

Information for prisoners

Record number 7/400/2019

Helsinki Prison

14.4.2021



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1 General

1.1 Information on the prison

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

Helsinki Prison was established in 1881 and it is a closed prison with 312 prisoner places. The Assessment Centre of the Criminal Sanctions Region of Southern Finland decides on the placement of prisoners in Helsinki Prison. In addition to sentenced prisoners, Helsinki Prison has remand prisoners, who wait for the hearing of a Court of Appeal.

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. Each accommodation ward has a folder containing the **provisions on imprisonment**, i.e., the acts (in Finnish, Swedish, English and Russian), decrees, regulations, and instructions. The folder is in the prison officers' office of the ward and you can ask for it if you want to read it.

You can find a list and contact information of the authorities supervising the operation of prisons on the notice board of the ward. Information on current matters, such as the prison canteen, studying, courses and group activities are also put on the notice boards. The notice board of the Health Care Services for Prisoners contains topical information on, among other things, vaccinations and how to look after your health.

Foreign prisoners and remand 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.

The street address of Helsinki Prison is Ristikkokatu 8.

The postal address is:

Helsinki Prison

PO Box 40

00581 HELSINKI

1.2 Personal official and induction

When you arrive in prison, you will be placed in the arrival ward, where you are told about the everyday practices of the arrival ward and the prison. The induction is carried out by a personal official appointed to you for the duration your prison sentence or remand imprisonment. The personal official takes care of the smooth progress of your prison term and is actively present in the daily life. You can discuss issues concerning you with the personal official, such as the preparation of permission (e.g. prison leaves and visits), the use of online services, and other everyday matters as well as the goals of the sentence plan and how to advance and achieve them.

Helsinki Prison has an induction form, which you go through with your personal official when you arrive in the ward.

1.3 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.

Sentence plans are not drawn up for remand prisoners before their arrival in prison but, with the consent of the remand prisoner, the preparation of a sentence plan may be initiated already during the remand imprisonment.

The Assessment Centre of the Criminal Sanctions Region of Southern Finland is located in Helsinki Prison. In some cases, the sentence plan is drawn up in Helsinki Prison, which has a separate ward for such prisoners. The Assessment Centre draws up the sentence plan, which is based on the risk and needs assessment of the prisoner. The so-called assessment period in that wards last for about a month. If you are placed in that ward, the Assessment Centre is in contact with you and gives you further information. If the Assessment Centre places you in Helsinki Prison, you will attend a meeting where a team of prison staff and you decide on your accommodation ward and activities during the prison term. The decision is based on your sentence plan.

When you are transferred to your accommodation ward, you will be told about the practices of that ward. The induction is carried out in the accommodation ward by a personal official appointed to you.

2 Remand imprisonment

Remand imprisonment is not a punishment, but a coercive measure implemented during a criminal investigation and trial. The purpose of remand imprisonment is to secure the criminal investigation, court proceedings, and enforcement of a sentence and to prevent the remanded person from continuing criminal activities. Remand imprisonment is ordered by a court that decides to remand a suspect of an offence. Remand imprisonment ends when a court, a prosecutor, or the police (or other official with the power of arrest) releases the remand prisoner. Remand imprisonment ends at the latest when the judgment of a district court becomes final. If the judgment of a district court is appealed, remand imprisonment continues until the judgment of a court of appeal is issued. However, if a remand prisoner is sentenced to imprisonment, the remand prisoner may consent to the enforcement and abide by the judgment as regards the sentenced imprisonment even before the judgment has become final. In that case, the sentenced person starts serving the imposed sentence of imprisonment and the person's status changes from a remand prisoner to a prisoner.

The rights and obligations of remand prisoners are partly different from those of sentenced prisoners, for example, remand prisoners' communications may be restricted under the prerequisites laid down in the Coercive Measures Act. The restriction of communications may contain restrictions on correspondence, the use of the telephone, meetings or other contacts outside the prison, or association with a certain apprehended, arrested or remanded person. The restriction of communications connected with remand imprisonment and the extension of the restriction is decided by the court. Remand prisoners cannot be given permission to carry out, among other things, civilian work, studies, or other supervised activities outside the prison. Moreover, remand prisoners cannot be placed in an institution outside the prison.

If a remand prisoner is sentenced to unconditional imprisonment for an offence for which the remand prisoner was imprisoned, the period of remand imprisonment is deducted from the sentence of imprisonment. If a remand prisoner has been unduly imprisoned, the person is 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 had time 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 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.

3.1 Decision on term of sentence

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

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.

3.2 Probationary liberty under supervision

Placement in probationary liberty under supervision is possible at the end of the sentence term if the conditions for probationary liberty under supervision are met. You 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. The preparations for probationary liberty under supervision can be initiated by the prison or the prisoner. This means that you can also apply for probationary liberty yourself. You can ask more information about probationary liberty under supervision from your personal official or other staff members.

4 Basic care and accommodation

4.1 Clothing, linen, clothing maintenance, and cleanliness

You can wear your own clothes in prison. The use of the prisoners' own clothes may, however, be restricted based on, among other things, the prison order. If the possession of a piece of clothing is restricted, you have the right to get a decision on the matter with instructions on submitting a request for an administrative review.

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

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

The prison provides bedlinen, such as sheets.

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. The exchange of laundry is in the daily schedule of the ward. You are responsible for washing your own clothes in the accommodation ward.

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. You must sort all rubbish in the bins according to the instructions. The prison staff gives you more detailed guidance on the practices and division of tasks regarding the cleaning up of the common areas.

4.2 Catering and prison canteen

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

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

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.

4.3 Smoking

Smoking indoors is prohibited in Helsinki Prison. Smoking is only allowed outside in areas meant for smoking. The smoking times are in the daily schedule of the ward.

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

5 Possession of property

5.1 Goods in possession

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

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.

The reception ward is open during office hours. You may visit the reception ward in order to, among others, change your clothes or check your property usually on Friday afternoons according to a separate schedule for each ward. You can sign up for that by leaving a general inquiry form at the reception ward.

5.2 Delivery of goods to prison

You can receive a small amount of goods from your visitor on the day of the visit but not during the actual visit. The quantity and quality of the goods meant for you must be such that the staff can inspect them without breaking them and their inspection does not excessively interfere with other duties of the staff on the visiting day. Your visitor must leave the goods to the prison staff at the reception and fill in a delivery note, which must contain your name and number, the name and contact information of the person bringing the package and a list of the content of the package. Only a person coming to visit you can leave goods for you.

Goods can also be delivered via post. The goods will be inspected first. You will receive the allowed goods and the rest will be put in your locker in the reception ward.

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.

5.3 Handing over goods to be taken outside the prison

If you want to hand over goods to be taken outside the prison, you must discuss it with the reception staff. Normally, you can hand over goods that are considered necessary to the person receiving them (e.g. keys to home) or the goods are classified as valuables.

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.

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 have the right to correspondence by post if your communications have not been restricted (more information about the restrictions of communications is under the heading 2 Remand imprisonment).

You can buy stamps and envelopes from 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 the prison staff. The letterbox will be emptied every day at 8.00 at the latest.

You can receive post in prison in the following address:

Helsinki Prison
PO Box 40
00581 HELSINKI

The postal item must include the following information:

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

You can also receive postal parcels. Please note that if someone wants to send you postal packages in prison, the sender must first write Helsingin vankila (Helsinki 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 letters are delivered to the wards every day.

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

6.3 Receiving email

You can receive email in the prison to the following address: vankiposti.helsinki@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.

6.4 Use of internet and online services

The unit has three (16) online workstations for prisoners with limited access to the internet and Skype. Each accommodation ward has an online workstation.

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.

The staff of the ward can give further information and help you with the use of the computer.

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.

More information on arranging communication via video connection (e.g. Skype) is 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. The activity allowance usually starts from the lowest category. In the case of sentenced prisoners, the paid category of the activity allowance is determined by both the achieved goals set in the sentence plan and the regularity and duration of the participation. In the case of remand prisoners, the paid category is determined primarily by 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.

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

If you do not have any money when you arrive in 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 later.

7.2 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. Keep your PIN code safe – the staff does not have it.

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 use the cardholder's portal to check the balance and transactions on the Prepaid Card. You can ask the staff about matters related to the use of the Prepaid Card.

When you arrive in prison, the cash you bring with you in euros is loaded on the Prepaid Card. 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.

8 Visits

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

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

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

In Helsinki Prison, all visiting facilities are smoke-free. There are two different visiting facilities for unsupervised visits: a single room and a room with a separate bedroom. Both facilities have a toilet and a small kitchen with a stove and appliances to make coffee and tea.

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

Information on possible family camps and camps for couples will be put on the notice board of the ward.

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.

9 Prison leaves

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

Remand prisoners may be granted prison leave only for a particularly important reason. Remand prisoners may also be granted short prison leave under escort in order to attend to an urgent and absolutely necessary matter.

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 must give the application for prison leave and its possible appendices to the staff of your ward. You should start the preparation for prison leave together with the staff of your ward and the specialist staff members in good time beforehand.

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.

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

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.

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 earliest date for prison leave is stated in the decision on the term of your sentence. Prison leave may be granted before the set date if a prisoner has carefully complied with the sentence plan. In such case, prison leave may be granted for the implementation of the plan or, in an individual case, for the maintenance of outside contacts or functioning capability of the prisoner 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 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.

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 similar reason.

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

10 Participation in activities

If you are serving a prison sentence, you are obliged to participate in activities organised or approved by the prison during the 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.

If you are a remand prisoner, participation in work or other activities is voluntary. If you want to participate in activities, you are given an opportunity to do so where possible. A remand prisoner 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.

After you are placed in Helsinki Prison, you will attend a meeting where the purpose is to place you in activities that best meet the goals of your sentence plan. You can apply for studies, work and rehabilitative activities by using the general inquiry form even after initial meeting. You must address an application for studies to the study instructor, for work to the senior work supervisor and for rehabilitative wards to the specialist staff members of the wards.

10.1 Work activities

Helsinki Prison arranges the following work activities:

- renovation group (real estate and outdoor maintenance)
- metalwork (number plates and welding)
- cleaning
- shipping, packing and assembly combined with studies for vocational upper secondary qualification in logistics
- digital printing combined with vocational education
- carpentry
- car repair shop

- bicycle repair shop

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

10.2 Studying

If you are serving a prison sentence, you may study in Helsinki Prison or be permitted to study outside the prison (study permission).

Helsinki Prison arranges the following education:

- basic education
- general upper secondary education studies (only independent studies in the cell)
- pre-vocational education preparing for vocational studies (Valma) (group or individual)
- Finnish courses for foreigners (S2 as part of vocational education based on individual needs)
- vocational upper secondary qualification in construction (theory)
- vocational upper secondary qualification in surface treatment technology
- vocational upper secondary qualification in horticulture and property maintenance services (theory)
- vocational upper secondary qualification in restaurant and catering services
- other group activities (course for preparing short-term prisoners for freedom)

10.3 Rehabilitation activities

Helsinki Prison arranges substance rehabilitation for individuals and groups, rehabilitative programmes in the activity and support ward and individual and group programmes influencing the risk of recidivism (e.g. Behaviour-Interviewing-Change Programme, Anger Management Programme and Cognitive Self-Change Programme). Young offenders have their own ward where the activities are tailored for each prisoner in accordance with their sentence plan.

The instructors, senior instructors, substance abuse instructors and psychologists carry out the group and individual work in the wards.

The Finnish home economics organisation Martat arranges courses on everyday life skills in the activity wards.

You can ask the staff more information about the services offered in the prison. You can apply for wards and courses by sending the general inquiry form to the staff member responsible for the activities in the ward. Your personal official can best help you with rehabilitative activities.

10.4 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. The senior instructor of your ward can help you to reach the services of the municipality, employment and economic development office and Kela and contact other cooperation partners of the prison (e.g. Krits – Finnish Foundation for Supporting Ex-offenders, Aggredi) via Skype.

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.

Prisoners charged with an offence is granted a necessary exemption from the obligation to participate in activities so that they can prepare their defence. Prisoners may be exempted from the obligation to participate in activities also for some other important reason or due to a fixed-term incapacity for work.

11 Free time

11.1 Free-time activities

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. More information on the free-time activities, the cooperation partners, the times and how to sign up are on the notice boards of the wards, in the daily schedules and the brochures of the activity wards.

11.2 Library

You can use the prison library once a week. The opening hours of the library are in the daily schedule of your ward. You can also borrow books as interlibrary loans from other libraries. For interlibrary

loans, you must fill in the general inquiry form and address it to the instructor responsible for the library who will order the books and pick them up.

11.3 Religious activities

You have a possibility to take part in religious events and discuss religious issues. In addition to the prison chaplains and deacons representing the Evangelical Lutheran Church, religious work is also carried out by volunteers and representatives of other religions.

The times of the church services and other religious events are on the notice board and in the daily schedule of your ward. When you want to meet a representative of your own religion or discuss matters concerning religion, you can contact the prison chaplain by filling in the general inquiry form.

12 Health care

The Health Care Services for Prisoners (VTH) operates under the auspices of the National Institute for Health and Welfare (THL) and is responsible for organising healthcare services for all prisoners in Finland.

The Health Care Services for Prisoners has 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 and a dentist. The nurse is present every day. 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. In such case, you will be under supervision.

If you need an appointment with the health care staff, fill in the general inquiry form, seal it in an envelope and leave it in the letterbox in your ward. If you are ill and cannot participate in activities where you are placed, you must inform a prison officer of your ward of it.

You must take medication given to you as instructed by the doctor. You must return any unused medication with the pill dispenser.

If you have acute health issues, you must contact the prison staff by, for instance, using the internal telephone in your cell or visiting the prison officers' office.

13 Behaviour in prison

Imprisonment is regulated by various rules and regulations; therefore, you should familiarise yourself with the Imprisonment Act and the Remand Imprisonment Act. The prison order contains more detailed provisions and regulations, which you must also follow.

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 Remand Imprisonment Act, or the decrees issued under them, a regulation of the Central Administration of the Criminal Sanctions Agency, or the prison order. In addition, a disciplinary punishment may be imposed if you do not follow a request or order of the prison staff.

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.

14 Right to file a complaint or request an administrative review

14.1 Filing a complaint

You can file a complaint to an authority that oversees legality 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. 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. You 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.

14.2 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.

14.3 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.

14.4. 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.

15 Staff and managing affairs

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

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 reach the officials best by using the inquiry form, which you can get from your accommodation ward. In the form, you must specify what your matter concerns. You must address the general inquiry form to:

- **senior criminal sanctions official** if your matter concerns the sentence plan, prison leave, an unsupervised visit, a visit by a child or an application for a placement in an open prison
- **polyclinic** if your matter concerns health care
- **notary** if your matter concerns a judgment, court hearing or summons or you want to give a notice of intent to appeal a judgment
- **senior instructor responsible for substance abuse work** if you want to discuss your substance use or relapse or you are interested in being placed in a substance rehabilitation ward or your sentence plan requires it
- **study instructor** if you had to drop out of school because of imprisonment, you are interested in studying during the prison term, your sentence plan requires it or you need support for employment

- **prison officer responsible for visits** if you want weekend a visit
- **senior instructor responsible for social work** if your matter concerns your income, finances, housing situation, family or children
 - The preparation for release should be started six months before the release so you must contact the senior instructor in good time beforehand. An application for social assistance must be submitted one month before the release. Please note that the senior instructor does not make you call a lawyer and you must pay for other possible phone calls yourself.
- **psychologist** if your sentence plan requires you to discuss change with the psychologist
- **chaplain** if your matter concerns religion
- **prisoner account administrator** if your matter concerns money
- **instructor responsible for library** if your matter concerns the library services.

In all other matters, you can **contact a prison officer of your ward**.