

Information for prisoners in Kylmäkoski Prison

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Kylmäkoski Prison

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General

You have arrived in Kylmäkoski Prison and are now reading the information leaflet for prisoners in Kylmäkoski Prison. The purpose of this leaflet is to tell about the operation of this prison and the practices linked to serving a sentence.

You must also read the prison order, which contains more detailed provisions than the law and the decrees and regulations issued under it. In addition, each ward has a daily schedule, where you can find the timetable of the ward, including the opening and closing of the cell doors, outdoor exercise times, mealtimes, etc. In addition, each accommodation ward has a folder containing the provisions on imprisonment and remand imprisonment, i.e., the acts, decrees, regulations, and instructions and a list of the regulations and instructions. The folder is kept in the control room of your ward where you can ask a prison officer to borrow it to you.

You can ask the prison staff for more information when necessary.

Induction

When you arrive in prison, you will be told about the everyday practices of the prison and placed in an accommodation ward, where you will be told more about practices in the ward. The induction is carried out by the personal official appointed to you or a criminal sanctions official working in your ward.

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. The progress of the sentence plan affects, among other things, prison leaves and placements in an open prison or probationary liberty under supervision. The realisation of the sentence plan is monitored regularly and reviewed in prison at least three times a year.

The monitoring of the sentence plan is carried out as follows: 1) every staff member makes entries in the sentence plan when they do something that is linked to the sentence plan, 2) your personal official goes through the sentence plan together with you and guides towards activities compliant with the goals, 3) a criminal sanctions official is responsible for monitoring the progress of the goals of the sentence plan every four months together with you, and 4) a senior criminal sanctions official is responsible for the whole sentence plan process in Kylmäkoski Prison.

Personal official

Individual work with prisoners is goal-oriented and planned interactive work and is based on the idea that each prisoner has a personal official, who is a prison officer or criminal sanctions official working in their ward. They work together with a senior criminal sanctions official, who manages the overall situation. This system supports the realisation of the sentence plan and takes into account the individual work with prisoners included in the goals of the sentence plans. The personal official works closely with the senior criminal sanctions officials, senior instructors, social workers, instructors, work supervisors and other specialists to handle matters concerning the prisoners assigned to them.

The personal official is the official working closest with you. During your sentence term, your personal official may change if, for instance, you are transferred to another ward. Your personal official helps you to manage your affairs in your ward and is involved in the preparation for release, including statements on prison leaves and placements. The duties of your personal official include guiding you to the services of the specialists and monitoring the progress. The team handling your sentence plan together with your personal official can also guide you to the specialists. Your personal official tells you about the practices of the ward when you arrive there and helps you with the use of online services. The duties of the criminal sanctions officials are linked to the sentence plans and the preparation for release. The senior criminal sanctions officials work as superiors and guide the work with clients.

Decision on term of sentence

The Enforcement Unit decides on your term of sentence. 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.

Basic care and accommodation

Cleanliness and clothing

You have the right to wear your own clothes in prison. 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 safety of the cell.

You must be dressed properly within the prison area. If there is something unclear about proper dressing, you can always ask the prison staff. In addition to or instead of your own clothes, you can get prison clothes if you want.

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

The prison provides bedlinen, such as sheets, which you can use there.

All textiles (bedlinen and prison clothes) provided by the Criminal Sanctions Agency are washed in a laundry outside the prison. The prison staff tells you the days when the textiles are changed. You are responsible for washing your own clothes in facilities meant for that purpose. You can wash your own clothes in your own accommodation ward by yourself or the prisoners working as cleaners can wash them with other prisoners' clothes.

In prison, you must take care of the cleanliness of your own cell. Every prisoner must tidy up after themselves in the common areas, for instance, after cooking. The prison staff gives you more detailed guidance on the practices and division of tasks regarding the cleaning up of the common areas.

Catering and prison canteen

On weekdays, the prison serves three meals: lunch, dinner and an evening snack. On weekends and holidays, the prison serves a combined lunch/dinner and an evening snack. You must make your own breakfast by yourself from the food products provided by the prison every morning.

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.

You can purchase foodstuffs and some other everyday products from the prison canteen. Canteen purchases are paid with the Prepaid Card provided by the Criminal Sanctions Agency (more information under the headline Use of money). If something you need is not available in the prison canteen, you can ask whether it is possible to acquire it from outside the prison.

The prison canteen is open according to the daily schedule. You can personally visit the prison canteen once a week. You must pay your purchases with the Prepaid Card. You can also buy phone credit in the prison canteen.

Smoking

Smoking is only allowed in areas assigned by the prison. Smoking is allowed in the cell or areas specifically assigned for smoking or during outdoor exercise. You can also be placed in a smoke-free cell. You can buy tobacco products and nicotine products in the prison canteen.

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 staff at the reception draws up an inventory of the property you brought with you. Goods that you cannot take in your cell 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.

You can change the goods in your possession and in storage once a week on Wednesdays.

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 but not, for instance, foodstuffs or tobacco products. A visitor may bring goods only to the prisoner they are visiting. The visitor must leave the goods to the prison staff when they report to the prison and fill in a form, which must include

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

The goods brought by your visitor will be inspected in prison.

A person may bring you a small amount of goods in prison on weekdays between 8.00 and 16.00 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 fill in the aforementioned form. In general, you can only receive goods once a month. This is because of the limited storage facilities in the cell and prison.

Please note that, as the storage facilities in the prison are limited, it 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

If you want your family or relatives to take some of your personal things outside the prison, you must send a general inquiry form to the reception ward.

Contacts with the outside world

Use of telephone

You may communicate with those outside prison by telephone. 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.

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.

Letters and postal items

You have the right to send letters by post. 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 must be written on a postal item sent from prison. If you do not want to write your name on the postal item, you must give it personally to a prison officer of your ward, who will forward it. You can send a letter addressed to an authority overseeing the prison or the health care of prisoners closed in an envelope and you do not need to put your name on it. The letterbox will be emptied on weekdays at 7.30.

Postal items sent to prisoners will be opened and inspected. Letters sent by prisoners will be inspected, but you can close the envelope. Postal items addressed to or received from a lawyer or an authority overseeing the prison or the health care of prisoners are not inspected.

You can be sent post in prison to the following address: PO Box 102, 37911 Akaa.

The sender must write your name, the address of the prison and the details of the sender on the postal item.

Please note that if someone wants to send you postal packages in prison, the sender must first write Kylmäkosken vankila (Kylmäkoski 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.

Letters and other postal items may be inspected in prison except for letters from lawyers or authorities supervising the operation of prisons. The post to prisoners is delivered to the wards on weekdays by 15.00.

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

Receiving email

You can receive email in a closed prison to the following address: vankiposti.kylmakoski@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 concerning information security, the system deletes all attachments and pictures from the messages. You will only receive the email message.

Use of internet and online services

The unit has three (16) online workstations for prisoners with limited access to the internet and Skype. The online workstations are in the offices of the social workers, the psychologist and some other officials and on mobile computer desks that can be wheeled to different places inside the prison when necessary.

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 if it is necessary to manage official matters.

The prison has a contact person responsible for ICT and information security and an instructor responsible for online services. They can give you further information when needed 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 (e.g. rehabilitation and education). The start page of the online workstations has links to the online services, which are grouped by themes.

More information on arranging communication via video connection (e.g. Skype) is under the heading Visits.

Income and use of money

Income

When you participate in work, education, or rehabilitation, you will be paid a tax-free activity allowance. In a closed prison, the activity allowance is 3.01 or 4.26 euros per day on the days you participate in an activity. The activity allowance usually starts from the lowest category. 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.

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

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

Use of money

In prison, you get a Mastercard Prepaid Card and a personal IBAN account number connected to it. The Prepaid Card is used by entering a personal PIN code.

With the Prepaid Card, you can make purchases in the prison canteen. In addition, you can use the Prepaid Card outside the prison to pay in shops, cafeterias, and on trains, that is in places that accept a chip card, and withdraw money at cash machines in Finland. The Prepaid 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 Prepaid Card (e.g. the use of the cardholder's portal CCP).

When you arrive in prison, the cash you bring with you in euros is loaded on the Prepaid Card. If you do not have any cash when you arrive, you can make your purchases with your own bank card at the reception on arrival. The Criminal Sanctions Agency pays all benefits you will receive to the Prepaid Cards.

If you receive money from outside the prison, you must make sure that people who transfer money to you know the correct IBAN account number. More detailed information on transferring money is available at the website www.rikosseuraamus.fi.

If you want to send money or pay bills, you can ask the prison staff for help.

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.

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

The visiting facilities are smoke-free and quite small. Only eight prisoners can have visitors at the same time.

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

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.

You can apply for prison leave in writing by using a form, which are available at your ward or you can get from a prison officer of your ward. Fill in the form carefully, it must include the address where you will be staying during prison leave. You must leave the prison leave application to a prison officer in your ward who will enter it in the prisoner data system.

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.

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 will be placed in an activity based on, among others, your sentence plan. The activities may be work, education and training, or rehabilitation, such as programmes or individual work. All the work and rehabilitation activities available in Kylmäkoski Prison are included in service offering chart.

Work activities

Kylmäkoski Prison has a wide variety of work activities:

- in the main building, the work activities include tidying and cleaning the prison wards, the reception and other prison facilities, washing the dishes in the kitchen as well as finishing seals and packing small items, which can be done either in the prison cells or at the workshop
- in the separate workshop building, the work activities include arranging and folding clean laundry for the Finnish Defence Forces, finishing seals, packing small items, assembling wheels for sulkies, bookbinding, making jewellery, weaving carpets and working in the warehouse of the logistics centre for prison clothes
- in the real estate maintenance and outdoor work group, the work activities include maintenance of the outdoor areas and other real estate maintenance, including some small-scale construction work.

If you want to work as a cleaner in your own ward or in the reception ward or wash dishes in the kitchen, fill in the general inquiry form and address it to the senior officer of the floor, or if you do some other work, address the form to work supervisors (senior work supervisor, work supervisors or work instructors).

All the mentioned work activities can be included in the pre-vocational education preparing for vocational studies (VALMA) as practical on-the-job training. In addition, all mentioned work activities will be included in a non-formal learning system in 2020, which means that they are parts of qualifications and prisoners will get certificates for them.

Education

In Kylmäkoski Prison, you can participate in general education arranged in cooperation with educational institutions and in pre-vocational education preparing for vocational studies (VALMA),

which consists of theory lessons and practical on-the-job training in the different prison work places. After the work activities are included in the non-formal learning system, it will be possible to complete parts of vocational qualifications.

The education and training available in Kylmäkoski Prison include:

- basic education (for prisoners who have not completed it)
- basic education and general upper secondary education subjects in classrooms and as distance learning
- open university or university of applied sciences education (mainly Tampere University of Applied Sciences TAMK) as distance learning
- education arranged by a Christian education institute Raamattuopisto as distance learning
- pre-vocational education preparing for vocational studies (VALMA)
- vocational studies after the work activities are included in the non-formal learning system.

If you want more information about studying and education, you can use the general inquiry form to contact the study instructor. If you want more information about the distance education arranged by the Christian education institute Raamattuopisto, you can use the general inquiry form to contact the chaplain.

Rehabilitation programmes and individual work

In Kylmäkoski Prison, you can take part in different kinds of rehabilitation programmes and courses and other rehabilitation activities. Kylmäkoski Prison offers the following activity programmes that support a life without crime and intoxicating substances and other rehabilitation activities:

- Behaviour-Interviewing-Change Programme for individuals
- Cognitive Skills Course for groups to develop thinking skills
- anti-addiction course for groups
- substance abuse course for groups
- relapse treatment programme for individuals
- anger management course for individuals or groups
- Cognitive Self-Change Programme for individuals with problems with violence
- domestic violence programme for individuals
- sex offence programme for individuals
- Christian growth for groups
- discussions about children for individuals
- responsible parenthood for groups

- family camps arranged by the prison or cooperation partners
- family work with the social worker
- meetings with representatives of KRIS Tampere for individuals
- course on everyday life skills, cooking, healthy diet and table manners for groups arranged by the Finnish home economics organisation, the Martha Association

You can get more information about the contents of the programmes, courses and family camps from the prison staff.

You can also get individual help from the different officials involved in rehabilitation by filling in the general inquiry form and addressing it to the official mentioned below:

- individual substance abuse work and social work with the social worker or senior instructor of your ward
- services of the psychologist
- pastoral counselling and extensive individual rehabilitation with the prison chaplain
- individual rehabilitation for prisoners with history of serious violence with the senior instructor responsible for work against violence
- services of the study instructor.

Contract ward

The contract ward of the prison is the restorative substance rehabilitation ward (ward 3.1) with 12 places. Prisoners with substance abuse problems are placed there based on an application and their abstinence is controlled regularly with the help of urine tests. Some of the prisoners in the contract ward only take part in the substance abuse course and some also work besides attending the joint activities in the ward. The ward follows the principles of restorative prison as appropriate. If you want to be placed in the substance rehabilitation ward, fill in the general inquiry form and address it to the senior criminal sanctions official of your ward.

Online services

The sentence plan can also be implemented 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. If you want to use the online services, you must apply permission from the assistant director by using a form you can get from a prison officer of your ward.

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

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

If 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. You can apply for an exemption by filling in a separate form.

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.

The free-time activities include the following: gym, sports hall (e.g. volleyball, floorball), outdoor exercise (football), prison visitors via the Finnish Red Cross, religious groups, concerts and theatre. The times of the free-time activities are in the week programme on the notice board of your ward. If there are no separate instructions, you can sign up by addressing a general inquiry form to the official arranging the activity.

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

Library

You can use the prison library. The opening hours of the library are in the daily schedule of your ward. If you want to borrow books as interlibrary loans from other libraries, you must contact the study instructor of the prison.

Religious activities

You have a possibility to take part in religious events and discuss matters concerning religion and your life situation. Kylmäkoski Prison has a prison chaplain, who works together with the staff of different parishes, trained volunteers and representatives of other religions.

The prison has a church and other necessary facilities for practising religion.

The prison chaplain is responsible for the arrangement of church services and other religious events, the pastoral counselling, the Christian education and the possibilities of practicing other religions. The prison chaplain can help you contact the church welfare work if you or your family needs help, you are preparing for your release in cooperation with a parish or a Christian organisation or you need a support person after your release.

In addition, the prison chaplain arranges many individual and group rehabilitation programmes and family and relationship counselling. You can contact the prison chaplain by using the general inquiry form.

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 book an appointment with a physician, nurse, dentist or dental hygienist. The polyclinic is open on weekdays between 8.00 and 15.00. The nurse is available in the polyclinic on weekdays, the physician once or twice a week and the dentist and the dental hygienist once a week.

The nurse meets all new prisoners who come from civilian on the next weekday after their arrival at the latest.

You can also contact the polyclinic in mental health issues.

You can get an appointment in the polyclinic usually by filling in the general inquiry form, which will be replied within three days. You must leave the form in the separate letterbox of the Health Care Services for Prisoners available in your ward. The Health Care Services for Prisoners gives you an appointment based on their assessment of the urgency of the matter. You must write clearly the reason why you need an appointment and the possible symptoms.

If you need urgent treatment, you must immediately contact the supervision staff, who will forward the information directly to the health care staff. If it happens outside the office hours, the supervision staff will contact either the joint emergency unit or the emergency response centre depending on the situation.

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. In such case, you will be under supervision.

You must take the medicines you received from the polyclinic as instructed by the doctor. The medicines will be put in a pill dispenser for one week at a time. If you need permanent regular medication, the doses of medicine may be given in small bags received from the Medicine Dispensary. You must return the unused medicines in the pill dispenser or the bags back to the polyclinic for disposal.

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 your accommodation ward, which can be found on the notice board of the 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, escape or attempted escape, 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 (e.g. lost or broken devices), you are liable to compensate it. As a last resort, the matter will be decided in court.

Staff and managing affairs

The objective of the enforcement of imprisonment is to increase your readiness to lead a life without crime by promoting your reintegration into society. The members of the prison staff work with you in various ways based on their job descriptions towards this objective. The aim of the work is to promote your physical, mental, and social well-being and help you to achieve the goals set for the term of your

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

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

You can advance the handling of your own affairs in the prison by contacting the correct official by using the general inquiry form. The general inquiry forms are available in the locker next to the letterbox in your ward and must be left in that letterbox. After the staff members have received your general inquiry form, they will contact you and arrange an appointment or reply in writing.

If you want to

- get information on your sentence, release date, prison leaves, etc., use the general inquiry form to contact
the enforcement office
the office secretary
- make personal phone calls, leave the general inquiry form to your ward's
prison officer
- work, use the general inquiry form to contact
the senior officer of the floor or
the senior criminal sanctions official responsible
for sentence plans at your ward
- know more about studying, use the general inquiry form to contact
the study instructor
- join the gym and exercise groups, sign up by sending the general inquiry form to
the physical exercise instructor
- do handicrafts or textile work, sign up by sending the general inquiry form to
the instructor
- borrow books that are not in the prison library, contact
the study instructor
- take part in a discussion group arranged by the Finnish Red Cross, sign up by sending the general inquiry form to
the senior criminal sanctions officials
responsible for sentence plans

- reserve a family visit or contact the social services, employment services, the Social Insurance Institution of Finland (Kela) or other authority of your home municipality, use the general inquiry form to contact
the social worker / senior instructor of your own ward
- get help with your addiction / excessive substance use, contact
the social worker / senior instructor of your own ward
- talk to someone, use the general inquiry form to contact
the psychologist
- talk to someone, get pastoral counselling, sign up for religious groups or get information on family work, use the general inquiry form to contact
the chaplain
- buy goods that are not sold in the prison canteen, use the general inquiry form to contact
the domestic care supervisor
- talk about your sentence plan, prison leaves, placement in an open prison or probationary liberty under supervision, use the general inquiry form to contact
the senior criminal sanctions official responsible for sentence plans at your ward
- ask about matters related to the daily schedules of the wards, the treatment of prisoners or the general administration, use the general inquiry form to contact
the prison director

Note!

A. Remember these when you are in prison

1. Discontinue your unemployment benefit (Social Insurance Institution of Finland KELA or unemployment fund)
2. Discontinue your job search if you use the employment services
3. Change your address when you arrive in prison or are transferred to another prison or released
4. Make an appointment with the social services of your home municipality regarding social assistance in good time before your release
5. Send a housing application in good time before your release

B. In case of fire or emergency

The prison has an automatic fire alarm system that alerts in case of fire. In addition, there is a fire hose reel and fire alarm buttons in the corridor of the cell ward and a fire blanket in the kitchen.

You must inform the staff of an emergency.

Contact the control room by using the internal telephone or, if the ward is open, tell the closest prison officer in the ward.

The staff will be on the scene of fire within a minute or two and carry out the rescue and first-aid extinguishing operations.

You must follow the instructions of the staff if they request you to leave the scene. The exit routes are marked with exit lights and luminous lights.

You can use the mat or duvet in your cell to smother the fire.

Each cell is a separate fire compartment, which means that a fire in one cell will not spread to other cells.

C. General instructions in case of fire or emergency:

Rescue	yourself and other people in danger
Inform	a prison officer or other staff member in your ward of the fire
Extinguish	by using the nearest hand extinguisher
Restrict	the fire by closing windows and doors
Guide	the staff or the fire brigade to the fire
Gather	to a place told by the prison staff

For example, prison yard, dining room, a corridor in another ward or the changing room in sauna