

**Prison and Probation Centre for Häme and Pirkanmaa**

# **Riihimäki Prison**

## **Information for prisoners**

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# 1. General

## 1.1. Information on the prison

You have arrived at Riihimäki Prison. Riihimäki Prison is a closed prison with 223 prisoner places for male prisoners who have been imposed mainly over two-year sentences. There is also one ward for remand prisoners.

You are now reading the information leaflet of Riihimäki Prison. The purpose of this leaflet is to tell about the operation of this prison and the practices linked to remand imprisonment and serving a sentence. You should also read the prison rules, which contains provisions you have to follow. Each ward has a daily schedule, where you can find the timetable of the accommodation ward, including the opening and closing of the cell doors, outdoor exercise times, mealtimes, and activity hours. In addition, each ward has a folder, which contains statutes concerning imprisonment, such as, acts, decrees, regulations and instructions, a list of procedural instructions, and a list of authorities overseeing the operation of prisons, which is also on the notice board of your ward. Other important information will also be put on the notice boards. The folder is in the common areas of your ward where you can read it freely. You can ask the prison staff for more information.

If you are not a Finnish citizen, you may contact the diplomatic mission of your home country and, if possible, use an interpreter. If you are a remand prisoner, your communications with the diplomatic mission may, however, be restricted for a particularly important reason related to the clarification of the offence.

You can ask the staff if you have any questions or something is unclear to you.

**Address of Riihimäki Prison:** Kaunolanraitti 3, 11310 Riihimäki

**Phone number for the Prison and Probation Service switchboard:** +358 29 568 1200

**Email address of Riihimäki Prison:** riihimaki.vankila@om.fi

Prisoners can receive email without attachments to the following address:

vankiposti.riihimaki@om.fi. More detailed instructions on receiving letters and emails are in chapter 6.

## **1.2. Personal official and induction**

You are appointed a personal official for the duration your prison sentence / remand imprisonment. The personal official takes care of the smooth progress of your prison term / remand imprisonment and is actively present in the daily life. You can discuss matters concerning you with the personal official, such as the preparation of permissions (for example, prison leaves and visits, use of online services), and other everyday matters as well as the goals of the sentence plan and how to advance and achieve them. You can always ask your personal official for advice and instructions.

When you arrive at prison, you are told about the everyday practices of the prison and placed in an accommodation ward. The prison officer of the ward tells you more about the practices, daily schedule and other matters regarding the ward.

## **1.3. Sentence plan**

If you are serving a prison sentence, an individual sentence plan is drawn up for you before you arrive at prison. The plan will be specified in prison. The sentence plan guides the serving of the sentence term, release and conditional release. The sentence plan includes the goals you should try to achieve during your sentence term. You will be placed in activities based on the sentence plan and the options available in the prison. You can influence the progress of your sentence plan by working together with the staff towards the goals set out in the sentence plan. The progress of the sentence plan affects, among other things, the granting of prison leaves and possible placement in an open prison or probationary liberty under supervision. The realisation of the sentence plan is monitored regularly and updated at least three times a year.

If you are a remand prisoner, you will not be drawn up a sentence plan before you arrive at the prison. However, with your consent, the preparation of your sentence plan may be initiated during your remand imprisonment. Your personal official at your ward is responsible for the monitoring of your sentence plan. The personal official follows the realisation of your sentence plan together with other staff members. Other staff members can also update your sentence plan and enter comments on your progress.

## 2. Remand imprisonment

Remand imprisonment is not a punishment, but a coercive measure implemented during a criminal investigation and trial. The purpose of remand imprisonment is to secure the criminal investigation, court proceedings, and enforcement of a sentence and to prevent the remanded person from continuing criminal activities. The court decides on remanding a person suspected of an offence.

Remand imprisonment ends when a court, a prosecutor, or the police (or other official with the power of arrest) releases the remand prisoner. Remand imprisonment ends at the latest when the judgment of the District Court becomes final or the Court of Appeal issues its judgment. You may also consent to the enforcement of the sentence and abide by the judgment of the District Court or the Court of Appeal as a court of first instance as regards the sentenced imprisonment even before the judgment has become final. In that case, you start serving the imposed prison sentence and your status changes from a remand prisoner to a prisoner.

The rights and obligations of remand prisoners are partly different from those of sentenced prisoners, for example, remand prisoners' communications may be restricted under the prerequisites laid down in the Coercive Measures Act. The restriction of communications may contain restrictions on correspondence, the use of the telephone, meetings or other contacts outside the prison, or association with a certain apprehended, arrested or remanded person.

The restriction of communications connected with remand imprisonment and the extension of the restriction is decided by the court. As a remand prisoner, you may not participate in activities arranged outside prison, such as civilian work or studies. In addition, remand prisoners cannot be placed in an outside institution or given permission for supervised activities outside prison.

If you are sentenced to unconditional imprisonment for an offence for which you have been remanded, the period of remand imprisonment will be deducted from your actual prison sentence. If you have been unduly remanded, you are entitled to compensation for the loss of liberty from the State. Compensation is applied for from the State Treasury.

Remand imprisonment can start unexpectedly and so that you have not been able to prepare for it. You can turn to the staff in all unclear matters.

### **3. Prison sentence and the objective of enforcement**

The objective of the enforcement of imprisonment is to increase your readiness to lead a life without crime, promote your reintegration into society, and prevent the commission of offences during the term of sentence. You will be placed in the ward that best suits the achievement of these objectives. The members of the prison staff will work with you in various ways based on their job descriptions. The aim of the work is to promote your physical, mental, and social well-being and help you to achieve the goals set for the term of your sentence. If you have any questions, you can always speak to your personal official or another member of the prison staff.

#### **3.1. Decision on term of sentence**

The Enforcement Unit makes a decision on your term of sentence at the beginning of your imprisonment. The decision includes the grounds for calculating the term of sentence, the date when the prison sentence or the conversion sentence for unpaid fines is served, the date of conditional release or other release, and the end date of the probationary period. In addition, the decision includes the earliest date for a prison leave granted based on the length of the term of sentence.

If you serve a sentence of life imprisonment, the decision includes the earliest date when you may be conditionally released. If you serve a combination sentence, the decision includes the supervision term and its start date.

#### **3.2. Probationary liberty under supervision**

Placement in probationary liberty under supervision is possible at the end of the sentence term if the conditions for probationary liberty under supervision are met. You cannot be placed in probationary liberty under supervision if you are serving a combination sentence. You may be placed in probationary liberty under electronic supervision a maximum of six months before your conditional release. Preparations for probationary

liberty under supervision are made carefully together with the prison staff. You can influence the possibility of probationary liberty under supervision by working together with the staff towards the goals set out in your sentence plan and by behaving properly during your sentence term. You can also apply for probationary liberty yourself.

In Riihimäki Prison, senior instructors of the wards are responsible for matters related to probationary liberty. The best way to contact the senior instructor of your ward is to use the general inquiry form.

## **4. Basic care and accommodation**

### **4.1. Clothing, linen, clothing maintenance, and cleanliness**

Prisoners in wards D2, D3, and D5, and all A–F wards can wear their own clothes. The possession of your own clothes may be denied or restricted if the order or security of the prison so requires. If the possession of a piece of clothing is restricted, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review. The prison may supply you with clothes to use in prison if you do not have appropriate clothing. You may only have the amount of clothing specified in the prison's policies, which take into account the fire safety requirements. Prisoners in the national high-security ward (C2), the ward with intensified supervision and restricted activities (C3), and the wards with intensified supervision (C4, C5, D3 and D4) are required to wear prison clothing. This means that they will receive the necessary clothing from the prison staff and may not wear their own clothing in these wards, except for underwear and socks.

Prisoners must wear appropriate clothing within the prison area and follow all instructions regarding clothing. If there is anything unclear about proper dressing, you can always ask the prison staff.

When you participate in work activities, you must wear clothing in accordance with the regulations of the workshop due to, for example, occupational safety. If the work requires you to wear work clothes, you get appropriate work clothes and protective clothing from the prison.

Towels and bedlinen, such as sheets, are provided by the prison. Upon arrival at the prison, you will receive, if needed, a reasonable amount of personal hygiene items, such as soap, a toothbrush, and toothpaste.

Prison clothes, bedlinen, and towels provided by the Prison and Probation Service are washed in a laundry outside the prison. The prison staff will give you more detailed instructions on the change of textiles. Bedlinen and towels are changed every other week according to the daily schedule of the ward. Prison clothing can be changed by sending the clothes to be changed, together with a general inquiry form, to the storage facilities. Write clearly the size and type of clothing you want to change on the general inquiry form. If you wear your own clothes, you are responsible for washing them in the facilities designated for this purpose in your ward.

In prison, you are responsible for keeping your own cell tidy. Everyone cleans up after themselves in the common areas, for example, after cooking. You must sort all waste according to the instructions.

**When you move out of your cell, it must be tidy and contain the following standard items:**

- bed, mattress, blanket, pillow, curtain (two curtains if the toilet has a window)
- table, chair, shelf, wardrobe, chest of drawers
- television with built-in DVD player, or television and separate DVD player, including remote controls for the device(s)
- table lamp, clock radio
- cool box, plate, mug, dessert bowl, knife-fork-spoon
- blue squeegee, waste bin.

The prison staff gives you more detailed instructions on the tidiness of the cells and the practices and the division of tasks regarding the cleaning up of the common areas.

## **4.2. Catering and purchasing foodstuffs**

On weekdays, the prison serves you four meals: breakfast, lunch, dinner, and an evening snack. On weekends and public holidays, the prison serves a breakfast, a combined lunch/dinner and an evening snack.

When you arrive at the prison, the prison staff asks you if you have a special diet and give you a form to fill in. You should also tell us as soon as you arrive at the prison if you need a special diet due to health reasons or a religious or other well-founded conviction.

You can order foodstuffs and some other everyday products from Leijona Catering. You must pay your purchases with the payment card provided by the Prison and Probation Service (more information under the headline 7.2 Use of money).

Purchases are ordered using the paper order form. You must fill in the order list and return it to the prison staff by Monday morning each week. The completed forms are forwarded to the staff of Leijona Catering. The prison staff delivers the purchases packed in bags. The staff of Leijona Catering comes to your ward to charge you for your purchases on the same day they are delivered.

You can find your ward's purchase day in the daily schedule or ask a prison officer in your accommodation ward. When you arrive at the prison for the first time, you may order so-called arrival purchases, which will be delivered to your ward once your order is processed, but within a week of receiving the order form.

### **4.3. Smoking**

Smoking inside the prison is prohibited. Smoking and the possession of tobacco products, smoking accessories and lighting devices is prohibited except during outdoor exercise. Each prisoner has a personal locker for smoking accessories in the lobby near the doors to the outdoor yards. The smoking accessories must be left in the locker when coming inside after outdoor exercise. A prison officer of your ward gives you the key to the locker.

In addition to smoking accessories, Leijona Catering also sells nicotine pouches and nicotine replacement products, which you may have in your possession in the ward.

You can get nicotine replacement products to relieve possible withdrawal symptoms. In addition, the Health Care Services for Prisoners and the Prison and Probation Service support you if you want to quit smoking.

Smoking is prohibited in the prisoner transport vehicles and train carriages. Due to the prohibition, prisoners travelling in the prisoner train carriages are offered a necessary amount of nicotine replacement products.

## 5. Possession of property

### 5.1. Goods in possession

You may possess a reasonable amount of personal property taken into account, among others, the storage facilities, fire safety, and possibility of inspections. If the possession of an object or a piece of clothing is denied, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review.

#### **Recommended quantities of the most common permitted items:**

- clothing: jackets, shirts, trousers, socks, underwear, bath towel, shorts
- four mains-powered devices and two battery-powered devices
- 100 CDs/DVDs
- game console (with restrictions/modifications)
- **other items in reasonable quantities:** (fire load limits)
  - magazines, books, and other papers, pens, etc.
  - hygiene products
  - foodstuffs (only those purchased in prison).

If you want to have a game console in your possession, you must first contact the senior officer responsible for possession of property to ensure that the console you are planning to bring is one that can be given into your possession.

Please note that if you wish to acquire goods from outside the prison, before acquiring them, you must first make sure whether you are allowed to possess or store them. If you are unsure, you can check with the senior officer responsible for possession of property by using the general inquiry form. Read the prison rules carefully. They contain the rules concerning the possession of property and the objects you may not have in your possession.

**Items similar to those provided by the prison are not normally given into prisoners' possession. Such items include:**

- mattress
- bedding (duvet cover, pillowcase, sheet, mattress cover, blanket and pillow)
- television, DVD player, table lamp and radio
- cutlery.

The prison staff draws up an inventory of the property you brought with you. Goods you cannot have in your possession are stored at the reception of the prison and you will get them back when you leave. This does not apply to goods or substances that are dangerous or illegal.

You can visit the reception in person by requesting an appointment using the general inquiry form. We cannot guarantee a specific time for your visit to the reception, as this depends on, among other things, the availability of the staff. If you know what item you want to exchange, we recommend that you send that item to the reception together with a general inquiry form stating which item you would like in return. This will speed up the process.

## **5.2. Delivery of goods to prison**

During visits, your visitors may bring you a small amount of goods that you are allowed to possess during your imprisonment. Those goods include magazines, clothes and personal utility articles. If a visitor brings you foodstuffs or tobacco products, you will not get them in your possession. The goods brought by your visitor will be inspected in prison. The visitor must leave the goods to the prison staff at the prison gate.

**When leaving the goods, the visitor fills in a form, which must include:**

- your name
- the name of the person delivering them
- the quantity and quality of the brought property
- the date when the goods were left.

A person may bring you a small amount of goods to the prison gate on weekdays between 8.00 and 16.00 or send the goods by post. (Instructions for sending packages to the prison can be found on the noticeboard in your ward and in section 6.2 of this information leaflet.) You can only receive goods that you are allowed to have in your possession in prison. The person bringing the goods must fill in the form mentioned above when leaving the goods.

When assessing what is a reasonable quantity of brought or posted property and goods, attention is paid to the amount of property the prisoner already has in possession or in storage, the storage facilities in the cell and at the reception of the prison, and issues related to fire safety. The goods will be inspected in the reception before they are given to the prisoner. This may take several days.

Please note that storage space at the reception is very limited, and therefore you may have a maximum of three prison bags of goods in storage. Property that cannot be stored in the prison, will be sent to the address you specify at your expense. If you have any questions, contact the senior officer responsible for the possession of property.

### **5.3. Handing over goods to be taken outside the prison**

If you want your family or relatives to take some of your things outside the prison, it can happen, for instance, during a visit. If you want to leave your things to your visitor, you must contact the reception ward by filling in the general inquiry form.

## **6. Contacts with the outside world**

### **6.1. Use of telephone**

You may communicate with those outside prison using the telephone in the ward if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). You can buy phone credit from Leijona Catering when you make your other purchases using the order form. You cannot receive telephone calls in prison and information about prisoners is not given over the telephone to people outside the prison.

### **Instructions on using the telephone**

1. Pick up the handset of the telephone
2. Enter your user ID and then press #
3. Enter your PIN code and then press #
4. Dial the number you want to call including the area code, and then press #
5. End the call by putting the handset back down

You can see your phone credit on the screen. When you are running out of phone credit, you will hear a beep before the call is disconnected. Note! If you do not have the right to call the number you dialled, you will hear a voice message stating that the number is not permitted. The same information will also appear as text on the phone screen.

Read carefully the prison rules, which include regulations on the use of telephone, and the daily schedule of your ward, which includes the times when the telephone is available for use in your ward.

In general, you use the telephone at your own expense. You may be allowed to make a telephone call at the expense of the prison to, among others:

- your lawyer
- an authority overseeing the operations of the prison
- your close relative or other close person to inform them of your admission to prison
- your close relative or other close person to inform them of your transfer.

### **6.2. Letters and postal items**

You have the right to correspondence by post if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). You can buy stamps and envelopes from Leijona Catering when you make your other purchases. If you send post from prison, you have to write the name of the sender on the envelope. If you do not want to write your name on the postal item, you have to give it personally to the prison staff. You do not have to write your name on letters or postal items sent to an oversight authority. You may leave outgoing post either in the letterbox in your ward or hand it to the staff. Post is sent forward on weekdays.

You can receive letters and packages to the prison address.

**The sender must always write the following information on the postal item sent to you:**

- Recipient: Riihimäen vankila / Riihimäki Prison and your name
- Address: Kaunolanraitti 3, 11310 Riihimäki
- Details of the sender.

This ensures that the packages and letters come to the right place.

Letters and other postal items may be inspected in prison, Letters between you and the authorities overseeing the operations of the prison cannot be inspected. Letters between you and your advocate may only be inspected in exceptional circumstances. Post is delivered to your accommodation ward on weekdays in the afternoon. If an incoming letter or postal item contains objects or substances, which you are not allowed to have in your possession in prison, you have to give them to the staff immediately.

### **6.3. Receiving email**

You can receive email in prison to the following address: [vankiposti.riihimaki@om.fi](mailto:vankiposti.riihimaki@om.fi). The sender must write your first and last name in the subject line of the email message and the sender's own first and last name in the message field itself so that you know who sent the message. The system deletes all attachments and pictures from the messages due to information security. You will only receive the email message written in the text field, which must fit on two pages.

You may also apply for permission to use email on an online workstation, which allows you to read emails sent to you and send emails yourself. The staff can give you more detailed instructions on how to receive email in prison and apply for permission.

### **6.4. Use of internet and online workstations**

The online workstations for prisoners offer a limited access to the internet, email and video communication system. You may apply for permission to use the internet for a reason related to subsistence or attendance to work-related, educational, judicial, social,

or housing matters or for other corresponding important reason. When you apply for permission, you must give specific reasons for the use of the internet (for example, paying bills by using an online bank). The use of the internet may be monitored if need be. There is a separate application form for permission to use the internet.

The prison staff can give you further information on the matter and guide you in the use of services that require strong e-identification (many services by public authorities, such as Kela or Tax Administration). Some online services may be used to support the realisation of the goals of your sentence term.

Information on using email can be found under the heading Receiving email. Information on arranging communication via video connection is available under the heading Visits.

## **7. Income and use of money**

### **7.1. Income**

You will be paid a tax-free activity allowance if you participate in work, education or rehabilitation. The activity allowance is EUR 3.01 or EUR 4.26 per day on the days you participate in an activity. At the beginning, the prison usually pays the lowest category of the activity allowance.

During the prison sentence, the paid category of the activity allowance is based on the achievement of goals set in the sentence plan and the duration and regularity of the participation in the activity. If you are a remand prisoner, the paid category is determined primarily by the duration and regularity of the participation.

The activity allowance may be left unpaid in full or in part if you receive financial support for the activity from other authority (for example study grant) or if payment is not necessary for some other comparable reason.

In addition to the activity allowance, you will be paid an expense allowance, which is 1.60 euro per each prison day, including weekends.

When you arrive at the prison, you may be paid the expense allowance of the first 14 days in advance so that you can make necessary purchases. The paid advance will be deducted from the expense allowance paid you later.

## **7.2. Use of money**

You will get a Visa payment card you can use during your prison term. The payment card will be stored by the prison staff. You will get a personal PIN code for your card. You can use the payment card to pay for purchases you have ordered from Leijona Catering. In addition, you can use the payment card outside the prison to pay in shops and cafeterias and on trains, which accept a chip card, and withdraw a maximum of EUR 200 per month at cash machines in Finland. The payment card does not have the contactless payment feature and it cannot be used for online shopping. You can ask the staff about matters related to the use of the payment card.

When you arrive at prison, any cash you bring with you in euros (maximum EUR 500) will be loaded onto the payment card. Otherwise, the prison does not accept cash for deposit into your account. Cash can only be deposited once. The Prison and Probation Service pays your activity and expense allowances onto the payment card.

Your family members cannot transfer money straight to the issued payment card. They can transfer money to the joint prisoner account of the Prison and Probation Service where the money will be transferred to your payment card. You have to make sure that people who transfer money to you know the details of the joint prisoner account of the Prison and Probation Service. Instructions for sending money to prisoners can be found on the noticeboard in your ward. Please contact the prison staff if you want to make a bank transfer or pay bills.

## **8. Visits**

You can meet your family and friends during your prison term if your communications have not been restricted.

There are different types of visits, such as supervised visits, unsupervised visits, visits by a child, visits by a legal counsel, and supervised visits between prisoners. In addition, it is possible to communicate via video connection.

You must read the prison rules carefully. The prison rules provide more detailed information about visiting times and their duration, conditions, and application process.

Please remember to book your visits in good time beforehand so that the visit arrangements can be made in time (unsupervised visits at least two weeks before the intended visit and supervised visits at least by Wednesday of the same week).

### **Visits by under 18-year-olds**

Entry of a minor visitor to prison to visit someone else than a parent of the minor requires a consent of the person who has custody of the minor person. However, a visitor, who has attained the age of 15, may visit his or her close relative without the consent of the person, who has custody of the visitor, if that person has not expressly stated that he or she opposes the visit. If a minor visitor has been taken into care, the child welfare authority decides on the consent.

A person who is under 15 years old is not usually allowed to enter the prison without an escort. A visit by a child under 15 years of age may be attended by other visitors than the child and the escort. However, you may only touch the child during the visit.

## **9. Prison leave**

You may be granted permission to leave the prison for a short period of time (prison leave). If you are serving a prison sentence, prison leave may be granted based on the length of the term of sentence, or for an important or a particularly important reason. Remand prisoners may be granted prison leave only for a particularly important reason. Before applying for prison leave, contact the staff to get further information on the matter.

Prison leave is applied in writing, clearly stating the reasons and required information for prison leave. If you apply for prison leave for an important or particularly important reason, the urgency of the matter is taken into account. Give the application and its

possible appendices to staff of your ward. Submit your prison leave application in good time beforehand (usually at least 14 days before the planned time) so that we have time to process it.

The head of unit or the assistant director decides on prison leave. In certain cases, the decision on prison leave is made by the Core Operations Department of the Prison and Probation Service. Prison leave may also be granted under escort.

## **10. Participation in activities**

If you are serving a prison sentence, you are obliged to participate in activities organised or approved by the prison during the activity hours of the ward. You may be exempted from the obligation to participate in activities if your state of health, functioning capacity, or age so requires. You will be placed in an activity based on, among others, your sentence plan. The activities may be work, education and training, or rehabilitation, such as programmes or individual work.

If you are a remand prisoner, participation in work or other activities is voluntary. If you want to participate in activities, you are given an opportunity to do so where possible. Remand prisoners may not, however, be given permission to carry out civilian work, studies, or other activities outside the prison, or be placed in an outside institution.

The prison staff can give you more information about participation in activities.

### **10.1. Work activity**

Your personal official and other staff members of your ward can give you more information on work activities. Riihimäki Prison arranges a wide variety of work activities. If you want to participate in work activities, you should contact your personal official or the senior prison official of your ward.

You may be given permission to carry out, on your own account, such acceptable work that is suitable for being carried out in prison (own work). This kind of own work can be, for example, translation. Depending on the nature of the work, you can also carry it out in

your own cell (taking into account the safety of the prison). You may be allowed to use tools of the prison for your own work free of charge.

## **10.2. Education**

You may also study during your prison sentence. Riihimäki Prison cooperates closely with different educational institutions. You can complete both general upper secondary and vocational studies. Vocational education and training is offered in the fields of motor vehicles, mechanical engineering and production technology, construction, surface treatment, visual expression, and restaurant and catering services. The prison also arranges liberal adult education courses in various subjects. If you want to study, contact the study instructor by using the general inquiry form.

## **10.3. Rehabilitation activities**

Rehabilitation activities, such as psychological work, therapeutic work, and other individual work aiming to influence the risk of recidivism are carried out by, among others, instructors, senior instructors, and psychologists. Riihimäki Prison has two rehabilitation wards, STEP and PTO.

## **10.4. Exemption from the obligation to participate in activities for a fixed period**

Taking into consideration the implementation of your sentence plan, you may be exempted from the obligation to participate in activities for two weekdays per each calendar month if you participate in activities regularly. Prisoners charged with an offence is granted a necessary exemption from the obligation to participate in activities so that they can prepare their defence. Prisoners may be exempted from the obligation to participate in activities also for some other important reason or due to a fixed-term incapacity for work.

## **11.Free time**

### **11.1. Free time activities**

You may participate in free time activities arranged in the prison in accordance with the prison's daily schedule and range of activities. You may be involved in the planning and arrangement of free-time activities (music, gym, sports hall, etc.) by proposing different free time activities to the prison official responsible for them.

You can find current information on free time activities on the notice board and in the daily schedule of your ward.

### **11.2. Library**

You may use the services of the prison library. The opening hours of the library are in the daily schedule of your ward. Interlibrary loans are included in the services of the prison library.

### **11.3. Religious activities**

You may take part in religious events and discuss religious issues with the prison chaplain. You can ask the prison chaplain about religious events by using the general inquiry form. Riihimäki Prison has its own church, where various religious events are arranged regularly.

## **12.Health care**

The Health Care Services for Prisoners (VTH) operates under the auspices of the National Institute for Health and Welfare (THL) and is responsible for organising healthcare services for all prisoners in Finland. The Health Care Services for Prisoners has an outpatient clinic at the prison where you can handle matters related to your health. At the outpatient clinic, you can book an appointment with a physician or a dentist. The nurse is present on weekdays. You can contact the outpatient clinic also in mental health issues.

If you need an appointment, fill in the general inquiry form for the outpatient clinic, seal it in an envelope, and put it in the box in your ward where prisoners leave post meant for the staff. In urgent matters, contact a prison officer of your ward immediately. The prison officer can call the outpatient clinic if needed.

The medication prescribed for you is personal and must be taken according to the physician's instructions. You must always return any unused medication to the outpatient clinic together with the pill dispenser. Some medications may not be given into your possession and must be taken in the presence of staff.

If the Health Care Services for Prisoners cannot treat your illness or injury, you may be temporarily transferred outside the prison for treatment or examination. In such cases, you will remain under the supervision of the prison staff.

In the event of sudden health problems, contact the prison staff immediately.

## **13. Behaviour in prison**

Imprisonment and remand imprisonment are regulated by various rules and regulations; therefore, you should familiarise yourself with the Imprisonment Act and the Remand Imprisonment Act. The prison rules contain more detailed provisions and regulations, which you have to also follow.

You have to behave in an appropriate manner towards the prison staff, other prisoners and other people. Moreover, you have to follow the instructions and orders of the staff.

### **A disciplinary punishment may be imposed on you for violating:**

- the Imprisonment Act
- the Remand Imprisonment Act, or the decrees issued under them
- the regulations of the Prison and Probation Service.

In addition, a disciplinary punishment may be imposed if you violate those prison rules, which state that the violation may be punishable by a disciplinary punishment, or you do not comply with a request or order issued by the prison staff in order to maintain prison order or prison safety and security.

A disciplinary punishment may also be imposed on you if you commit an offence in prison or otherwise under the supervision of a public official of the Prison and Probation Service for which the maximum expected punishment is a fine.

**Such offences include:**

- illegal use of a narcotic drug
- obstructing a public official and resistance to a public official
- escape or attempt at escape
- petty assault, assault or attempt at assault
- petty criminal damage or criminal damage
- illegal threat
- procurement of a weapon by a prisoner.

If you intentionally or through negligence cause damage to the prison (e.g. lost or broken devices), you are liable to compensate it. As a last resort, the matter will be decided by court.

## **14. Staff and managing affairs**

If you have any questions, you can always speak to your personal official or another member of the prison staff. Many external partners visit and work in the prison. You may talk with them and take part in the various rehabilitation activities they organise. You can get more information on these outside cooperation partners from the notice board of your ward and the staff.

You can contact the specialist staff of the prison by filling in the general inquiry form. The general inquiry forms are available in the common areas of your accommodation ward and the prison officers' office. Describe your matter properly and in as detail as possible in the general inquiry form.

## **15.Right to file a complaint or request an administrative review**

### **15.1. Filing a complaint**

You may file a complaint to an authority that oversees legality if you think that you have been treated inappropriately or suspect that an authority or a public official has not complied with the law or fulfilled the obligations. You can also bring any issues you have experienced to the attention of, for example, the head of prison. Prisoners may bring a matter confidentially to the head of prison for consideration and response, for example, via a separate locked letterbox located in the ward.

The primary solution should be to discuss the issue or conflict with the staff. Discussing with the staff is usually the quickest way to solve issues.

A complaint has to be filed in writing. Filing a complaint is cost-free. You may formulate the complaint freely in your native language.

A complaint concerning a matter dating back more than two years will not be admitted for consideration. An exception may be made for a special reason.

### **15.2. Contents of a complaint**

1. The person filing the complaint has to specify, which act or omission of the Prison and Probation Service or its official the person criticises.
2. The complaint has to include the grounds for considering the conduct of the Prison and Probation Service or its official to be wrong.
3. The complaint should provide information about the time of occurrence of the action or omission in question.
4. You should mention if a complaint on the same matter has been filed elsewhere.
5. In addition, include your name and contact details in the complaint.

### **15.3. Sending a complaint to an authority overseeing legality**

The legality of the operation of the Prison and Probation Service and its units and officials is monitored by the internal control of the Prison and Probation Service, which is assigned to the Judicial Unit of the Prison and Probation Service.

In addition, the operation of the Prison and Probation Service is overseen by, among others, the Parliamentary Deputy Ombudsman. You may file a complaint on the same matter with more than one authority overseeing legality, but the complaint is generally admitted for consideration only by that authority where the matter was filed first.

A list of the authorities overseeing the operation of prisons can be found, for example, on the notice board of your ward. You may post your complaint directly to the authority overseeing legality or ask the prison staff to send your complaint on your behalf. There is paper for writing your complaint in the ward or elsewhere, and the prison provides envelopes you can use to securely seal your letter intended for an oversight authority. You may leave it to the prison staff to be forwarded at the expense of the prison or post it yourself if you wish.

If you wish to send the letter at the expense of the prison, but wish to ensure the absolute confidentiality of your correspondence, you can leave your letter inside an envelope in the locked letterbox in the ward with just the recipient's name clearly marked on the envelope. In this way, the sender's identity is not revealed.

The complaint procedure is not generally meant for those decisions that are eligible for a request for an administrative review. However, the complaint process can be used to examine the procedures, such as whether your right to request a review has been respected.

The Prison and Probation Service cannot admit for consideration complaints regarding the health care or medical treatment of prisoners. The legality of the health care and medical treatment of prisoners organised and provided by the Health Care Services for Prisoners is overseen by the Regional State Administrative Agency of Northern Finland.

A list of the authorities overseeing the operation of prisons can be found, for example, on the notice board of your ward. You may post your complaint directly to the authority

overseeing legality or ask the prison staff to send your complaint on your behalf. If needed, you can ask the staff for an envelope for a letter to be sent to the authority overseeing legality. More detailed instructions can be found in the regulations folder or on the noticeboard of your ward.

The Prison and Probation Service is not competent to investigate complaints regarding the health care or medical treatment of prisoners. The legality of the health care and medical treatment of prisoners organised and provided by the Health Care Services for Prisoners is overseen by the Regional State Administrative Agency of Northern Finland.

#### **15.4. Request for an administrative review and appeal to the Administrative Court**

A request for an administrative review is the primary means of a legal remedy and appeal. The decisions of the Prison and Probation Service that are eligible for a request for an administrative review are listed in the Acts on the specific sanctions. The relevant provisions are:

- Imprisonment Act, chapter 20, section 1
- Remand Imprisonment Act, chapter 15, section 1
- Act on Probationary Liberty Under Supervision, section 40
- Act on the Enforcement of Community Sanctions, chapter 14, section 86.

Decisions eligible for a request for an administrative review include instructions on submitting a request for an administrative review. The request for an administrative review must be submitted in writing within seven days from the date you were informed of the decision.

You may submit your request for an administrative review directly to the decision-maker specified in the instructions, for example, by post or email. Alternatively, you may hand it to the head of prison within the time limit, who will forward it to the decision-maker. In that case, place your request for an administrative review in an envelope, write the recipient's name on it, and put it in the letterbox in your ward.

If you send your request for an administrative review yourself by post, please note that the delivery is at your own risk. In general, letters should be delivered within 4–5 working days from the date of posting it. It is possible that, due to the postal delivery and its possible delays, the request for an administrative review you have sent yourself may not reach the decision-maker within the seven-day time limit, in which case your request for an administrative review cannot be admitted for consideration.

If you are not satisfied with the decision on your request for an administrative review, you may appeal against it to the Helsinki Administrative Court. The appeal instructions are attached to the decision you received. You may submit your appeal to the Administrative Court, for example, by post or through your legal counsel. You may also hand it to the head of prison within the appeal period, who will forward your appeal to the court without delay. In that case, place it in an envelope and put it in the letterbox in your ward.