

Information for prisoners in Sukeva Prison

Sukeva Prison

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1 General

1.1 Information on the prison

You have arrived in Sukeva Prison. Sukeva Prison was established in 1914 and it is part of the Prison and Probation Centre for Northern Finland. It is a closed prison with 181 places for male sentenced prisoners and remand prisoners. The prison is located in the municipality of Sonkajärvi. Sukeva Prison arranges education, meaningful work, occupational instruction and guidance as well as other goal-oriented activities for the prisoners.

This is the information leaflet of the prison. Here you can find information on the operation of this prison and the practices regarding remand imprisonment and serving a prison sentence. You should also read the prison rules, which contain provisions that you must follow.

Each ward has a daily schedule, which is the timetable of the ward. The daily schedule includes, among others, the opening and closing of the cell doors, outdoor exercise times, mealtimes, and activity hours. In addition, each accommodation ward has a folder containing the provisions on imprisonment, i.e., the acts, decrees, regulations, and instructions. You can get the folder from the staff of the ward after signing it as received.

You can find information on the authorities overseeing the operation of prisons on the notice board. The daily schedule of the ward and other current notifications are also on the notice board.

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.

Contact details for Sukeva Prison:

- Street address: Ristikkotie 10, 74345 Kalliosuo
- Postal address: PO Box 2, 74345 Kalliosuo

- Telephone: +358 29 568 7100
- Email: sukeva.vankila@om.fi
- Email to a prisoner: sukeva_vankiposti.vankila@om.fi (Note! Differs from regular address)

1.2 Personal official and induction

You are appointed a personal official for the duration of 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 your daily life. You can discuss issues concerning you with your personal official, such as the preparation of permission (for example, prison leave or visits), the use of online services and other everyday matters.

Your personal official will talk with you about your sentence plan and its goals and how to advance and achieve them.

Your personal official or other member of the staff of your accommodation ward will introduce you to the practices of the prison and ward. The induction is based on an induction form, which the staff will go through with you. When you arrive in prison, there may be many new things. If something is unclear to you, you should ask the prison staff.

1.3 Sentence plan

If you are serving a prison sentence, an individual sentence plan has been 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. It includes goals you should try to achieve during your sentence term. The sentence plan and the offered options determine in which activities you will be placed in prison.

You can influence the progress of your sentence plan by working together with the staff towards the goals set for you. 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 plan is monitored regularly and reviewed 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 prison. However, with your consent, the preparation of your sentence plan may be initiated during your remand imprisonment.

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 a 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, 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, telephone use, meetings or other contacts outside the prison, or association with a 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 by promoting your reintegration into society. The members of the prison staff will work with you in various ways based on their job descriptions towards this objective. The aim 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 turn to your personal official or other member of the prison staff.

3.1 Decision on the term of sentence

The Enforcement Unit makes a decision on your term of sentence at the beginning of your imprisonment. The decision includes:

- grounds for the calculation of the sentence term;
- date when the prison sentence or conversion sentence for unpaid fines will be served;
- date when conditional release or other release begins;
- date when probationary period ends.

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

You may be placed in probationary liberty under supervision at the end of your 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.

4 Basic care and accommodation

4.1 Clothing, linen, clothing maintenance and cleanliness

You may wear your own clothes in prison. The use of your own clothes may, however, be restricted based on, among other things, the prison order. If you are not allowed to have a piece of clothing, 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.

In the ward with intensified supervision, the use of own clothes is restricted.

You have to be dressed properly within the prison area. If you are not sure whether your clothing is appropriate, you can always ask the staff.

When you work, you have to wear clothing in accordance with the regulations of the workplace. If the work requires you to wear work clothes due to, for example, occupational safety, you get appropriate work clothes and protective clothing and related instructions from the prison.

You get bedlinen, such as sheets, from the prison. In addition, the prison provides you with washing liquids to maintain normal daily hygiene. You can ask the prison staff if you need them.

All textiles, i.e., bedlinen and prison clothes provided by the Prison and Probation Service are washed in a laundry outside the prison. The textiles are changed according to the

daily schedule of the ward and, when needed, the staff can give you further instructions regarding the change of textiles. In the arrival ward, you do not have to change laundry. You are responsible for washing your own clothes. You can use the washing machine in your ward.

In prison, you have to take care of the cleanliness of your own cell. Every prisoner must tidy up after themselves in the common areas, for instance, after cooking. All rubbish has to be sorted in the bins according to the instructions. The prison staff gives you more detailed guidance on the cleaning equipment, the practices and the division of tasks regarding the cleaning of the common areas.

4.2 Catering and prison canteen

On weekdays, the prison serves you four meals: breakfast, lunch, dinner, and an evening snack. On days that are not actual working days, the prison serves you breakfast, a combined lunch/dinner and an evening snack.

In certain wards, the prisoners prepare their own food in the ward. In these wards, the prisoners are paid a food allowance for buying foodstuffs from the prison canteen.

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 prison if you need a special diet due to health reasons (contact the polyclinic) or a religious or other well-founded conviction.

You can purchase foodstuffs and some other everyday products from the prison canteen at a time defined in the daily schedule. In the arrival and isolation wards, the purchases are made by using an order form. Canteen purchases are paid with the payment card provided by the Prison and Probation Service (more information under the headline Use of money). Further instructions for shopping in the prison canteen can also be found in the prison rules.

Prepare a shopping list in advance to speed up shopping. Phone credit for the prisoner telephone system is also sold only in the prison canteen.

4.3 Smoking

Smoking is prohibited inside the prison. You can smoke once a day during outdoor exercise, unless you have been denied outdoor exercise in an individual situation. Smoking and the possession of tobacco products and lighting devices is prohibited except during outdoor exercise. Smoking is possible in specific work activities according to separate instructions. The smoking products of each prisoner are kept separately in a locked storage meant for that. The staff gives the lighting devices during outdoor exercise. Prisoners are not allowed to have their own lighting devices in their possession.

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 taking into account, among others, the prison storage facilities, fire safety and inspections. If you are denied the possession of an object or substance, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review.

You have to read the prison rules carefully. They contain the rules concerning the possession of property and the objects you are not allowed to have in your possession.

If you want to acquire goods from outside the prison, make sure that you are allowed to possess or store them in prison before acquiring them.

The prison staff draws up an inventory of the property you brought with you. Goods that you cannot take in your cell are put in storage and you will get them back when you leave. You will not get back goods or substances that are dangerous or illegal.

If you need to visit the reception, you can contact the reception by using the general inquiry form.

5.2 Delivery of goods to prison

Prisoners can receive postal parcels. The parcels may contain, for example, clothes and books. All goods coming to prison go through the reception where they are inspected and recorded in the prisoner's inventory of property. The right to possess them is also checked. Prisoners cannot have food products in their possession in prison. You can ask the staff for more detailed instructions on the possession and reception of goods.

Prisoners may receive a reasonable amount of goods from their visitors during visits as laid down in the prison rules. The prison officers have to be able to inspect the goods brought to a prisoner without breaking them. The visitors cannot bring the prisoners, among others, food products, tobacco products, toiletries, or cosmetics. All property meant for a prisoner has to be given to the prison staff, not directly to the prisoner. The visitor can leave goods only for the prisoner he or she is visiting. The goods must include the name of both the visitor and the visited prisoner.

The storage facilities in the prison are limited, which means that all your property cannot be stored in the prison. Property that cannot be stored in the prison is sent, at your expense, to a place indicated by you.

A person may bring you a small amount of goods to the prison gate on weekdays but it should be informed beforehand. The same note attached to goods brought during a visit will be attached to goods brought to the prison gate. The goods may also be sent by post.

5.3 Handing over goods to be taken outside the prison

If you want people close to you to take some of your personal things outside the prison, the things can be given to them via the reception of the prison. If you want to hand over goods or send goods outside the prison, you have to contact the reception of the prison.

6 Contacts with the outside world

6.1 Use of telephone

You may communicate with those outside prison by telephone if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). Phone credit is sold in the prison canteen. You cannot receive telephone calls in prison and information about prisoners is not given over the telephone to people outside the prison.

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 advocate;
- 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.

You must carefully read the prison rules, which include the regulations concerning the use of telephone.

6.2 Letters and postal items

You may send letters by post if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment). Outgoing letters can be left in the letterbox in the ward and the staff will forward them to a post office. You have to write your name and prisoner number on the outgoing postal item. 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 an envelope addressed to a supervisory authority. You can buy stamps and envelopes from the prison canteen. The letterbox will be emptied every day.

Prisoners can receive letters in prison. All postal items sent to prison are opened and checked before giving the post to the prisoners except for letters from advocates,

authorities supervising the operation of prisons, and other separately named authorities. The staff of the ward delivers incoming post daily.

You can be sent post in prison to the following address: Sukevan vankila / Sukeva Prison, Ristikkotie 10 (PO Box 2), 74345 Kalliosuo. The sender has to write the name and address of the prison, the name of the prisoner and the details of the sender on the postal item.

If an incoming letter or postal item contains money or other objects or substances, which you are not allowed to have in your possession in prison, you must give them to the staff immediately.

6.3 Receiving email

You can receive email in a closed prison. The email has to be sent to the address meant for sending email to prisoners: sukeva_vankiposti.vankila@om.fi. Your first and last name have to be written in the subject line of the email. The sender's first and last name have to be written in the message field so that you will 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.

You may be given permission to send and receive email messages if your communications have not been restricted and it does not endanger, for example, prison order. Permission to use email may be granted for, among other things, handling official matters with authorities. Email can only be used for handling official matters and not for communication instead of a letter or telephone.

6.4 Use of internet and online workstations

The online workstations for prisoners offer limited access to the internet, Skype and the electronic learning environment Moodle. You may apply permission to use the internet by filling in a separate form.

The reason for the use of the internet may be:

- subsistence;

- work;
- studies;
- judicial matters;
- social matters;
- housing;
- other corresponding important reason.

When you apply for permission, you have to specify the reason for the use of the internet (for example, paying bills by using an online bank). The use of the internet may be monitored.

The prison staff can give you further information on the matter and guide you in the use of services that require strong e-identification. Those include many online services of the public authorities, such as the Social Insurance Institution of Finland (Kela) and the Tax Administration. Some online services can also be used to reach the goals set in the sentence plan, such as, rehabilitation and education. The start page of the online workstations called Portti (<https://www.rikosseuraamus.fi/fi/index/portti.html>) has links to online services, which are grouped by themes.

You can read more about the possibilities of using online services under the heading Online services. Information on arranging communication via video connection (Skype or VideoVisit) 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 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 be issued with a Visa payment card by the prison. The prison staff stores the payment card. You can use the card by entering a personal PIN code.

You can use the payment card to pay your purchases in the prison canteen. 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. You can also 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.

Do not bring cash to prison. When you arrive in prison, you can make your purchases with your own bank card. The Prison and Probation Service pays all benefits you will receive to your 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. More detailed information on transferring money is available on the website www.rikosseuraamus.fi.

Please contact the prison staff if you want to send money or pay bills.

8 Visits

You can receive visitors, such as your family and friends, if your communications have not been restricted.

Different types of visits and meetings:

- supervised visit
- unsupervised visit
- visit by a child
- visit by a legal counsel
- supervised meeting between prisoners.

In addition, it is possible to communicate via video connection (Skype or VideoVisit).

You have to read the prison rules carefully. The prison rules contain more detailed information about the times, duration, conditions and application processes of visits.

You have to remember to apply for a visit in good time beforehand so that we have time to make arrangements for the visit.

Visits by under 18-year-olds

A visitor who has attained the age of 15 may visit a close relative without the consent of the person having custody of the minor, if the person having custody of the minor has not expressly stated that they oppose the visit. A visitor who has attained the age of 15 may visit a close relative without the consent of the person having custody of the minor, if the person having custody of the minor has not expressly stated that they oppose the visit. If a minor visitor has been taken into care, the child welfare authority decides on the consent.

A visitor under 15 years of age is not usually allowed to enter 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 leaves

You may be granted permission to leave the prison for a short period. This is called 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. Remand prisoners may also be granted short prison leave under escort in order to attend to an urgent and necessary matter.

You can apply for prison leave in writing by using an application you can get from the office of the ward. You must give the application for prison leave and its possible appendices to the staff of your ward.

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

You have to apply for prison leave at least three weeks before the applied time, so that the prison has time to process it.

9.1 Prison leave based on the length of the term of sentence

You may be granted prison leave based on the length of the term of sentence if:

- the granting of prison leave promotes the implementation of your sentence plan;
- your compliance with the conditions of prison leave may be deemed likely; and
- you undertake to submit to the substance control and other necessary supervision.

You may be granted prison leave based on the length of the term of sentence when the earliest date for prison leave has been passed. It may be granted before the set date if you have carefully complied with your sentence plan if it is necessary for the implementation of the plan or, in an individual case, for the maintenance of your outside contacts or functional capacity or for another corresponding reason.

The maximum amount of prison leave based on the length of the term of sentence is three days within a two-month period.

9.2 Prison leave for an important reason

Prison leave may be granted for an important reason. A reason considered important may be related to, among other things, family, work, education, social welfare, housing, subsistence or health care.

Prison leave is granted only for a period that is necessary to attend to the matter in question.

9.3 Prison leave for a particularly important reason

A reason considered particularly important may be related to a serious illness or funeral of a close relative or other close person or other corresponding reason.

Prison leave is granted only for a period that is necessary to attend to the matter in question.

10 Participation in activities

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

If you are a remand prisoner, participation in work or other activities is voluntary. If you want to participate in activities, the prison aims to arrange it if possible. You 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 staff can help you with the use of all prison services.

10.1 Work activities

The prison arranges different kinds of workplaces in, for instance, in metal industry, the repair workshop for the Finnish Defence Forces (repair of tents, helmets and gloves) and various rehabilitation groups. In addition, the prisoners can work in real estate maintenance and cleaning. The aim is to find each prisoner a form of activity that benefits them best. Applying for work happens via work placement. If you want to take part in work activities, you can use the general inquiry form and address it to work activities. A meeting regarding the work placements is usually held once a week. The aim is to place new prisoners in some activity as soon as possible after their arrival. The work activities and work placements are managed by the assistant director in charge of work activities.

You may be given permission to carry out, on your own account, such work that is suitable for being carried out in prison. This is called own work. This kind of own work can be, for example, translations or handicrafts. Depending on the nature of the work, you may also carry it out in your own cell. In addition, you may be allowed to use the tools of the prison for your own work free of charge.

10.2 Studying

You may study during your prison sentence in prison. Alternatively, you may be granted study permission to study outside the prison.

The prison arranges basic and general upper secondary education as classroom teaching. Those, who have studied longer, can also complete Moodle Courses provided by Oulu Upper Secondary School for Adults. Moodle is an electronic learning environment available in the prison. In addition, the prisoners can complete a qualification in wood or metal industry based on a training agreement. The training agreement requires that you work in the metal workshop. The prisoners can also take part in pre-vocational education preparing for vocational studies, which is arranged by an outside educational institution. It is possible to continue the studies in other prisons. You can ask more information about studying from the senior instructor responsible for studies.

10.3 Rehabilitation activities

Sukeva Prison arranges substance abuse rehabilitation and helps prisoners change their thinking and habits that maintain criminal behaviour. Substance abuse rehabilitation can be either group courses or individual discussions. There is support for addressing problems resulting from substance abuse, abstaining from substances, and living without substances. In addition, it is possible to apply for a placement in more open substance rehabilitation wards. In the contract ward, prisoners are required to commit themselves to abstain from substances. Prisoners, who are sentenced for violent offences or have difficulties with a short temper, are offered courses and discussions on controlling emotions and changing violent behaviour. In matters related to rehabilitation and substance abuse, you can use the inquiry form to contact the senior instructors — they are here for you. They also help you with your sentence plan.

You can ask the staff more information about the services offered in the prison.

10.4 Online services

The implementation of the sentence plan can be advanced by using online services. The use of online workstations is described under the heading Use of internet and online workstations.

You can contact, among others, the Social Insurance Institution of Finland Kela and the employment and economic development office via Skype from the prison.

10.5 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.

If you are charged with an offence, you will be granted a necessary exemption from the obligation to participate in activities so that you can prepare your defence. You 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

In your free time, you may participate in free time activities arranged in the prison in accordance with the daily schedule and range of activities of the prison. If you want to participate in the planning and arrangement of free time activities, you can discuss it with the prison official responsible for them.

Sukeva Prison offers different forms of physical exercise. The prison has a gym and a sports hall as well as gym equipment in the outdoor yard. Physical exercise is arranged according to the daily schedule of each ward. Free time activities also include music.

Outdoor exercise is possible once a day for one hour. It is arranged according to the daily schedule.

If you want to take part in free time activities, you have to push the alarm button in your cell. 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 prison library and the public library services. Library visits are possible according to the daily schedule of your ward. Newspapers are also delivered to the prison wards. It is possible to borrow audiobooks from the library.

You can borrow books as interlibrary loans from other libraries.

11.3 Religious activities

You may take part in religious events and get an opportunity to discuss religious issues.

Religious and spiritual work is carried out by the prison chaplain. The prison has a place suitable for practising religious activities.

Church services and other religious events are arranged in the prison. Religious events are held one ward at a time usually on Sundays and Mondays. The parishes arrange

discussion groups and visit the prison. Information on the events will be put on the notice board of the ward. The prison chaplain can help you with religious and spiritual matters. You can contact the chaplain.

Prisoners can practice their own religion. You can contact the chaplain in matters related to this.

12 Health care

The Health Care Services for Prisoners operates under the auspices of the Finnish Institute for Health and Welfare and is responsible for organising healthcare services for prisoners.

The Health Care Services for Prisoners has a polyclinic in the prison where you can discuss matters related to your health. At the polyclinic, you can book an appointment with a physician or a dentist. The nurse's reception is on weekdays between 7.30 and 15.39. You can get an appointment by sending a general inquiry form to a nurse. The physician's reception is once a week. An appointment to a physician is made by a nurse. The prison provides dental care. You can ask a nurse to make an appointment.

You can send a general inquiry form to the polyclinic inside a specific envelope meant for it, which you can get from your ward.

You may be temporarily transferred to treatment or examination outside the prison if the Health Care Services for Prisoners cannot treat your illness or injury. When you are outside the prison, the prison staff will supervise you.

You have to take medication given to you as instructed by the physician. The medicines are kept in a pill dispenser. Medication is personal and hoarding them in the cell is not allowed. All changes in the medication of a prisoner are made by the physician of the prison. You have to return any unused medication to the polyclinic.

If you have sudden health issues, tell the prison staff.

13 Behaviour in prison

Imprisonment and remand imprisonment are controlled 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 must 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;
- the regulations of the Prison and Probation Service.

In addition, a disciplinary punishment may be imposed if you violate the 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 are, among others:

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

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

14 Right to file a complaint or request an administrative review

14.1 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. You can, for instance, use the general inquiry form to get an appointment with the head of prison.

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.

14.2 Contents of a complaint

When you file a complaint, you have to specify which act or omission of the Prison and Probation Service or its official you criticise.

The complaint has to include the grounds for why you consider the conduct of the Prison and Probation Service or its official to be wrong.

You should state when the action or omission in question had occurred if possible.

You should mention if a complaint on the same matter has been filed elsewhere. In addition, include your name and contact information in the complaint.

14.3 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 is, for example, on the notice board of your ward. You can post your complaint directly to the authority overseeing legality yourself or ask the prison staff to send your complaint on your behalf. In your ward or elsewhere, you will have access to, for example, writing paper for drafting your complaint and envelopes in which you can close your confidential letter meant for a supervisory authority. You can leave it to the prison staff to be forwarded at the expense of the prison or post it yourself if you wish.

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.

14.4 Request for an administrative review and appeal to 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.

Such decisions include instructions on submitting a request for an administrative review. The request for an administrative review has to be submitted in writing within seven days from the date you were informed of the decision.

You can send your request for an administrative review yourself to the decision-maker referred to in the instructions by post or email or give it to the head of prison within the time limit who then forwards it to the decision-maker.

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 can submit your appeal to the Administrative Court, for example, by post or through your legal counsel. You can also give it to the head of prison or other staff member within the appeal period, who will forward your appeal to the court without delay.

15 Staff and managing affairs

The objective of the enforcement of imprisonment is to increase your readiness to lead a life without crime by promoting your reintegration into society. The members of the prison staff work with you in various ways based on their job descriptions towards this objective.

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 there are any questions, you can always ask the staff of your own ward or other members of the prison staff.

Some outside cooperation partners visit and work in the prison. You can discuss with them and participate in the different rehabilitative activities organised by them. You can get more information on these outside cooperation partners from the notice board of your ward and the staff.

You can make an appointment with a member of the prison staff by using the inquiry form. The staff member will contact you as soon as possible. Work-related travel or other absences of the staff member may delay the appointment. The staff members working in the prison include, among others, prison officers, senior prison officials, head of prison, assistant directors, senior instructors, instructors, physician, nurses, chaplain, domestic care supervisor, work supervisors and assistants. In addition, the prison has a senior instructor, who is responsible for the education and training arranged in the prison. You can ask the staff of your ward the name of the person you want to meet. In order to contact a staff member, you have to fill in the inquiry form and put it in the letterbox in the ward. The staff member will contact you.

The head of prison is Jari-Pekka Holopainen. The head of prison is in charge of the prison and its operation as a whole and decides on the placement of a prisoner in probationary liberty under supervision (excluding prisoners serving a life sentence or the entire sentence in which cases the decision is made by the Core Operations Department of the Prison and Probation Service). The assistant director in charge of security is Mikko Ahnger, who is responsible for the prison security and acts as the first deputy of the prison director. The assistant director in charge of prisoners' rehabilitation activities is Juha Koski, who is also mainly responsible for matters concerning prison leave and unsupervised visits. The assistant director in charge of studies and work activities is Maarit Kuusela.