

Information for prisoners in Turku Prison

Prison and Probation Service

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1. General

1.1. Information on the prison

You have arrived at Turku Prison. It is a closed prison for sentenced prisoners and remand prisoners. The prison has 216 prisoner places for men. Female prisoners are not currently placed in Turku Prison due to a renovation that began in spring 2024.

You are now reading the information leaflet of Turku Prison. The purpose of this leaflet is to tell about the operation of this prison and the practices linked to remand imprisonment and serving a sentence. You should also read the prison rules, which contains provisions you have to follow. 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, and activity hours. In addition, each accommodation ward has a folder containing the provisions on imprisonment, i.e., the acts and decrees as well as a list of the regulations and instructions issued by the Prison and Probation Service. The folder includes the prison rules of Turku Prison. You may ask the staff for the folder to read. The daily schedule is on the notice board of the ward.

You can find a list and contact information of the authorities overseeing the operation of prisons on the notice board. Information on the different prison activities and current events is also put on the notice board.

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 the case of remand prisoners, contact with the diplomatic mission may be restricted only for a particularly important reason related to the clarification of the offence.

If there are any unclear matters, you can turn to the staff.

Contact information:

- **Street address:** Mathilda Wreden katu 1, 20380 Turku
- **Postal address:** Turku Prison, PO Box 50, 20251 Turku
- **Telephone:** +358 29 568 4500
- **Email:** turku.vankila@om.fi
- **Email to a prisoner:** vankiposti.turku@om.fi

1.2. Personal official and induction

You are appointed a personal official for the duration your prison sentence / remand imprisonment. The personal official takes care of the smooth progress of your prison term / remand imprisonment and is actively present in the daily life. You can discuss issues concerning you with the personal official, such as the preparation of permission (for example, 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.

When you arrive at the prison, you will be told the basic practices of the prison during an arrival interview at the reception ward. A more detailed induction will be arranged after your placement in an accommodation ward. A prison officer of your accommodation ward will discuss the matters covered in the induction with you, and at the same time, you will fill in and sign an induction form.

1.3. Sentence plan

If you are serving a prison sentence, you will be drawn up an individual sentence plan. Sentenced prisoners, who come to serve their sentence directly from freedom, will be drawn up a sentence plan before their arrival at prison. Others, such as remand prisoners, whose status is about to change to sentenced prisoners during their imprisonment, will be drawn up a sentence plan in prison. The plan may be specified in prison. The sentence plan guides the serving of the sentence term, release and conditional release. It includes goals you should try to achieve during your sentence term. You will be placed in activities based on the sentence plan and the options available in the prison. You can influence the progress of your sentence plan by working together with the staff towards the goals set out in the sentence plan. The progress of the sentence plan affects, among other things, the granting of prison leaves and possible placement in an open prison or probationary liberty under supervision. The implementation of the sentence plan is monitored regularly and reviewed at least three times a year.

If you are a remand prisoner, you will not be drawn up a sentence plan before you arrive at prison. However, with your consent, the preparation of your sentence plan may be initiated already during the remand imprisonment.

The progress of the implementation of your sentence plan is normally reviewed three times a year. The progress of the plan is discussed with you. In addition, the progress is assessed in the accommodation ward's meeting, which includes the senior prison official of the ward, prison officers, and staff members in charge of education, rehabilitation, and social work. The ward meeting assesses the progress of all the goals of the sentence plan and agrees on any necessary support measures and contacts.

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, the police or other official with the power of arrest releases the remand prisoner. Remand imprisonment ends at the latest when the judgment of the District Court becomes final. If the judgment of the District Court is appealed, remand imprisonment continues until the Court of Appeal issues its judgment. 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 sentenced 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 has been 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 speak to your personal official or another member of the prison staff.

3.1. Decision on term of sentence

The Enforcement Unit makes a decision on your term of sentence at the beginning of your imprisonment. The decision includes 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. If you serve a combination sentence, the decision includes 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 prison assesses each prisoner's eligibility for probationary liberty on its own initiative, unless placement in probationary liberty is clearly unnecessary due to the short length of the sentence. The matter will be discussed with you when reviewing your sentence plan when the matter is topical. You will be informed of the outcome. You can also submit an application for probationary liberty under supervision yourself.

4. Basic care and accommodation

4.1. Clothing, linen, clothing maintenance, and cleanliness

You can wear your own clothes in prison. The use of personal clothes may be restricted for a reason related to, among other things, prison order. If 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 have to be dressed appropriately 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. Protective clothing, such as overalls, is stored and changed in the facilities located in the building where prison activities are arranged.

You get bedlinen, such as sheets, from the prison.

All textiles (bedlinen and prison clothes) provided by the Prison and Probation Service are washed in a laundry outside the prison. The prison staff tells you when the textiles are changed. Each accommodation ward has a specific day when the laundry is changed, which can be found in the daily schedule for the ward. You are responsible for washing your own clothes in the designated facilities. The accommodation wards have a washing machine, dryer, and laundry detergent at your disposal.

In prison, you are responsible for keeping your own cell tidy. Everyone cleans up after themselves in the common areas, for example, after cooking. You must sort all waste according to the instructions. The prison staff gives you more detailed guidance on the practices and the division of tasks regarding the cleaning up of the common areas.

4.2. Catering and prison canteen

On weekdays, the prison serves you four meals: breakfast, lunch, dinner, and an evening snack. On weekends and holidays, the prison serves a breakfast, a combined lunch/dinner and an evening snack. In some accommodation wards, some meals can be prepared by the prisoners themselves, in which case the prison provides the necessary foodstuffs.

You should tell us as soon as you arrive at 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. Shopping times are in the daily schedule for the accommodation ward. Canteen purchases are paid with the payment card provided by the Prison and Probation Service (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. Some sports equipment, such as outdoor and indoor training shoes, can be purchased through the physical exercise instructor.

4.3. Smoking

Smoking inside the prison is prohibited. The possession of tobacco product and lighting devices is prohibited at other times except during outdoor exercise. The smoking products of each prisoner are kept separately in a locked storage meant for that. Smoking is possible once a day during outdoor exercise. At other times, including when participating in activities, smoking is prohibited. A disciplinary punishment may be imposed on a prisoner for acting against this rule.

You can get nicotine replacement products to relieve possible withdrawal symptoms. In addition, the Health Care Services for Prisoners and the Prison and Probation Service support you if you want to quit smoking.

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

5. Possession of property

5.1. Goods in possession

You may possess a reasonable amount of personal property 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.

You must 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 have to make sure that you are allowed to possess or store them before acquiring them.

The prison staff draws up an inventory of the property you brought with you. Goods, which you cannot take in your cell, are 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 exchange goods in your possession by contacting the reception ward using the general inquiry form. You can also use the general inquiry form to request some of your property placed in storage in prison.

After inspection, the following personal goods are generally given directly into prisoners' possession in the accommodation ward:

MAGAZINES AND NEWSPAPERS	REASONABLE AMOUNT
UNDERPANTS	REASONABLE AMOUNT
CDs, DVDs, GAME DISKS (NO COPIED DISKS)	100
TOOTHBRUSH (ALSO ELECTRIC)	1
HAIR TRIMMER / ELECTRIC RAZOR	1
TROUSERS (ALL OVERTROUSERS AND SHORTS, NOT LINED)	4
SHOES	3 PAIRS
ELASTIC EXERCISE BAND (THIN)	1
WATER BOTTLE OR SHAKER	1
COFFEE MAKER / ELECTRIC KETTLE	1
VIEWING CARD + CARD READER TO ACCESS A CHANNEL PACKAGE	1
FOLDER	3
BOOKS	10
ENVELOPES AND PAPER	
WRITING AND DRAWING SUPPLIES	
JEWELLERY	
MUG	1
HEADPHONES + ADDITIONAL CABLE / AUX CABLE (5 METRES)	1
HEARING AID	
NAIL CLIPPERS (WITHOUT BLADE)	1
NAIL SCISSORS OR SCISSORS (BLUNT TIP, BLADE LENGTH MAX 5 CM)	1
GLOVES / EXERCISE GLOVES	2
READING LAMP (FIXED TO TABLE, MAX 11W)	1
MEMORY CARD FOR GAME CONSOLE	1
PLASTIC CONTAINERS / FOOD CONTAINERS	5

NOSE HAIR TRIMMER	1
BRACES	1
SHIRT (NOT HOODED OR LINED)	5
GAME CONSOLE (XBOX 360 PRO 2005, XBOX 360 CORE 2005, XBOX 360 ELITE 2007, XBOX 360 ARCADE 2007, PS1, PS2)	1
GAME CONTROLLER	1
PLAYING CARDS	1
HAT (NOT LINED, NO BACLAVAS OR OTHERS COVERING THE FACE)	2
WRISTWATCH (NO GPS)	1
RICE COOKER OR AIR FRYER (SMALL)	1
PRAYER MAT (MEASUREMENTS MAX 70 CM X 105 CM)	1
GLASSES (WITH CASE)	2
SOCKS	REASONABLE AMOUNT
JACKET (NOT HOODED OR LINED)	2
POCKET CALCULATOR (NO MEMORY THAT COULD BE CODED)	1
VACUUM FLASK	1
TOILETRY BAG	1
FAN	1
PHOTOGRAPHS (NO PASSPORT PHOTOS, NO FRAMES)	

The decision on giving goods into your possession is made by the senior prison official of the reception ward, who is in charge of the possession of property. If you have any problems with your personal property, please contact the senior prison official using the general inquiry form.

5.2. Delivery of goods to prison and handing over goods to be taken outside the prison

During visits, your visitors may bring you a small amount of goods that you are allowed to possess during your imprisonment. Those goods include magazines, clothes and personal utility articles. The prison does not accept foodstuffs, cash or tobacco products. The goods brought by your visitor will be inspected in prison.

The visitor has to leave the goods to the prison staff at the prison gate. When a visitor leaves goods to the prison staff, a note will be attached to them.

The note includes:

- the name of the prisoner
- the name of the person delivering them;
- what goods are brought to the prisoner.

More information on the delivery of goods to prison and handing over goods to be taken outside the prison is in the prisons rules (7.5 §).

Please note that the storage facilities in the prison are limited, which may mean that all your property cannot be stored in the prison. Property that cannot be stored in the prison is sent, at your expense, to a place indicated by you. You can hand over your personal goods to your visitor to take outside the prison through the prison's reception ward, either during visits or by post. If you want to hand over goods during a visit, you must contact the reception ward well in advance of the visit.

6. Contacts with the outside world

6.1. Use of telephone

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

In general, you use the telephone at your own expense. You may be allowed to make a telephone call at the expense of the prison to, among others:

- your advocate;
- an authority overseeing the operations of the prison;
- your close relative or other close person to inform them of your admission to prison;
- your close relative or other close person to inform them of your transfer.

You must carefully read the prison rules, which include the times when the telephones are available for use in each ward and the regulations concerning the use of telephone.

6.2. Letters and postal items

You 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. Leave outgoing letters in the letterbox in your ward. The name of the sender has to be written on a postal item sent from prison. If you do not want to write your name on the postal item, you have to give it personally to the prison staff. You do not have to write your name on letters or postal items sent to a supervisory authority. The letterbox will be emptied on weekdays after breakfast.

You can be sent post in prison to the following address: PO Box 50, 20251 Turku.

The letter must include the following information:

- name of the prisoner
- PO Box address
- details of the sender.

Please note that if someone wants to send you postal packages in prison, the sender must first write Turun vankila (Turku 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 are delivered to the right place. The prison staff will not pick up the packages sent to you from the post office, but the postal service delivers the packages directly to the prison. Likewise, cash on delivery items will not be picked up.

Letters and other postal items may be inspected in prison, except for letters from lawyers or authorities overseeing the operation of prisons. Incoming post is generally delivered to the accommodation ward on weekdays at dinnertime.

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

6.3. Receiving email

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

You may be given permission to send and receive email messages if your communications have not been restricted and it does not endanger, for example, prison order. Permission to use email may be granted for, among other things, handling official matters, studying and maintaining contacts.

6.4. Use of internet and online workstations

The online workstations for prisoners offer a limited access to the internet, the video communication system VIPU and the electronic learning environment Moodle.

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. There is a separate application form for permission to use the internet.

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 is available under the heading Visits.

7. Income and use of money

7.1. Income

You will be paid a tax-free activity allowance if you participate in work, education or rehabilitation. The activity allowance is EUR 3.01 or EUR 4.26 per day on the days you participate in an activity. At the beginning, the prison usually pays the lowest category of the activity allowance.

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. If you are a remand prisoner, the paid category is determined primarily by the duration and regularity of the participation.

The activity allowance may be left unpaid in full or in part if you receive financial support for the activity from other authority (for example study grant) or if payment is not necessary for some other comparable reason.

In addition to the activity allowance, you are paid an expense allowance, which is 1.60 euro per day, including weekends, counted as part of the sentence term or for the duration of the enforcement of remand imprisonment.

If you do not have any money when you arrive at prison, you may be paid the expense allowance of the first 14 days in advance so that you can make necessary purchases. The paid advance paid will be deducted from the expense allowance paid later.

7.2. Use of money

You will be issued with a Visa payment card by the prison. The prison staff stores the payment card. You can use the card by entering a personal PIN code. The Prison and Probation Service pays all benefits you will receive to the payment card.

You can use the payment card to pay your purchases in the prison canteen. In addition, you can use the payment card outside the prison to pay in places that accept a chip card and withdraw a maximum of EUR 200 per month at cash machines in Finland. The payment card does not have the contactless payment feature and it cannot be used for

online shopping. You can ask the prison staff about matters related to the use of the payment card.

When you arrive at prison, the cash you bring with you in euro is loaded on the aforementioned Visa payment card. Funds can only be deposited once upon arrival at prison and the maximum amount is EUR 500. If you do not have any cash when you arrive, you can make your purchases with your own bank card on arrival.

Your family members cannot transfer money straight to the issued payment card. They can transfer money to the joint prisoner account of the Prison and Probation Service where the money will be transferred to your payment card. More detailed information on transferring money is available at the website www.rikosseuraamus.fi. Cash meant for paying a fine can be brought to the prison gate.

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

8. Visits

Supervised visits enable you to meet your family, friends, and acquaintances during your prison term, provided that your communications have not been restricted. Unsupervised visits are meant for your close relatives, other close people, or some other person important to you.

The different types of visits include supervised visits, unsupervised visits, visits by a child, visits by a legal counsel, supervised visits between prisoners, and meetings via video connection (VIPU).

Unsupervised visits, visits by a child, and meetings via video connection are always subject to permission and require a separate decision.

You must read the prison rules carefully. The prison rules provide more detailed information about visiting times, duration, conditions, and application process.

You must remember to book a visit in good time beforehand so that the necessary arrangements for the visit can be made. Application forms for supervised visits, visits by a

child, and meetings via video connection must be returned by 8:00 on the Wednesday before the visit at the latest.

In Turku Prison, supervised visits are held in a room where the prisoner and visitors are separated by a plastic partition. The conversations are conducted through handsets. In addition, the prison has a separate room for visits by a child, which is more homely than the normal visiting room. Visits by a child are applied for separately.

The prison has two different visiting rooms for unsupervised visits. The rooms have a toilet and a small kitchenette with a stove and appliances to make coffee and tea. You can order purchases from the prison canteen for unsupervised visits. The order form must be submitted well in advance of the date of the granted unsupervised visit. You can get more detailed information on placing an order either from the prison canteen or from the staff of your accommodation ward.

Meetings via video connection must be applied for using a separate form. You can get the form from your accommodation ward. Meetings via video connection are intended especially for situations where it is difficult for the prisoners' family to come to supervised visits, for example, due to a long distance. There is a limited number of visiting times available. Fill in the form carefully, otherwise your application cannot be processed.

You can apply for family camps, which are arranged, for example, at Vilppula Prison or regionally. This does not apply to remand prisoners. For more information about the family camps, their dates and the application process, please contact the senior instructor of your accommodation ward.

Visits by under 18-year-olds

Entry of a minor visitor to prison to visit someone else than a parent of the minor 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 leave

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

You can apply for prison leave in writing by using a specific application form available in your accommodation ward. If need be, you can also ask the staff of your accommodation ward to give you the form. You must leave the application for prison leave and its possible appendices in the letterbox in your accommodation ward or give them directly to the staff. Please note that the letterboxes are not emptied on weekends or public holidays, especially when applying for prison leave for an important or particularly important reason. The staff of your accommodation ward will assist you in preparing your prison leave application.

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

You must 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 sentence term

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

- it promotes the implementation of your sentence plan;
- your compliance with the conditions of prison leave may be deemed likely; and
- you have to 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 sentence 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 that is necessary to attend to the matter in question.

9.3. Prison leave for a particularly important reason

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

Prison leave is granted for a period that is 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. Remand prisoners 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.

Remand prisoners may work in the workshops in the building, where prison activities are arranged, and as cleaners in the ward.

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

10.1. Work activity

Turku Prison offers a variety of work activities. You can indicate your willingness to participate in work activities during your arrival interview or later by informing the staff of your accommodation ward. At the same time, you can tell if you are particularly interested in a specific work activity, although we cannot guarantee a specific workplace.

Opportunities to participate in work activities depend on your accommodation ward and wing. You may be transferred to another accommodation ward in order to participate in work activities. You will usually receive a decision on your placement in an activity after the transfer. Do not leave your accommodation ward to participate in work activities before you have been informed of your workplace.

Turku Prison offers woodwork, metalwork, surface treatment, assembly, clothing repair, sewing, upholstery, and bookbinding. In addition, there are jobs available in folding clothes and cleaning the accommodation wards and gyms.

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 may 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. Education

You can study in Turku Prison or be permitted to study outside the prison (study permission).

If you want to study, contact the study instructor using the general inquiry form. The study instructor takes care of the practical arrangements of the studies, such as learning materials and exams. In Turku Prison, you can complete primary and lower secondary

education and general upper secondary education courses as independent studies in your cell.

10.3. Rehabilitation activities

Turku Prison arranges various group and individual rehabilitation activities with the rehabilitation staff. Rehabilitation activities, such as rehabilitation programmes, substance abuse work, psychological work, therapeutic work and other individual work aiming to influence the risk of recidivism are carried out by, among others, instructors, senior instructors, substance abuse instructors and psychologists.

The prison has a separate contract ward, where you are required to sign a commitment to abstinence from substances. It is a group-based substance rehabilitation ward. You can indicate your willingness to participate in rehabilitation either during your arrival interview or later.

The prison offers various programmes such as the Behaviour-Interviewing-Change Programme for substance abusers, the Cognitive Self-Change Programme for violent offenders, and the New Direction Programme for sex offenders. In addition, there is pre-vocational education preparing for vocational studies and promoting work ability (VALMA).

Some of the programmes require separate applications at specified times, while others operate on a non-stop basis, meaning that you can start at any time. Some of the programmes are meant for individuals. In addition to attending scheduled appointments, completing the programmes often involves individual work in your own cell.

You can discuss your willingness to participate with the staff of your accommodation ward or send a general inquiry form to the staff in charge of rehabilitation activities in your ward. Participation in the programmes is usually linked to the goals of your sentence plan. The staff may also ask you about your willingness to participate in the programmes included in your plan.

The prison staff also arrange activities promoting prisoners' everyday life skills. In some accommodation wards, it is possible to participate in groups organised by the Finnish

home economics association Marthas for learning and maintaining everyday life skills. The staff of your ward can give more information on the participation and times.

10.4. Online services

The implementation of the sentence plan can be advanced by using online services. The use of online workstations is described under the heading 6.4 Use of internet and online workstations.

In Turku Prison, it is possible to use video connection to communicate remotely with Kela, the employment services, KRIS, and RETS, and to arrange remote meetings with the staff of Martha Association and Tillbaka till livet. Studying prisoners can access, for example, Moodle platform of the University of Turku and Geogebra application for general upper secondary education.

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 calendar month, provided that during that month you have participated in activities on at least 14 days (including weekends and public holidays) and that 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 may participate in free time activities arranged in the prison in accordance with the prison's daily schedule and range of activities. You may also

participate in the planning and arrangement of free time activities by proposing different free time activities to the prison official responsible for them.

Turku Prison offers a variety of free time activities, such as physical exercise, music, and handicrafts, depending on the accommodation ward. Not all activities are available in every accommodation ward. In addition to the activities described below, prisoners also have access to gyms and outdoor exercise yards. The gyms and outdoor exercise yards offer a wide range of exercise equipment. Free weights are not available. Some accommodation wards have access to the prison's sports hall. The times of free time activities are in the daily schedule for the accommodation ward. Some activities are only open to a limited number of prisoners at a time. The staff of your accommodation ward can tell you more about signing up and possible queuing.

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

11.2. Library

You can use the prison library. The times when you may visit the library are in the daily schedule for your accommodation ward.

If the material you want is not available in the prison library, you can request an interlibrary with the help of the library staff, provided that the material is available elsewhere.

11.3. Religious activities

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

The prison has premises suitable for the practice of religion. Church services, devotional services, and other religious events of different Christian denominations (mainly Evangelical Lutheran and Orthodox) are arranged in the chapel located in the building where prison activities are arranged. The time of church service is in the daily schedule for your accommodation ward. It is also possible to follow the Sunday church service organised by the prison via the cell television. The prison also has a separate prayer room for Muslims.

Prisoners may meet a pastoral counsellor or another representative of their own religion. In order to arrange this, send a general inquiry form to the prison chaplain. In an urgent situation (such as the sudden death of a close relative or a similar reason), you can also talk directly with the staff of your ward to arrange the matter. The staff will contact the chaplain as soon as possible.

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. At the polyclinic, you can book an appointment with a physician or a dentist. A nurse is present every day from approximately 8.00 to 16.00. You can also contact the polyclinic in mental health issues. In addition, an optician also visits the prison.

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, fill in the general inquiry form, seal it in an envelope and leave it in the letterbox in your accommodation ward.

Medicines given to patients must be taken as instructed by the doctor. Some medicines may be stored in the control room of your accommodation ward, in which case you will receive them from the staff of your accommodation ward according to the instructions. You must return any unused medication in the pill dispenser.

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

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 rules contain more detailed provisions and regulations, which you have to also follow.

You have to behave in an appropriate manner towards the prison staff, other prisoners and other people. Moreover, you have to follow the instructions and orders of the staff.

A disciplinary punishment may be imposed on you if you violate the Imprisonment Act, the Remand Imprisonment Act, or the decrees issued under them, a regulation of the Prison and Probation Service, or the prison rules. In addition, a disciplinary punishment may be imposed if you do not follow a request or order of the prison staff.

A disciplinary punishment may also be imposed on you if you commit an offence in prison or otherwise under the supervision of a public official of the Prison and Probation Service for which the maximum expected punishment is a fine. Such offences include, 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 (for example, lost or broken devices), you are liable to compensate it. As a last resort, the matter will be decided by court.

14. Right to file a complaint or request an administrative review

14.1. Filing a complaint

You may file a complaint to an authority that oversees legality if you think that you have been treated inappropriately or suspect that an authority or a public official has not complied with the law or fulfilled the obligations. However, the aim should be to solve

problems and conflict situations primarily by discussing the matter with the staff. Discussing with the staff is usually the quickest way to solve issues.

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

14.2. Contents of a complaint

- The person filing the complaint has to specify, which act or omission of the Prison and Probation Service or its official the person criticises.
- The complaint has to include the grounds for considering the conduct of the Prison and Probation Service or its official to be wrong.
- The complaint should provide information about the time of occurrence of the action or omission in question.
- You 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 Prison and Probation Service and its units and officials is monitored by the internal control of the Prison and Probation Service. In addition, the operation of the Prison and Probation Service is overseen by, among others, the Parliamentary Deputy Ombudsman. A complaint concerning the same matter cannot be filed to more than one overseer of legality. A list of the authorities overseeing the operation of prisons is, for example, on the notice board of your ward. You can post your complaint directly to the authority overseeing legality yourself or ask the prison staff to send your complaint on your behalf.

The Prison and Probation Service 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 Health Care Services for Prisoners 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 a legal remedy and appeal. You can request for an administrative review of decisions made by the Prison and Probation Service 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. You have to submit the request for an administrative review in writing within seven days from the date when you have received 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

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

Many external partners visit and work in the prison. You may talk with them and take part in the various rehabilitation activities they organise. Further information about these external partners is available on the notice board and from the staff in your accommodation ward.

Contacting the appropriate official will help ensure your matters are handled efficiently. The best way to reach an official is by using the general inquiry form, which is available in your accommodation ward. On the form, you should briefly state what your matter concerns.

Prison staff:

Head of prison

- Tomi Tuovinen: general administration

Assistant directors

- Kalle Virtanen: prison safety, security and order, prison leaves, 1st deputy for head of prison
- Heidi Urjanheimo: prison activities, activities in accordance with the sentence plan, rehabilitative work, education and training, rehabilitation and social work, prison leaves, 2nd deputy for head of prison
- Eeva Hiiterä: cleaning, kitchen

Senior prison officials

- Senior prison officials in charge of each accommodation ward and senior prison officials in charge of the possession of property

Personal officials

- Each prisoner is assigned a personal official with whom they can deal with various practical matters and discuss issues related to, among other things, prison leave, placement, and the progress of their sentence plan

Psychologists

- Psychological and mental health problems, appointments by the general inquiry form

Chaplain

- Tuija Storbacka: Personal pastoral counselling, church services, practical arrangement of religious activities, contacts with parishes, pastoral services for members of other religions

Study instructors

- Study permissions, applications for courses and training, student counselling

Substance abuse instructors

- Individual and group substance abuse work

Social workers

- Social work and work with families

Senior instructors

- Social aspect of the arrival interview, life management, programmes and substance abuse work, preparation for release

Instructors

- Library, physical exercise, programmes
- Handicrafts, textile work, young people, community treatment
- Music, everyday life skills

Work supervisors

- Cleaning: cleanliness of the prison
- Rehabilitative work: practical arrangements at worksites and introduction to work

Senior work supervisor, workshop

- Rehabilitative work (wood, metal, surface treatment, upholstery, bookbinding, sewing)
- Placement in activities in the workshop

Domestic care supervisors

- Prison canteen

Kitchen

- Leijona Catering