

Juuka Prison

Information for prisoners

1.7.2020



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General

You have arrived in Juuka Prison, which is an open prison in the Criminal Sanctions Region of Eastern and Northern Finland. The prison has 40 places for male prisoners. Juuka Prison is a substance-free unit, where you are required to commit yourself to abstinence from substances. The abstinence from substances is monitored with the help of substance testing.

You are now reading the information leaflet for prisoners in Juuka Prison. The purpose of this leaflet is to tell about the operation of this prison and the practices linked to serving a sentence. You should also read the prison order, which contains more detailed provisions than the law and the decrees and regulations issued under it. Juuka Prison has a daily schedule, where you can find the timetable of the prison, including mealtimes and working hours. In addition, a folder containing the provisions on imprisonment, i.e., the acts, decrees, regulations, and instructions is in the downstairs lobby of the accommodation ward. The prison rules for Juuka Prison are in that folder. The daily schedule is attached to this information leaflet. A map of the prison and the area where you can move in your free time is also attached to this leaflet.

You can find a list and contact information of the authorities supervising the operation of prisons on the notice board of the accommodation ward. Information on other prison activities and events is put on the notice boards of the accommodation ward and the administrative building.

Foreign prisoners can be in contact with the diplomatic or consular mission of their home country and, where possible, they are provided with interpretation services.

In all unclear matters, you can turn to the staff in order to obtain correct information and instructions.

Address of the prison:

Juuka Prison

Vepsänjoentie 2
83900 JUUKA

Email: juuka.vankila@om.fi

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

Telephone:

+358 29 568 7951 / exchange

+358 29 568 7950 / on-duty officer

Personal official and induction

You are appointed a personal official for the duration of your prison sentence. The personal official is actively present in the daily life of your prison term and takes care of the smooth progress of the enforcement of your sentence. With the personal official, you can discuss issues concerning you, such as the goals of the sentence plan and how to advance and achieve them, the preparation of permission (for example, prison leaves), the use of online services, and other everyday matters.

When you arrive in Juuka Prison, a prison officer will introduce you to the facilities and practices of the prison. The personal officials work as teams. A team consists of a criminal sanctions official, a senior instructor, a prison officer(s) and an instructor based on the goals of your sentence plan. The personal officials of your team will be told you personally.

Sentence plan

An individual sentence plan is drawn up for you before you arrive in prison. It guides the serving of the sentence term, release, and conditional release. The sentence plan includes goals you should try to achieve during your sentence term. The 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 out in the sentence plan. The progress of the sentence plan affects, among other things, prison leaves and the placement in probationary liberty under supervision. The realisation of the sentence plan is monitored regularly and reviewed in prison at least three times a year.

In Juuka Prison, your sentence plan is updated by a criminal sanctions official together with a team of other staff members.

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.

A decision concerning the term of sentence of those serving a sentence of life imprisonment includes the earliest date when the prisoner may be conditionally released. A decision concerning a combination sentence indicates the supervision term and its start date.

In matters relating to a sentence and the term of sentence, you can contact the liaison official handling enforcement in the prison.

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 can 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 being active and working together with the staff towards the goals set out in the sentence plan and by behaving properly during your sentence term. You can also apply for probationary liberty yourself. You can discuss the possibility of probationary liberty with the officials of your sentence plan team. Senior instructors together with other staff members and you make the preparations for probationary liberty.

Basic care and accommodation

Accommodation premises

Prisoners in Juuka Prison usually stay in accommodation rooms for 1–3 people. The accommodation rooms are furnished. Your personal belongings must fit in the storage facilities reserved for them in your accommodation room. There is a small locker in your wardrobe where you can store valuable items. You will also get a locker in the kitchen of the accommodation ward for storing foodstuffs.

You are obligated to take care of the cleanliness of your own room daily. You must tidy up after yourself. You must switch off all electrical devices when you do not use them. You are not allowed to move the furniture in the accommodation rooms and the common areas to other rooms. The furniture in the accommodation rooms has standard places and you are not allowed to change the order due to fire safety.

You can attach pictures etc. on the notice board in your accommodation room. You are not allowed to glue or attach anything to the walls, wardrobes and doors.

Cleaning equipment are in the cleaning cupboards of the accommodation ward.

You must pay attention to fire safety.

When you arrive in prison, you get a key to your own accommodation room. Lock the door of your accommodation room when you leave so that your belongings are safe. When you leave the prison area, you must leave the key at the prison officers' office. If you lose your key, you are obligated to pay EUR 6 for it.

The night hours start at 22.00 and end at 6.10. During the night hours, you must keep quiet and allow others to sleep.

Cooking, cleaning, etc. must be done before the night hours.

Clothing, linen, and clothing maintenance

In an open prison, you can wear your own clothes. However, the possession of your own clothes may be denied if, for instance, the order or security of the prison so requires. If the possession of 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. You can only have that many clothes in your possession at a time what is appropriate when taking into account, among other things, the storage facilities and fire safety of your accommodation room.

There is a flea market in Juuka where you can buy cheap clothes and shoes for yourself. You can ask the prison staff about the opening hours of the flea market.

You must be dressed properly within the prison area. You must maintain your regular work and casual clothes yourself.

You must be dressed appropriately in the workshop, dining room and administrative building and during visits. In summertime, you can be without a shirt in the yard of the accommodation ward.

You should not use Crocs-style shoes in the sauna and the workshops due to a risk of slipping. When you go outdoors, you must wear shoes that are according to the weather, especially in winter.

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 protective clothing, you will get appropriate work clothes and protective clothing from the work supervisors.

The prison provides bedlinen, such as sheets. You are not allowed to use your own bedclothes, towels, bedspreads, curtains, or rugs.

All textiles provided by the Criminal Sanctions Agency (for example, bedlinen) are washed in a laundry outside the prison. The prison staff will give you instructions on how to change the textiles. The textiles are changed on Saturdays as stated in the daily schedule.

Cleanliness also includes keeping your own clothes clean and taking care of your own hygiene. You are responsible for washing your own clothes. You can use the washing machine in the laundry room of the accommodation ward. The laundry room has washing machines, washing detergents, tumble dryers and a drying room. The staff can help you with the use of the machines when needed.

Cleanliness

You must take care of the cleaning and sanitation of your accommodation room and the common living areas as well as to household chores. The prison staff gives you more detailed guidance on the practices and division of tasks regarding the cleaning up of the common areas.

Every day before participating in activities, you must make sure that

- your bed is made properly
- the trash bins are emptied
- the floor of your accommodation room is clean
- your things are in the wardrobes and the wardrobes are in good order.

The regular weekly cleaning day is Saturday, when you must air the bedclothes and wipe the dust and stains on the wardrobes, doors etc.

Once a week, you must make sure that the fridge in your accommodation room is clean and no foodstuff is left there to go bad.

The showers in the accommodation ward are always open. You can use the sauna twice a week according to the daily schedule. We recommend that you use a sauna bench cover and shower sandals (not Crocs-style shoes).

Catering and grocery shopping

The prison follows the dietary instructions and menu of Leijona Catering.

On Mondays to Thursdays, the prison serves you three meals: lunch, dinner and a takeaway evening snack. **On Fridays**, the prison only serves lunch.

On days that are not actual working or activity days and on public holidays, the prison serves breakfast, a combined lunch/dinner and a takeaway evening snack. On weekends, you must prepare your own meals.

As the prison does not all daily meals, you are paid a food allowance for getting foodstuffs so that you can prepare your own meals. The food allowance is paid as follows: breakfast EUR 1.50, lunch EUR 2.50, dinner EUR 2.50 and evening snack EUR 1.10. In total, that is EUR 7.60 on a day when the prison does not provide any meals.

You must buy enough foodstuffs for all your meals. The prison staff can guide and advise you to prepare your own meals if you want.

If you need a special diet due to health reasons or a religious or other well-founded conviction, you should tell it as soon as you arrive in prison.

The prison arranges a possibility to go to a grocery shop and, among others, the bank (cash machine) and the post office. You can visit the local grocery shop (sign up beforehand on the list on the notice board) twice a week on Mondays and Fridays as stated in the daily schedule. Prisoners either walk or go by shared transport to grocery shopping. The visit to the grocery shop lasts one (1) hour.

Products that you are not allowed to buy include, among others:

- products containing alcohol
- yeast / dry yeast.

You must behave properly. You are not allowed to have personal meetings with other people during shopping.

If you do not have money when you arrive in Juuka Prison, you can apply for food allowance in advance so that you can buy the foodstuffs you need for breakfast during the first week and all meals during the first weekend. You can get the application form from the staff. The advance food allowance is EUR 23.30 (breakfast on Wednesday to Friday, dinner and evening snack on Friday and all meals during the weekend).

Smoking

Smoking is allowed only in areas and places meant for smoking. Smoking is allowed outdoors in the designated roofed smoking areas and, at night when the entrance doors are locked, on the balcony. Smoking is prohibited indoors.

Smoking is also prohibited in the prisoner train carriages. Due to the prohibition, prisoners travelling in the prisoner train carriages are offered a necessary number of nicotine replacement products.

Possession of property

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.

Please read the prison rules carefully. They contain the rules concerning the possession of property and the objects you may not have in your possession.

Please note that if you want to acquire goods from outside the prison, you must make sure that you are allowed to possess or store them before acquiring them.

The prison staff draws up an inventory of property placed in storage in the open prison. At your request, they can also draw up an inventory of especially valuable property given in your possession. Goods that you cannot take in your accommodation room will be put in storage and you will get them back when you leave. This does not apply to goods or substances that are dangerous or illegal.

If you need to go to the locker for your civilian things or you need something from there you are allowed to have in your possession, you must contact the supervision staff.

Delivery of goods to prison

People coming to visit you may bring you a small amount of goods, which that you may have in your possession, such as magazines, clothes, or personal utility articles. 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 officer's office and give the following information:

- your name
- the content of the goods and the name of the person delivering them.

The goods brought by your visitor are inspected and given to you after the visit. Foodstuffs must be in their original retail packaging. No beverages may be brought in prison.

A person may bring you a small amount of goods to the prison officers' office on a weekday or send the goods by post. You can only receive goods that you are allowed to have in your possession in prison. The person bringing the goods must give the information mentioned above.

Please note that the storage facilities in the prison are limited, which may mean that if the property cannot be stored, it is sent, at your expense, to a place indicated by you.

Handing over goods to be taken outside the prison

You can send goods outside the prison via the post office or Matkahuolto at your own expense.

Keeping a motor vehicle in the prison parking area

You can keep your car in the parking area reserved for prisoners' vehicles inside the prison premises. You must always ask a permission from the supervision staff to go to the parking area and go to the prison officers' office before going there. The prison is not responsible for the cars kept in the parking area.

Contacts with the outside world

Use of telephone

You may be given permission to use a mobile phone. You must sign an agreement on the use of mobile phone when you arrive in Juuka Prison. The agreement defines the conditions of using mobile phone in detail. After you have signed the agreement, you will get a mobile phone owned by the prison. You can buy prepaid subscriptions and recharge coupons from the cash desk or the grocery shop.

Letters and postal items

You have the right to send letters by post. You can bring outgoing post to the prison officers' office where the post office will pick them up in the morning on weekdays.

Everyone has their own locker for incoming post. You get the number of your locker when you arrive in Juuka Prison.

If you receive goods by post that you are not allowed to have in your possession in the accommodation ward, you must deliver the goods to the prison officers' office and the goods will be placed in the locker for your civilian things.

Money payments meant for you must be transferred to your own bank account.

You can be sent post in prison to the following address: Juuka Prison, Vepsänjoentie 2, 83900 Juuka.

The postal item must 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 Juuan vankila (Juuka Prison), then your name, and then the address of the prison in the address field of the package. This will ensure that the postal packages arrive in the right place as the prison staff will not pick up the packages sent to you from the post office, but the packages are delivered directly to the prison. Another alternative is that you will pick them up yourself from the post office during a weekly visit to the grocery shop.

Letters and other postal items may be inspected in prison except for letters from lawyers or authorities supervising the operation of prisons. Letters are delivered to the personal lockers in the mornings.

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

If you want, you can change your address to prison temporarily and get your personal post there. You can change your address by using the internet service with your online banking codes or by filling in a form you can get from the senior instructors.

Receiving email

You can receive email in an open prison to the following address: vankiposti.juuka@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. For reasons linked to information security, the system deletes all attachments and pictures from the messages. The prison staff prints and delivers only the email message to you.

Use of internet and online workstations

The unit has three (5) online workstations for prisoners with limited access to the internet and Skype. The prison workstations are in the administrative building and the upstairs lobby of the workshop.

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. You can apply for permission by filling in a separate form.

You can also get permission to send and receive email messages. Email can be used for handling official matters, studies, and communication.

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 can also be used to reach the goals set in the sentence plan (for example, 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) is available under the heading Visits.

Income and use of money

Income

When you participate in work, education, or rehabilitation, you are paid a tax-free activity allowance. The activity allowance is EUR 4.62 or EUR 7.35 per day on the days you participate in an activity. The paid category of the activity allowance is based on the achievement of goals set in the sentence plan and the regularity and duration of the participation.

The activity allowance may be left unpaid in part or in full if you receive financial support from other authorities (for example, study grant) for the activity.

If you participate in work performed for some other employer than the Criminal Sanctions Agency, you are paid wages instead of the activity allowance. In such case, you need to bring your tax card.

In addition to the activity allowance or wages, you are paid an expense allowance, which is EUR 1.60 per each prison day before your release, including weekends.

Use of money

The earnings and benefits are paid into your own bank account and you have your own bank card at your disposal. You can keep the money and the payment cards in your possession. If you do not yet have your own bank account or bank card, you must tell the prison staff.

If you want to pay your bills, contact the prison staff.

The prison arranges a possibility to go to the bank or cash machine and the post office during grocery shopping.

Visits

You can meet your family and friends during your prison term.

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

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

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

The prison arranges both supervised and unsupervised visits. Supervised visits are arranged on weekends and public holidays, excluding Christmas Eve and Midsummer Eve. The visits are arranged in the dining room of the prison.

There can be at most two adult visitors at a time during supervised visits.

The parking space for visitors is on the right side of the road leading to the prison.

The visitors have to prove their identity upon request.

Intoxicated visitors are not allowed in.

The visitor may not bring a substance or object:

- that that could pose a risk to the safety of a person or to prison order
- that is particularly suitable for damaging property
- the possession of which is otherwise prohibited in or under the law.

The visitors are not allowed to bring mobile phones or bags to a visit.

Giving or receiving any kinds of goods is prohibited during visits. You and your visitor must sit on different sides of the table so that you are still able to touch each other.

Everyone must behave properly and with respect for other visitors during the visits.

All visits are smoke-free. You and your visitors can smoke outside after the visit.

Supervised visit (in the dining room)

You must reserve a visit beforehand in the prison officers' office by notifying of the name(s) of the visitor(s).

You must reserve a visit by 12.00 on Friday or the eve of the public holiday at the latest.

You are obligated to tell your visitor the reserved visiting time.

The visiting hours are between 15.00 and 17.00 on weekends and public holidays.

Communications via video connection

Communication with close relatives and other close people via video connection is normally arranged between 15.00 and 17.00 on weekends and public holidays.

If necessary, it can be arranged at other time agreed separately with the supervision staff.

The staff opens and closes the video connection. You must give the staff the contact information for the video connection so that they can open the connection.

Unsupervised visit (terraced house)

Unsupervised visits are arranged on Wednesdays and weekends as follows:

- on Wednesdays at 14.00–19.00
- 1-day visit from 17.30 on Saturday to 17.30 on Sunday
- 2-day visit from 17.30 on Friday to 17.30 on Sunday.

You may be granted an unsupervised visit with a close relative, other close person, or, for a special reason, other person important to you.

You must apply for each visit separately. The application forms are on top of the lockers meant for post. You can leave the application in the prison officers' office. You can apply for a next visit after the previous visit has been carried through successfully.

There are instructions in the visiting facilities that must be followed during unsupervised visits.

You can apply for family camps that are arranged regionally. The senior instructors of the prison can give you more information about the family camps.

Visits by under 18-year-olds

Allowing a visitor, who is under 18 years old, to enter the prison to visit someone else than his or her parent 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.

Prison leaves

You may be granted permission to leave the prison for a short period of time (prison leave). Prison leave may be granted based on the length of the term of sentence or for an important or a particularly important reason.

The purpose of prison leave is to help you maintain your outside contacts, support your reintegration into society, and reduce the harmful effects caused by your loss of liberty.

The application forms for a prison leave are on top of the lockers meant for post and the supervision staff can help you with filling it. You must leave the application for a prison leave and its possible appendices to the prison officers' office.

You must return from a prison leave by 20.30. The travel time is not regarded as part of the duration of the prison leave.

The prison director or an assistant director decides on prison leave. In certain cases, the decision on prison leave is made by the Central Administration of the Criminal Sanctions Agency. Prison leave may also be granted under escort.

You must fill in your application for prison leave in good time beforehand so that we have time to process it.

Prison leave based on the length of the term of sentence

Prison leave may be granted based on the length of the term of sentence when the earliest date for prison leave has been passed (L-time).

The prerequisites for granting prison leave based on the length of the term of sentence are the following:

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

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

Prison leave for an important reason

Prison leave may be granted for an important reason. A reason considered important may be related to family, work, education, social welfare, housing, subsistence, or health care. Prison leave is granted for a period necessary to attend to the matter in question.

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 similar reason.

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

Participation in activities

You are obliged to participate in activities organised or approved by the prison during the working and activity hours. You may be exempted from the obligation to participate in activities if your state of health, functioning capacity, or age so requires. You are 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.

The staff can help you with all the activities in the prison.

Work activities

The prison arranges individual programmes, activities supporting everyday life skills, and rehabilitative and preparatory work at a textile workshop (tent repair for the Finnish Defence Force). Other work activities include washing the dishes and helping in the kitchen, cleaning the accommodation ward, and maintaining in the outdoor areas. Work activities are educational.

Open prison work, which is based on separate funding, is arranged occasionally.

You will be invited to an interview regarding your participation in work activities in about two days after you arrive in Juuka Prison.

The activity allowances or wages are paid in two categories based on the prisoner's goals set in the sentence plan and the regularity and duration of the participation. The expense allowances, activity allowances, or wages and the food allowances are paid afterwards to your own Prepaid Card or bank account twice a month. The paydays are on the notice board of the administrative building.

In order to receive open prison wages, you must bring your tax card to the cash desk of the prison, which is in the administrative building.

You may be given permission to work or participate in traineeship outside the prison during the actual working hours (civilian work). A prerequisite for civilian work is that the wages and other terms of employment essentially correspond to the terms generally applied in similar work. You can talk about civilian work with your personal official and the senior instructors.

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 you can also discuss with your personal official and the senior instructors.

Education

You may study in Juuka Prison or be permitted to study outside the prison (study permission). Studying inside the prison means that you can study independently by using online material or via video connection to an educational institution. In addition, the North Karelia Municipal Education and Training Consortium Riveria arranges pre-vocational education called VALMA in Juuka Prison on two days a week (Tuesdays and Wednesdays). Your personal official and the senior instructor can give you more information on studying.

Rehabilitating activities

The rehabilitating activities arranged in the prison include, among others, substance abuse work, various programmes, individual work to prevent the risk of recidivism and activities to improve everyday life skills. They are carried out by the senior instructors, instructors and criminal sanctions officials.

A Finnish home economics organisation Martat arranges courses for small groups at times informed separately. Your personal official, the senior instructor and the instructors can give you more information on rehabilitating activities.

Online services

The implementation of the sentence plan can also be advanced by using online services. The use of online workstations is described under the heading Use of internet and online workstations. You can use the online services of other authorities via the prison workstations. The staff can help you with the use online services.

Exemption from the obligation to participate in activities for a fixed period

When you participate in activities regularly and the implementation of your sentence plan allows it, you may be exempted from the obligation to participate in activities for two weekdays per each calendar month during which you have regularly participated in activities. The minimum amount is 14 days of participation in a month for it to be considered applicable. The application forms for exemption are on top of the lockers meant for post. Usually, the exemption from the obligation to participate is granted in a period of at least one week (Monday–Friday). The days off must be used within one year from the end of the month when the prisoner participated in the activities.

Free time

Free time activities

In your free time, you can participate in free time activities arranged in the prison in accordance with the prison's daily schedule and range of activities. You can participate in the planning and arrangement of free time activities by proposing different free time activities to the prison official responsible for them.

After working/activity hours and during weekends, you can engage in recreational activities, such as physical exercise, workout, music/playing instruments, and handicrafts, independently within the prison area.

The use of the music room must be arranged separately with the supervision staff.

In the accommodation ward, you can use the following:

- gym downstairs
- small sports hall with table tennis and a pool table
- room for making handicrafts upstairs
- music room in the old mill.

In the yard outside, you can use the following:

- barbecue hut
- playing field

When you make handicrafts, you can use the hand tools in the room provided by the prison. You are not allowed to use your own hand tools or power tools. The restrictions on the use of power tools are based on safety issues.

You are not allowed to use the tools or facilities of the workshop when making your own handicrafts.

Storing the handicrafts or raw materials in your own accommodation room is forbidden. You must take your finished products outside the prison when you are on a prison leave or give them to a visitor.

You have to acquire the raw materials for handicrafts yourself during the weekly shopping trip. You can only use water-based paints, varnishes, and adhesives when you do handicrafts.

You must keep the receipts for purchasing the raw materials because the staff inspects the handicrafts and receipts that leave the prison.

Outside the prison

You may be given permission to participate, under sufficient supervision, in such activities outside the prison organised or approved by the prison that support your rehabilitation, outside contacts, and reintegration into society. You must fill in a separate application to get a permission for the following activities:

- events arranged by the parishes / church service
 - o on Sundays
- AA activity
 - o on Mondays at 19.00–20.15

The application forms are on top of the lockers meant for post. You can return the application to the prison officers' office.

The prison staff organises other free time activities at times appointed separately. You can find information on the activities and how to sign up for them on the notice boards of the accommodation ward and the administrative building and the daily schedule of the prison.

Library

You have access to library services.

A visit to the municipal library of Juuka is arranged on every other Tuesday (odd week) at 18.00–19.00. You can sign up for a library visit beforehand at the prison officers' office by 12.00 on Tuesday. Prisoners are transported to the library together by using the prison car. You may be granted separate permission to visit the library every week.

The library gives you a required library card if you have an identity document with you. You are personally responsible for the books and other material you borrow.

You can find information on the times when the library services are available in the daily schedule.

Religious activities

You have a possibility to take part in religious events and discuss religious issues.

Religious events are arranged in the dining room of the prison during weekends. You can find information on the events on the notice boards of the administrative building and the accommodation ward.

You can also apply for separate permission to attend the religious events of your own religion. The application forms are on top of the lockers meant for post.

Please contact the staff if you need help.

Health care

The Health Care Services for Prisoners has a polyclinic in the prison where you can handle matters related to your health. In the polyclinic, you can ask the nurse to book an appointment with a physician and a dentist. The nurse is in there on Thursdays at 8.00–14.00. You can also contact the polyclinic in mental health issues.

If the Health Care Services for Prisoners cannot treat your illness or injury, you will be temporarily transferred to treatment or examination outside the prison.

If you need an appointment, fill in the general inquiry form and leave it in the nurse's letterbox in the administrative building.

If you are taken ill, you must report to the prison officers' office and you can call the nurse on weekdays between 10.00 and 11.00.

Medication given to you must be taken as instructed by the doctor.

You must return the pill dispenser to the prison officers' office for refill on Thursday mornings. In addition, you must return any unused medication with the pill dispenser to the prison officers' office.

If you have acute health issues, you must contact the prison staff.

Behaviour in prison

Imprisonment is controlled by various rules and regulations. Please remember to read the Imprisonment Act and the prison rules as well as the daily schedule of Juuka Prison, which is attached to this information leaflet and the folder located in the downstairs lobby of the accommodation ward.

You must behave in an appropriate manner towards prison staff, other prisoners, and other people. You must also follow the instructions and orders of the staff.

A disciplinary punishment may be imposed on you if you violate the Imprisonment Act, the Imprisonment Decree, a regulation of the Central Administration of the Criminal Sanctions Agency, or the prison order.

In addition, a disciplinary punishment may be imposed on you if you commit an offence in prison or otherwise under the supervision of a public official of the Criminal Sanctions Agency for which the maximum expected punishment is a fine. Such offences include, among others, unlawful use of narcotics, obstruction of a public official, resistance to a public official, petty assault, assault or attempted assault, petty criminal damage, criminal damage, menace, and procurement of a weapon by a prisoner.

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

Right to file a complaint or request an administrative review

Filing a complaint

If you feel 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 file a complaint to an authority that oversees legality. However, the aim should be to solve problems and conflict situations primarily by discussing the matter with the staff. It is usually the quickest way to solve it.

You must file the complaint in writing and you can formulate it freely in your native language. The complaint must include the name and contact information of the person filing the complaint. The person should also attach the possible decisions on the matter and other relevant documents to the complaint. An administrative complaint concerning a matter dating back more than two years is not admitted for examination without a special reason.

Contents of a complaint

1. The person filing the complaint must specify, which act or omission of the Criminal Sanctions Agency or its official the person criticises.
2. The complaint must include the grounds for considering the conduct of the Criminal Sanctions Agency or its official to be wrong.
3. The complaint should provide information about the time of occurrence of the act or omission in question.

4. The person filing the complaint should mention if a complaint on the same matter has been filed elsewhere.

Sending a complaint to an authority overseeing legality

The legality of the operation of the Criminal Sanctions Agency and its units and officials is monitored by the internal control of the Criminal Sanctions Agency. In addition, the operation of the Criminal Sanctions Agency is overseen by, among others, the Parliamentary Deputy Ombudsman. A complaint concerning the same matter cannot be filed to more than one overseer of legality. You can find a list of the authorities overseeing the operation of prisons, 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 for you.

The Criminal Sanctions Agency 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 Prisoners' Health Care Unit is overseen by the Regional State Administrative Agency of Northern Finland.

Request for an administrative review

A request for an administrative review is the primary means of legal remedy and appeal. You can request for an administrative review of decisions made by the Criminal Sanctions Agency that are listed in the Acts on different sentences (Imprisonment Act, chapter 20, section 1; Remand Imprisonment Act, chapter 15, section 1; Act on Probationary Liberty under Supervision, section 40). Such decisions include instructions on submitting a request for an administrative review. A request for an administrative review must be submitted in writing within seven days from the date of service of the decision. A decision regarding a request for an administrative review may be appealed against to an administrative court.

In principle, the complaint process is not meant for those decisions that are eligible for a request for review. However, the complaint process can be used to investigate the procedures, such as has the right to request a review been realised.

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 you have any questions, you can always turn to your personal official or other member 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 boards and the staff.

You can manage your affairs with the supervision staff (senior criminal sanctions officials, criminal sanctions officials or prison officers) in the administrative building / prison officers' office without an appointment.

If you want to meet other officials (prison director, assistant director, senior instructor, instructor, nurse), you can make an appointment by filling in the general inquiry form, which are on top of the lockers for post. You can return the general inquiry form to the prison officers' office.

The work supervisors guide the work activities in the different workshops of the prison. You can visit the cash desk in the administrative building when the cash desk is open.

Daily schedule in Juuka Prison

Weekdays

- 6.10 **Wake-up**
- Morning chores and cleaning of the cells
 - Facilities for recreational activities are opened
- 6.30–6.45 **Checking the number of prisoners at the prison officers' office**
- Sick prisoners report to the prison officers' office
 - Distribution of morning medication at the prison officers' office
- 7.00–11.00 Work / programmes / studies (coffee break at 9.00–9.12)
- 8.00–14.00 Nurse's reception, filling the pill dispensers and boxes
- On Thursdays
- 11.00–11.55 Lunch, **checking the number of prisoners in the dining room**
- Incoming post is delivered
 - Distribution of daytime medication at the prison officers' office
- 12.00–15.45 Work / programmes / studies (coffee break at 14.00–14.12)
- On Wednesdays, unsupervised visits at 14.00–19.00
- 16.00 Dinner, **checking the number of prisoners in the dining room on Mondays to Thursdays**
- On Fridays, no dinner
 - Distribution of evening medication at the prison officers' office
 - On Wednesdays, sauna at 16.00–20.45
- 17.30 Shopping / bank (cash machine) / post office
- On Mondays
 - On Fridays, 2-day unsupervised visits start at 17.30
- 18.00 **On Fridays, checking the number of prisoners at the prison officers' office**
- 18.00–19.00 Visit to the library
- On Tuesdays, every other week (odd weeks)
- 20.30 Distribution of night-time medication at the prison officers' office
- 20.45 Entrance doors are closed, **checking the number of prisoners in their rooms**
- Facilities for recreational activities are closed
- 22.00 **Quiet hours**

NB: On Fridays, work/programme activities last 4 hours (7.00–11.00)

Shopping and visits to the bank (cash machine) and post office are done during the day.

Weekends and public holidays

8.00 **Wake-up**

- Morning chores and distribution of morning medication at the prison officers' office
- Facilities for recreational activities are opened

9.00 **Checking the number of prisoners at the prison officers' office**

On public holidays, breakfast and checking the number of prisoners in the dining room

13.00 Distribution of daytime medication at the prison officers' office

14.00 **On public holidays, lunch and checking the number of prisoners in the dining room**

14.30–20.45 On Saturdays, sauna and exchange of laundry before going to sauna (c. 30 minutes)

15.00–17.00 Visits in the dining room

16.00 Distribution of evening medication at the prison officers' office

17.30 1-day unsupervised visits start at 17.30 on Saturdays and 1-day and 2-day unsupervised visits end at 17.30 on Sundays

18.00 **Checking the number of prisoners at the prison officers' office**

Distribution of night-time medication at the prison officers' office

20.45 Entrance doors are closed, **checking the number of prisoners in their rooms**

- Facilities for recreational activities are closed

22.00 **Quiet hours**

