

Information for prisoners in Vaasa Prison

Prison and Probation Service

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Contents

1. General.....	3
1.1. Information on the prison	3
1.2. Personal official and induction	4
1.3. Sentence plan	4
2. Remand imprisonment	5
3. Prison sentence and the objective of enforcement.....	6
3.1. Decision on term of sentence.....	6
3.2. Probationary liberty under supervision.....	7
4. Basic care and accommodation	7
4.1. Clothing, linen, clothing maintenance, and cleanliness.....	7
4.2. Catering and prison canteen	8
4.3. Smoking.....	9
5. Possession of property	9
5.1. Goods in possession.....	9
5.2. Delivery of goods to prison	10
5.3. Handing over goods to be taken outside the prison	10
6. Contacts with the outside world.....	10
6.1. Use of telephone.....	10
6.2. Letters and postal items	11
6.3. Receiving email.....	12
6.4. Use of internet and online workstations	12
7. Income and use of money	13
7.1. Income	13
7.2. Use of money.....	14
8. Visits.....	15

9. Prison leave.....	16
9.1. Prison leave based on the length of the sentence term	16
9.2. Prison leave for an important reason	17
9.3. Prison leave for a particularly important reason	17
10. Participation in activities	17
10.1. Work activity.....	17
10.2. Education	18
10.3. Rehabilitation activities	18
10.4. Online services	19
10.5. Exemption from the obligation to participate in activities for a fixed period	19
11. Free time	20
11.1. Free time activities	20
11.2. Library	20
11.3. Religious activities	20
12. Health care	21
13. Behaviour in prison.....	21
14. Right to file a complaint or request an administrative review.....	23
14.1. Filing a complaint.....	23
14.2. Contents of a complaint	23
14.3. Sending a complaint to an authority overseeing legality	23
14.4. Request for an administrative review and appeal to the Administrative Court.....	24
15. Staff and managing affairs.....	25

1. General

1.1. Information on the prison

You have arrived at Vaasa Prison. Vaasa Prison is part of the Prison and Probation Centre for Central Finland and has both remand prisoners and sentenced prisoners. There are 76 prisoner places in total. The cells are on four floors. Most of the cells are for one person.

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 contains provisions you must follow.

Each ward has a daily schedule, which is the timetable of the ward. The daily schedule is on the notice board 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 floor has a folder containing the provisions on imprisonment, i.e., the acts, decrees, regulations, and instructions. The folder is either on the ward's bookshelf or with the prison officer of the floor. The folder may be borrowed freely. You will receive the prison rules when you arrive at Vaasa Prison.

The notice board also has a list and contact information of the authorities supervising the operation of prisons and information on free-time activities, health care and rehabilitation.

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 Vaasa Prison:

Rantakatu 19V

65100 Vaasa

(PO Box 23, 65101 Vaasa)

Telephone: +358 29 56 83800

Fax: +358 29 56 83801

Email: vaasa.vankila@om.fi

Email to a prisoner: vankiposti.vaasa@om.fi

1.2. Personal official and induction

You are appointed a personal official for the duration of your prison term / 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.

The induction begins immediately when you arrive at prison and continues at the reception ward. At the ward, a prison officer will go through a list of important things you should know when you arrive at prison. When you are transferred to the residential ward, the prison officer of the floor will go through all matters relating to the cells and the practices of the ward with you. You will receive the prison rules and the information leaflet for prisoners during the arrival interview at the latest. The prison has teams of staff from different professional backgrounds who meet to discuss matters relating to individual prisoners.

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 the 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. 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 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 the prison. However, with your consent, the preparation of your sentence plan may be initiated during your remand imprisonment.

You are expected to be active during your prison term. You should pay careful attention to the sentence plan already at the beginning of the planning. Make sure that the sentence plan includes your own wishes and the goals that you believe will help you during and after the prison term.

The sentence plan also includes general issues and goals, which can be influenced during the sentence term, such as employment, education, substance abuse treatment, and attitudes towards criminal behaviour.

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 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:

- 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

Towards the end of your sentence, you may be placed in probationary liberty under supervision if the conditions for probationary liberty are met. If you are serving a combination sentence, you cannot be placed in probationary liberty under supervision.

You may be placed in probationary liberty under supervision no earlier than six months before your conditional release. Probationary liberty is carefully prepared together with the prison staff. You can improve your chances of being placed in probationary liberty by working with the staff towards the goals set out in your sentence plan and by behaving properly throughout your sentence term. You can discuss the possibility of probationary liberty with your personal official after you have received your sentence plan.

4. Basic care and accommodation

4.1. Clothing, linen, clothing maintenance, and cleanliness

You may wear your own clothes in prison. The use of personal clothes may be restricted for a reason related to, among other things, 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.

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, you get appropriate work clothes and protective clothing from the reception ward of the prison. You get work shoes at the workshops and protective welding equipment at the metal workshop.

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 prison staff tells you the exact days when the textiles are changed. The sheets can be changed every two weeks. You are responsible for washing your own clothes in facilities meant for that purpose. Each ward has clothing maintenance facilities with a washing machine

In prison, you have to take care of the cleanliness of your own cell. Everyone cleans up after themselves in the common areas, for example, 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 breakfast, a combined lunch and 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 may purchase foodstuffs, coffee, hygiene products, phone credit, and some other everyday products from the prison canteen. The times of prison canteen visits are shown in the daily schedule. Canteen purchases are paid with the payment card provided by the Prison and Probation Service. Products must be ordered using a separate order form, which is available from the prison officer of the floor. Canteen products can only be ordered using these forms, so remember to take the order form for the following week with you every time you visit the prison canteen.

4.3. Smoking

Smoking is prohibited inside the prison. You are allowed to smoke once a day during outdoor exercise. Before outdoor exercise, prisoners are given their own smoking accessories, which they must return when outdoor exercise ends.

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.

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.

The so-called locker day is once a week when you can visit your locker for civilian goods to pick up or change clothes or some other things.

5.2. Delivery of goods to prison

People coming to visit you may bring you a small amount of goods, which you may have in your possession, such as magazines, clothes, or personal utility articles but not, for instance, foodstuffs or tobacco products. The exact quantities are specified in the prison rules. A visitor may bring goods only to the prisoner they are visiting. 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 and the content of the goods. The goods brought by your visitor will be inspected in the prison, which means that it may take a few days before you get the goods into your possession.

If necessary, a person may bring you a small amount of goods to the prison gate on weekdays during office hours between 8.00 and 16.00. However, the primary way to deliver goods to you is to send them by post. 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 aforementioned form.

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, will be sent to the address you specify at your expense.

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.

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 times when the telephones are available for use in each ward and 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).

You can buy stamps and envelopes from the prison canteen and leave the letters in the letterbox at your accommodation ward. The name of the sender has to be written on a postal item sent from prison. If you do not want to write your name on the postal item, you have to give it personally to the prison staff. The letterbox will be emptied every day at 7.30.

You can be sent post in prison to the following address: Vaasa Prison, PO Box 23, 65101 Vaasa.

The postal item has to include the following information:

- name and address of the prison
- name of the prisoner
- details of the sender.

Please note that if someone wants to send you postal packages in prison, the sender must first write Vaasan vankila (Vaasa Prison), then your name, and then the address of the prison in the address field of the package. This ensures that the postal package comes 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 be inspected in exceptional circumstances.

Post is usually delivered on the same day, but depending on the nature of the inspection, delivery may sometimes take several days.

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 have to give them to the prison staff immediately.

6.3. Receiving email

You can receive email in a closed prison. The email must 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, studying and maintaining contacts.

6.4. Use of internet and online workstations

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

You may apply for the use of the internet if it is related to:

- 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 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 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 be issued with a Visa payment card by the prison. 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 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.

When you arrive at prison, the cash you bring with you in euro (maximum EUR 500) is loaded on the payment card. If you do not have any cash when you arrive, you can make your purchases with your own bank card on arrival. The Prison and Probation Service pays all benefits you will receive to the payment cards.

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 (Vipu).

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.

All visiting facilities are smoke-free.

Visits by under 18-year-olds

A minor person may only visit someone other than the minor's own parent with the consent of the person who has custody of the minor. 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 leave

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. In addition, remand prisoners may be granted short prison leave under escort in order to attend to an urgent and necessary matter.

You should ask the assistance of an instructor or a senior instructor when you apply for prison leave. It is recommended that prison leave applications are drawn up together with the prison staff. Prison leave application forms are available from the prison officer of the floor. If you have completed a prison leave application form yourself, return it to a prison officer.

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 must submit your application for prison leave in good time so that it can be processed.

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

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 agree 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 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 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 activity

The work activities include packing and painting. Maintenance work is available in cleaning, at the reception ward, and in the kitchen. When placing a prisoner in a work

activity, the goals of the sentence plan, the time of arrival at prison, the prisoner's state of health, and the prisoner's own wish are taken into account. If you would like to take part in work activities, inform either your personal official or the senior prison official of the floor.

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. Education

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

In Vaasa Prison, it is possible to complete a basic qualification in mechanical engineering and production technology or parts of it according to an individual plan. Prisoners can also complete a further qualification for platers and welders and a specialist qualification for welders. Vocational education is arranged in co-operation with the education organisation Vamia. The educational institution grants the study certificate, which includes no indication of that the studies were completed in prison. It is also possible to complete parts of a qualification in cleaning services if you work as a cleaner in prison.

At Vaasa Prison, prisoners can complete the matriculation examination through independent distance learning or finish comprehensive school during their sentence term. You can discuss other study options with a senior instructor.

10.3. Rehabilitation activities

The senior instructors, prison officials and prison chaplain are responsible for rehabilitating work in Vaasa Prison. You can contact the staff carrying out rehabilitating work by filling in the general inquiry form. Meetings with prisoners, who work or study, are usually arranged outside the working hours of the prisoners.

The family work in prison includes guidance and counselling, communication opportunities, family camps, support in crisis situations within the family, promotion of other family relations, and prevention of violence in family relations.

In Vaasa Prison, the substance abuse work is mainly carried out as individual work and its content is planned according to the individual needs of each prisoner. The prison has a contract ward with six places.

The prison offers a wide range of rehabilitating programmes. Programmes are part of the activities carried out in accordance with the goals of the sentence plan and are selected based on the goals.

Some cooperation partners of Vaasa Prison arrange courses for prisoners to support, for example, their everyday life skills or abstinence from intoxicating substance. You can ask the instructors and senior instructors more about them.

The implementation of the sentence plan can also be advanced partly by using online services. You can find links to different online services, which are grouped by themes, such as rehabilitation and education, on the start page of the online workstations for prisoners.

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.

Some online services can also be used to reach the goals set in the sentence plan (for example, rehabilitation and education). The staff can help you with the use of the services.

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.

In Vaasa Prison, the free-time activities include the gym, the sports hall and religious events. In addition, the cooperation partners arrange free-time activities in some evenings. If you are interested in participating in free-time activities, you must contact the prison officer of the floor.

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. The opening hours of the library are in the daily schedule of your ward.

You can borrow books, magazines, CDs, and DVDs from the library. You can also borrow books and audiobooks from Vaasa City Library via the prison library.

11.3. Religious activities

You may take part in religious events and discuss religious matters.

The prison has its own chaplain who is the official responsible for religious matters and the practical implementation of the Act on the Freedom of Religion in prison, including non-Christian churches and religions. You can have confidential discussions with the prison chaplain regardless of your own religious beliefs. The prison chaplain can also help you to be able to practice your religion. It is possible to take confirmation classes in

prison. Church services are held regularly in the prison church. A detailed schedule is available on the ward.

You can get a personal appointment with the chaplain by filling in the general inquiry form addressed to the chaplain.

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 outpatient clinic in the prison where you can discuss 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 also contact the outpatient clinic regarding mental health matters.

The outpatient clinic can be contacted by telephone. If you wish to contact the clinic, inform a prison officer, who will add you to the call list. The outpatient clinic at Vaasa Prison does not accept general inquiry forms.

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 must take medication given to you as instructed by the physician. The medicines must be kept in a pill dispenser. Unused medication must be returned in accordance with the instructions set out in the prison rules.

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 must behave in an appropriate manner towards the prison staff, other prisoners and other people. Moreover, you must 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 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
- 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. However, in the event of problems or disputes, it is important to try to resolve the matter primarily by discussing with staff. You may also discuss the matter with the head of prison. To contact the head of prison, submit a general inquiry form. Discussing with the staff is usually the quickest way to solve issues.

You have to file the complaint in writing, but you can formulate it freely in your native language. Possible decisions on the matter and other relevant documents should be attached to the complaint. An administrative complaint concerning a matter dating back more than two years is not admitted for examination without 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 details 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 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.

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 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, or give it to the head of prison within the time limit who then forwards it to the decision-maker. If you wish your request for an administrative review to be forwarded, give the document to a prison officer and ask them to forward it.

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 submit it to the head of prison within the appeal period, who will forward it to the correct authority.

15. Staff and managing affairs

If you have any questions, you can always turn to your personal official or other member of the prison staff.

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

Most of the staff carry out interactive work with prisoners and you can contact them directly or send them a general inquiry form. If you want to meet or discuss your affairs

with other staff members than those working in close contact with you, send a general inquiry form to the person in question. It is important that you fill in the general inquiry form and describe your matter carefully. After you have submitted your request, you will either get a written reply or an appointment time. You can get the general inquiry forms from a prison officer at your ward and you must return them in the letterbox on the floor.

The prison management is as follows: Head of Prison Tiina Larikka, Assistant Director Teea Korkeamäki, and Senior Work Supervisor Hannu Kalapudas, who is in charge of property maintenance and work activities.