses)
- Arbeidsgevarafelagið hjá fíggjarstovnum í Føroyum (Banking)

## INTERPRETATION SERVICES AVAILABLE IN THE FAROE ISLANDS

Several languages are interpreted in the Faroe Islands, typically in court and with the police, and from time to time at the police station or the national hospital in Tórshavn.

But there might not be interpreters present in the islands for all languages spoken in the Faroes. In such cases, interpreting services from abroad might be used via telecommunication, e.g. in court – interpreting into English or Danish.

Another related and important aspect is that an interpreter might not necessarily be schooled or certified for a given interpretation-task; or the subject matter might be highly sensitive. Again, in such cases, interpretation services from e.g. Denmark or other locations might be used.

### **Available and recommended interpretation services abroad**

The Faroese Immigration Office is aware of the following services that are available over the Internet or telephone communication. These services are used in our Nordic neighbouring countries

and they offer a professional service to e.g. courts and the hospital sector on a regular basis.

- **Language Line, +800 752-6096, [www.language.com](http://www.language.com) (USA)**
- **Social-Medicinsk Tolkeservice, +45 7020 9012, [www.tolkeservice.dk](http://www.tolkeservice.dk) (Denmark)**
- **TolkeService (Dansk Flygtningehjælps Tolkeservice), +45 3373 5335, [www.tolkeservice.flygtning.dk](http://www.tolkeservice.flygtning.dk) (Denmark)**

It is recommended that any agency that uses an interpreter ensures in advance that the interpreter is qualified and suited to the task – if the subject matter might be sensitive, it is always recommendable to hire a certified and trained interpreter for the task. The Faroese Immigration Office is ready to help individuals or agencies in matters relating to interpretation. If you have questions or matters about interpretation you can contact the Faroese Immigration Office.

The languages that have been interpreted in the Faroe Islands with an interpreter

present in the islands are, besides the Nordic languages, the following:

<b>English</b>	<b>Polish</b>	<b>Serbian</b>
<b>French</b>	<b>Spanish</b>	
<b>German</b>	<b>Russian</b>	

Individuals living in the Faroe Islands who speak the following languages fluently are also available for help with interpretation tasks: Italian, Portuguese, Arabic, Filipino (Tagalog), Ilocano (ethno-based language in the Philippines) and Thai.

### **Rights – legal basis**

*Løftingslóg um almenna heilsutrygd, § 3,4 – Public Health Insurance Act.*

*Anordning om ikrafttræden for Færøerne af lov om patienters retstilling, § 7 – The Patient's Rights Act for the Faroe Islands.*

The two aforementioned laws can be found at the official website [www.logir.fo](http://www.logir.fo).

## GOOD ADVICE FOR INTERPRETATION

*The Danish interpretation service of the Danish Refugee Council recommends the following practical advice when interpretation is used:*

### Before the conversation:

- Make sure to book in advance the right interpreter for the right language or dialect.
- Make sure to set enough time aside as an interpreted conversation can take twice as long time as an ordinary conversation.
- Inform the interpreter in advance about the content of the conversation or interview.
- Consider if the overall setting and seating of the interpreter and other participants is appropriate according to the plan of the interpreted conversation, or if you use telecommunication devices, make sure that they work properly.
- Make sure that it is you who are in charge of the conversation and not the interpreter.

### During the conversation:

- Take time to introduce the interpreter to the user.
- Explain the role of the interpreter, also by using the interpreter, and

inform the user about the code of confidentiality that applies.

- Talk directly to the user/client, not to the interpreter.
- Be aware of the body-language of the user/client.
- Make sure that you express yourself clearly and avoid difficult specialist terms.
- Use clear, concise and shorter sentences.
- Expect the interpreter to interpret everything that is said by each and every person during the conversation.

### For long conversations

Remember that it can be exhausting to interpret, especially if it is a long conversation. Have a break or two during the conversation.

### After the conversation

- Everybody should leave the room at the same time, so as to maintain trust between the parties.
- Consider whether it is necessary to have a talk with the interpreter, if the subject has been difficult and sensitive.
- Consider if you should rebook the interpreter for a next time.

## EMERGENCY NUMBERS

### Emergency

Dial 112 for emergency: Police, Fire, Ambulance

### Police

Tel. 351448

### The National Hospital

J.C. Svabosgøta 41-49, 100 Tórshavn

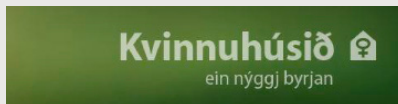
Information-desk, tel. 304500

*Læknavaktin/GP Service (outside office hours): call 1870*

*See also page 44 for further information regarding essential services.*

## USEFUL SERVICES

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### WOMEN'S SHELTER

- *KVINNUHÚSIÐ*

The Women's Shelter in Tórshavn - helps women who are subject to domestic violence; they also provide temporary accommodation for women/children in crisis situations.

[www.kvinnuhusid.fo](http://www.kvinnuhusid.fo)

tel.: 317200



### FREE LEGAL HELP

- *RÆTTARHJÁLPIN*

The advisors at Rættarhjálpín can assist you in almost all kinds of cases, for example appeal against decisions made by public authorities, divorce, legal separation, child custody and access (visitation rights), consumer law, debt rescheduling, wills and inheritance.

**Rættarhjálp Føroya**

**Gongin 20, 110 Tórshavn**

**[www.raettarhjalpin.fo](http://www.raettarhjalpin.fo), tel. 319823**



### BARNABATI

- *TÚ OG EG RÁÐGEVINGIN*

Barnabati operates the help-line for children called Tú-og-eg Ráðgevingin or You and Me-Support and Guidance. This service is available as a phone-line, text-messages and private chat-sessions. As a child you are able to use this service concerning any problems you may have. It is free and you can write and call anonymously, the help-line is open two nights weekly.

[www.barnabati.fo](http://www.barnabati.fo)

**Tú-og-eg Ráðgevingin**

tel.: 807010



## TAKS

TAKS is the Faroese Tax Administration, a public agency under the Ministry of Finance. The staff numbers around 120 and TAKS has departments in Klaksvík, Saltangará, Tórshavn, Tvøroyri and at the airport in Vágur.

The main tasks of TAKS are to ensure that the state receives revenues, to administrate tax returns and customs, as well as to protect against illegal import and export. TAKS administrates laws regarding taxes, customs and other levies. Also, TAKS manages certain allowances and public funds, such as the Parental Leave Fund, Travel Fund, interest deductions and holiday allowance.

### Contact information

**Telephone: 352600**

**Internet: [www.taks.fo](http://www.taks.fo)**



## HEILSUTRYGD

The Faroese National Health Insurance, Heilsutrygd, oversees the implementation of public health insurance legislation. The agency administrates allowance and benefits covering the cost of most primary health services available on the islands.

Health care services are financed by the government and by mandatory contributions from all residents, through the National Health Insurance.

The National Health Insurance covers general and specialist medical treatment and subsidises a proportion of medication, dental treatment and other specialist treatments, e.g. physiotherapy, psychotherapy and podiatry. Other services that the National Health Insurance oversees are travel-expenses related to treatment and expenses in relation to burial.

### Contact information

**Telephone: 614000**

**Internet: [www.heilsutrygd.fo](http://www.heilsutrygd.fo)**



## THE FAROESE VEHICLE ADMINISTRATION

*Akstovan* is responsible for vehicle inspections and driving licenses. Akstovan's main goal is to improve safety in traffic. In addition to organizing driving tests, performing inspections and assisting other authorities with matters related to traffic, Akstovan oversees the driver's license registry and the registration of vehicles, as well as taxes related to vehicles.

### Contact information

**Telephone: 350400**

**Internet: [www.akstovan.fo](http://www.akstovan.fo)**



## GIGNI

The Child Health Service, Gigni, provides children, youths and parents with advice and help on a range of issues related to the health and wellbeing of children until they leave the public school system.

Gigni provides regular home visits to families with new-borns in the Faroe Islands. The main goal is to promote health, to prevent sickness, to strengthen and develop parental competency and to uncover any challenges to children's well-being and development as early and quickly as possible.

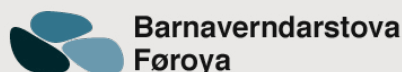
Gigni has staff representing the service at all schools.

Gigni also has qualified staff available for counselling regarding issues related to abortion. Gigni can provide advice and counselling to any woman with questions about abortion. This service is available by email and telephone.

### Contact information

**Telephone: 562300**

**Internet: [www.gigni.fo](http://www.gigni.fo) ([Gigni@gigni.fo](mailto:Gigni@gigni.fo))**



## THE CHILD PROTECTION SERVICES

The Child Protection Service in the Faroe Islands, Barnaverndartænastan, is divided into 8 areas each with a local office and Child Welfare Service Board.

A main task of The Child Protection Service on the Faroe Islands is to assist parents with giving their children the best possible upbringing.

### Contact information

**Telephone: 302480**

**Internet: [www.bvs.fo](http://www.bvs.fo)**



## STRANDFARASKIP LANDSINS

The public transport company, Strandfaraskip Landsins, operates the bus and ferry service. Their main task is to connect islands and villages both on mainland islands and in remote locations. About 160 people work at the public transport company. There are 7 ferries and over 30 busses in its fleet.

The helicopter service is operated by Atlantic Airways ([www.atlantic.fo](http://www.atlantic.fo)).

### Contact information

**Telephone: Main Office, tel. 343000 –**

**Route and schedules, tel. 343030**

**Internet: [www.ssl.fo](http://www.ssl.fo)**



## LANDSVERK

The headquarters of Landsverk are located in Tórshavn. It operates eight road stations throughout the country, as well as three forges, one asphalt plant, four stone and broken stone quarries, one bitumen storage facility, and one salt depot.

Landsverk oversees road, harbour and entrepreneurial tasks. The institution consults, plans, carries out, runs and maintains main roads, harbours, buildings, helipads, and the area around the airport.

### Contact information

**Telephone: 340800**

**Internet: [www.landsverk.fo](http://www.landsverk.fo)**



## ALMANNAVERKIÐ

The Department of Social Services, Almannaverkið, administers a range of social welfare schemes. As a cornerstone in the Faroese welfare community Almannaverkið staffs around 750 people. Almannaverkið provides, amongst other services: counselling on rights and options for individuals; old-age pension schemes for approximately 8.000 individuals; services for people with special needs, living at home or at an institution; as well as the sick day scheme and the family income supplement for families with very low household income.

### Contact information

**Telephone: 360000**

**Internet: [www.av.fo](http://www.av.fo)**



## THE POLICE

The police force in the Faroe Islands is under the authority of the Danish Ministry of Justice. The police in the Faroes work to maintain peace, security and the rule of law – the main activities are:

- Prevent, stop, investigate and prosecute offenses
- Cooperate with others – provide assistance and service to other parties, within the remit of the police force, prosecution and district sheriffs, sýslumenn.

There are six police stations in the islands – in Klaksvík, Runavík, Tórshavn, Miðvágur, Sandur and Tvøroyri.

The Prosecution Authority in the Faroe police district has a staff of around 10 people.

The court in the Faroe Islands is also under Danish authority. The court in the Faroes has its main office in Tórshavn, with another office on Suðuroy. Around 25 people work for the court.

### Contact information

**Telephone: 351448**

**Internet: [www.politi.fo](http://www.politi.fo)**



## **BARNANNA UMBOÐSMAÐUR – THE CHILDREN’S OMBUDSMAN**

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The Children’s Ombudsman is an institution adults and children can turn to if they think a public agency or another authority has not treated a child adequately. For example you can file a complaint regarding a school that has not been willing to help you or your child. You cannot file a complaint to the ombudsman regarding a court decision, or about your parents or friends etc. The office of the Children’s Ombudsman will most likely be able to direct you to the right place if they cannot help you.

### **Contact information**

**Telephone: 358500**

**Internet: [www.bum.fo](http://www.bum.fo)**



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