WELCOME TO KUOPIO!

KUOPIO GUIDE FOR IMMIGRANTS
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This guidebook is intended for immigrants living in Kuopio.

The guidebook contains information which immigrants need when starting life in a new country. It contains information about housing, work, education, various different services and recreational activities.

The guidebook also contains the contact information for various authorities and officials. Furthermore, at the end of the guidebook there is a glossary explaining some of the terms used in the guidebook.

This guidebook is published in Finnish, Russian, English and Arabic. It has been compiled by the Welcome to Northern Savo (Vastaanottava Pohjois-Savo) project in cooperation with local authorities and other partners. The guidebook for immigrants in Mikkeli, created by the employees of the South Savo Vocational College’s project Pointti – Immigrants on the way to employment in South Savo (Pointti – Maahanmuuttajat työvoimaksi Etelä-Savossa), was used as a basis for creating this guidebook.

The Welcome to Northern Savo project is funded by ESF and it involves 10 municipalities in Northern Savo: Kuopio, Siilinjärvi, Varkaus, Isalmi, Keitele, Kiuruvesi, Lapinlahti, Pielavesi, Sonkajärvi and Vieremä. The project aims at improving and developing the services that the different municipalities offer to immigrants. One aim is to offer and develop multilingual counselling and information services for immigrants in Northern Savo. Multilingual counselling and information services are available in Kuopio, Varkaus and Isalmi and, if needed, in other municipalities, for example by telephone or e-mail. The project also offers help and support for the employees of municipalities, for example by creating networks of people working with immigration matters, by producing and handing out materials that can be utilised in multicultural work and by organising training. The project started in 2008 and it will last until the end of November 2011.
**1 WELCOME TO KUOPIO!**

The City of Kuopio, located in Eastern Finland, is continuously growing and developing: its population of more than 97,000 makes it the 9th largest city in Finland. Kuopio was founded in 1775. Its total area is approximately 2,320 km². There are plenty of lakes and forests in Kuopio, and the city is surrounded by Lake Kallavesi. Kuopio has good road, rail, air and waterway connections. Kuopio is famous for its jovial inhabitants, its lively market square and the Puijo tower as well as for the wide range of events it offers, such as the Kuopio Dance Festival, the Puijo ski jumping competition and varied cultural programme. Today the city is also known as a centre of top class education and research combining international cooperation, business life and high technology with pure nature.

Kuopio is an international city, with residents representing nearly 90 different nationalities. The share of foreign citizens in the population of Kuopio is approximately 1.6% (January 2010). The largest group of foreign citizens are people originating from Russia, followed by citizens of Myanmar, Estonia, Sudan, Thailand, Iraq and Turkey. For the City of Kuopio, multiculturalism is a resource worth developing. Various parties and departments of the City cooperate closely to support the integration of foreigners moving to Kuopio.

For more information on Kuopio and its services contact the City of Kuopio Information Counselling

**Kuopion kaupungin palveluneuvonta**
(The City of Kuopio Information Counselling)
Information counsellor Päivi Vironen (Finnish, English)
Kuopion kaupunki (The City of Kuopio)
Kaupungintalo (City Hall), Tulliportinkatu 31
P.O. Box 228, 70101 Kuopio
Tel. 0800 182 050 (toll-free number)

Information on Kuopio and the City’s services is also available on the City of Kuopio’s website at www.kuopio.fi.

The City of Kuopio has a dedicated website for immigrants, offering information about services specifically aimed at immigrants in Kuopio. In addition, the site provides information about parties working with immigration matters and about studying the Finnish language and the courses available in Kuopio as well as tips for studying the Finnish language independently at home. The immigration website can be found at www.kuopio.fi/maahanmuuttajat.

The City of Kuopio is also featured in the national information service, Info Bank (Infopankki). On the national website www.infopankki.fi you can find important information about living in Finland. The national website Info Bank (Infopankki) contains information in 15 languages: Finnish, Swedish, English, Estonian, French, Russian, Somali, Serbo-Croat, Turkish, Arabic, Farsi (Persian), Chinese, Albanian, Spanish and Kurdish.

**Info Bank provides basic information on topics including:**
- Finnish society and culture
- Permits required for living in Finland
- Finding an apartment
- Studying the Finnish language
- Work and entrepreneurship
- Studying
- Health care
- Social services
- Help in crisis situations
- Culture and recreational services
- Associations in Finland.
The Kuopio section of Info Bank provides information about Kuopio and services that are available for immigrants in Kuopio. You can access the Kuopio section of the site by selecting the desired language on the main page (www.infopankki.fi) and, after a new page opens, by clicking “Kuopio” on the map on the righthand side of the page.

1.1 GUIDANCE AND COUNSELLING SERVICES FOR IMMIGRANTS IN KUOPIO

In Kuopio, guidance and counselling services for immigrants are organised by the City of Kuopio and by the third sector.

1.1.1 THE IMMIGRANT UNIT OF THE CITY OF KUOPIO

The Immigrant Unit (maahanmuuttajayksikkö) of the City of Kuopio receives and integrates refugees and repatriate Finns into Finnish society, in cooperation with other authorities. The unit helps refugees and immigrants adjust to Finnish society and supports the preservation of their own cultural identity. In addition, the Immigrant Unit aims to promote wider understanding of different cultures.

The Immigrant Unit provides refugees and repatriate Finns with guidance and advice, for instance in the following matters:

- Social work
- Income support
- Domestic help
- Child welfare
- Health care.

An interpreter for Arabic is present at the Immigrant Unit Office on Wednesdays from 12 noon to 3 p.m. and an interpreter for Burmese and Karen on Tuesdays from 1 to 3 p.m. The aim is to organise interpretation services for other languages, as and when necessary.

Maahanmuuttajayksikön toimisto
(The Immigrant Unit Office)
Open: weekdays (Mon–Fri) from 8 a.m. to 3:15 p.m.
Minna Canthin katu 28, 4th floor
P.O. Box 227, 70101 Kuopio
Tel. 017 183 942

Public health nurse for immigrants
Mon–Thur
Tel. 017 186 313
Tulliportinkatu 17 C, Room 161 A
Room 161 A (next to the laboratory)

Contact information for other Immigrant Unit employees:
Social workers, tel. 017 183 940 and 017 183 941
Family workers, tel. 044 718 1309 and 044 718 6055
Head of unit, tel. 017 183 902

More information on the Immigrant Unit can be found on the website of the City of Kuopio at www.kuopio.fi -> sosiaalipalvelut (information available only in Finnish).

1.1.2 MULTICULTURAL CENTRE KOMPASSI

Multicultural Centre Kompassi (Monikulttuurikeskus Kompassi) offers information and support to immigrants who have moved to Kuopio recently. You can visit Kompassi, call or send us e-mail.
Kompassi offers you help with everyday matters and problematic situations, such as:

- Filling out forms and paper work
- Language assistance and help in taking care of everyday matters – a Kompassi employee can come with you to visit a bank or different authorities and offices
- Peer support and conversational support.

More information on Multicultural Centre Kompassi (Monikulttuurikeskus Kompassi) and its services is available in Chapter 13 of this guidebook, Multicultural Kuopio, and on Kompassi’s website. The website provides information in Finnish, English, Russian, Arabic and French.

Monikulttuurikeskus Kompassi
(Multicultural Centre Kompassi)
Hapelähteenkatu 33, 70110 Kuopio
Tel. 044 0787 286 or 044 787 2872
E-mail: kompassi@puijola.net
www.puijola.net/kompassi

1.2 NATIONAL GUIDANCE AND COUNSELLING SERVICES FOR IMMIGRANTS
In Finland, there are several national guidance and counselling services for immigrants, providing help and advice on various issues.

1.2.1 FINFO ADVICE LINE
FINFO Advice Line (FINFO-puhelinpalvelu) offers advice to all those who have moved or are planning to move to Finland and provides guidance in regard to available services. FINFO provides personal counselling in English, Russian, Chinese, Somali and Finnish. Calls to the FINFO Advice Line are charged at the local call rate. FINFO also offers e-mail counselling. You can send your questions to finfo@finfonet.fi. The FINFO website features useful links related to finding work, studying and living in Finland as well as video interviews of people who have moved to Finland from various parts of the world sharing their experiences of Finland.

FINFO Advice Line
Mon from 1 to 4 p.m., Tues from 9 a.m. to 3 p.m., Wed–Thur from 12 noon to 3 p.m., Fri from 12 noon to 5 p.m. (Finnish, English)
Tues–Fri from 12 noon to 3 p.m. (Russian)
Mon from 1 to 4 p.m. and Tues from 9 a.m. to 12 noon (Somali)
Fri from 2 to 5 p.m. (Chinese)
Tel. 020 740 1160
E-mail: finfo@finfonet.fi
www.finfonet.fi

1.2.2 KELA’S NATIONAL HELP LINE FOR QUESTIONS RELATED TO EMIGRATION OR IMMIGRATION
Kela’s (the Social Insurance Institution of Finland, Kansaneläkelaitos) national help line for questions related to emigration and immigration offers advice on matters related to social security when moving from or to Finland. The help line provides advice in Finnish, Swedish and English.

Kela’s customer service number for questions related to emigration or immigration
Mon–Fri from 8 a.m. to 6 p.m.
Tel. 020 692 207 (Finnish)
Tel. 020 692 227 (Swedish and English)
1.2.3 IN TO SERVICE POINT
In To is the service point of Kela and the Finnish Tax Administration (Verohallinto) for employees moving to and from Finland. In To also helps selfemployed persons and students coming to Finland and companies hiring and recruiting foreign labour. At the In To service point (In To-palvelupiste), multilingual officials help you with Finnish social security and taxation matters and direct you to other immigration authorities, when necessary. In To is located in the Kamppi district of Helsinki.

In To-palvelupiste (In To service point)
Salomonkatu 17, Doorway A, 2nd floor
P.O. Box 82, 00601 Helsinki
Mon–Fri from 9 a.m. to 12 noon and from 1 to 4 p.m.
E-mail: info@intofinland.fi
www.intofinland.fi

The In To service point does not have a help line. You can contact the service point by e-mail: info@intofinland.fi

2 MOVING TO KUOPIO
When you move to Kuopio, you need to take care of various matters with the Finnish authorities and agencies. These include, for example, registration and in some cases issues related to residence permits.

2.1 REGISTRATION AT THE REGISTER OFFICE
When you move to Kuopio, visit the register office (maistraatti) in order to register and submit a notification of your change of address. Register in the Finnish Population Information System (väestötietojärjestelmä) at the local register office (Puistokatu 29). Fill in and sign the Registration of Foreigners form (Ulkomaalaisen rekisteröinti-ilmoituslomake) and submit the Change of Address Notification (muuttoilmoitus). After registration, you will be issued a personal identity number (henkilötunnus), which will be mailed to you. A personal identity number is important in Finland. You need it for example at the health centre, the Social Insurance Institution of Finland (Kansaneläkelaitos, Kela), at the bank and for the payment of your salary to ensure that the money is paid to the right person.

Bring the following documents with you to the register office:
- Passport (passi) (for EU citizens: an official identity document with a photo)
- Residence permit (oleskelulupa, if you come from outside the EU/EEA area)
- Other relevant documents and their official translations (the apostille certificate, apostille-todistus). For example, if you are married, you will need to bring your marriage certificate. If you have children, you will need to bring their birth certificates.

Pohjois-Savon Maistraatti (Local Register Office of Northern Savonia)
Kuopio Unit
Puistokatu 29
P.O. Box 1348, 70101 Kuopio
Tel. 071 875 0211 (exchange)
E-mail: info.pohjois-savo@maistraatti.fi
www.maistraatti.fi
2.2 PERMITS
If a foreigner wishes to stay in Finland for more than three (3) months, they need a residence permit (oleskelulupa). The application for the first residence permit is submitted at the Finnish diplomatic mission in the applicant’s home country. The Finnish Immigration Service (Maahanmuuttovirasto) makes the decision regarding the issuing of a residence permit. Citizens of the Nordic countries, the European Union (EU), Iceland, Liechtenstein, Norway and Switzerland do not need a residence permit.

EU or EEA nationals may reside, work and practise a profession or study in Finland for three (3) months without any particular official measures. However, after three months the right of residency (oleskeluoikeus) must be registered at the police station (poliisiasema). The Police Licence Services (Poliisin lupapalvelut) take care of matters related to permits and licenses. At the police station, you can also find out whether your driving licence (ajokortti) is valid in Finland. You can find more information about residence permits in various languages on the website of the Finnish Immigration Service at www.migri.fi and in Finnish and English on the website of the Finnish police at www.poliisi.fi.

Pääpoliisiasema (Main Police Station)
Poliisin lupapalvelut (Police Licence Services)
Suokatu 44 B
P.O. Box 217, 70101 Kuopio
Tel. 071 875 6572
Immigration matters, tel. 071 875 6598
www.poliisi.fi/pohjois-savo

You can make an appointment with the Police Licence Services on the website of the Finnish police at www.poliisi.fi/pohjois-savo -> Lupapalvelut ->Varaa tästä aika poliisin lupapalveluihin (only in Finnish).

2.3 KELA
The Social Insurance Institution of Finland (Kansaneläkelaitos, Kela) handles the social security matters of people living in Finland during the different phases of their lives. The social security system in Finland is based on residence in the country. Apart from certain exceptions, people with permanent residence in Finland are entitled to the social security benefits offered by Kela. When you move to Finland, Kela decides if you will be included in the Finnish social security system, i.e. whether or not you will be entitled to Kela’s social security benefits.

Once you have been issued a personal identity number, visit the Social Insurance Institution (Kela) office to find out whether you are entitled to Finnish social security. If you are entitled to Finnish social security, Kela will send you your health insurance card (sairausvakuutuskortti), i.e. the Kela card (Kela-kortti), by mail. The card is provided free of charge for everyone residing permanently in Finland. You will need your Kela card for example at the health centre, hospital, pharmacy and when visiting a doctor or a dentist.

You will find more information on Kela’s services in Finnish, English and Swedish at www.kela.fi -> Maasta- ja maahanmuutto.
Kansaneläkelaitos Kela
(The Social Insurance Institution of Finland)
Main office in Kuopio
Suokatu 40
P.O. Box 178, 70100 Kuopio
www.kela.fi

Karttulan yhteispalvelupiste
(Karttula Citizen Service Centre)
Kissakuusentie 6
72100 Karttula

Kela’s national help line provides its clients with advice on matters related to social security when moving from or to Finland. The contact information can be found in Chapter 1.2 National guidance and counselling services for immigrants.

2.4 BANK ACCOUNT
In Finland, almost all payment transactions are managed through a bank. Therefore, you will need to have a bank account in Finland. A cash machine card / ATM card can be added to your bank account which will enable you to draw money from a cash machine / ATM and pay your bills.

According to the Finnish law, banks must be able to identify their customers. You can prove your identity with a valid passport or a permanent or temporary Finnish ID card (henkilökortti) issued by the Finnish police. Spouses can have a joint bank account. The holder of the bank account can also grant another individual permission to use the account with the account holder’s written consent.

The bank will need the following information when opening a bank account:
- Name of the person opening the bank account and/or the bank account holder
- Personal identification documents
- Personal identity number
- Address and domicile in Finland

BANKS IN KUOPIO:
Sampo Bank plc
Puijonkatu 35
Tel. 010 546 0500
Haapaniemenkatu 30
Tel. 010 546 0510

Oususpankki
Puijonkatu 25
Tel. 010 258 8501
Kissakuusentie 2
Tel. 010 258 8501

Säästöpankki Optia
Kauppakatu 22
Tel. 029 041 2650

Nordea
Kauppakatu 28
Tel. 0200 3000

Handelsbanken
Haapaniemenkatu 13
Tel. 010 444 3140
3 LIVING AND HOUSING
In Finland, people generally live in rented or owned apartments. Homes for rent or sale can be found on websites advertising apartments and through advertisements in local newspapers or estate agents’ listings.

3.1 CHANGE OF ADDRESS NOTIFICATION
When you move to a new city or to a new apartment, you must submit a Change of Address Notification (muuttoilmoitus). The notification must be submitted to the post office (Posti) and the register office (maistraatti). By submitting a Change of Address Notification to the post office you can ensure that your mail finds you. When you submit a Change of Address Notification to the register office, your new address will be included in the Finnish Population Information System (väestötietojärjestelmä). The Notification must be submitted to the register office at the earliest a month before the date of the move and at the latest a week after you have moved.

You can submit a Change of Address Notification to the post office and the register office by calling the Post Customer Service or by submitting a form that can be obtained from post offices and the register office. If your bank has provided you with an online banking user ID or you have a user ID for the Post’s services or a Citizen Certificate (kansalaisvarmenne), for example an ID card with a chip, you can also submit the notification at the Post’s online service. If you move from or to Finland, you need to submit a Change of Address Notification either on the Internet or by using a paper form. You can find more information about submitting a Change of Address Notification in Finnish, Swedish and English at www.muuttoilmoitus.fi.

Post Customer Service
Tel. 0200 71000
Mon–Fri from 8 a.m. to 8 p.m., Sat from 9 a.m. to 2 p.m.
A fee will be charged for the queuing time.

Pääposti (Main Post Office (Itella))
Kauppakatu 40 - 42
70100 Kuopio

Pohjois-Savon maistraatti
(Local Register Office of Northern Savonia)
Kuopio Unit
Puistokatu 29
P.O. Box 1348, 70101 Kuopio
Tel. 071 875 0211 (exchange)
E-mail: info.pohjois-savo@maistraatti.fi
www.maistraatti.fi

3.2 RENTED HOUSING
You can rent apartments from the city, from estate agents or from private individuals. When you rent an apartment, always sign a written tenancy agreement (vuokrasopimus). The tenancy agreement can be made for a fixed period or open-ended. The amount of rent payable and the date on which it should be paid are stated in the tenancy agreement.

Act on Residential Leases (laki asuinhuoneiston vuokrauksesta, 1995/481) applies to all rented apartments. The Act regulates, among other things, tenancy agreements, the amount of rent and the termination and revoking of a tenancy agreement. You can learn more about the Act at the Finlex Data Bank (Valtion säädöstietopankki Finlex) at www.finlex.fi. You can search for acts on the basis of the year or the number of the act (1995 or 481, for example).
Your landlord/landlady may also require you to pay a deposit (vuokratakuu) for the apartment, a sum equal to 1–2 months’ rent. The deposit will be returned to your account when you move out, provided that the apartment is in as good a condition as it was when you rented it and that you have paid your rent and taken care of all other responsibilities as agreed. When you move into a new apartment, read the rules of the housing company carefully and follow them closely. The rules provide information about, for example, the hours when silence should be maintained in the building and the use of communal areas, such as the laundry room.

In Kuopio, there are several companies offering apartments for rent. Niiralan Kulma Ltd (Niiralan Kulma Oy), owned by the City of Kuopio, is the agent for the rented apartments owned by the City.

Niiralan Kulma Oy (Niiralan Kulma Ltd)
Vuorikatu 11
70100 Kuopio
Tel. 017 2655 300
Tel. 017 2655 301 (inquiries related to apartment applications)
www.niiralankulma.fi

You can apply for an apartment at Niiralan Kulma with a form submitted to the Niiralan Kulma office by mail. You can print out the form on the Niiralan Kulma website at www.niiralankulma.fi. You can also use an electronic application form that can be filled in on the Niiralan Kulma website. The website also offers more information (in Finnish) about applying for an apartment.

Kuopio Student Housing Company (Kuopion Opiskelija-asunnot Oy), Kuopas, rents student apartments in Kuopio. You can fill in a Kuopas apartment application on their website at www.kuopas.fi -> Asunnon hakijoille. The application is available in Finnish and English.

Kuopion Opiskelija-asunnot Oy (Kuopio Student Housing Company)
Torikatu 15
70110 Kuopio
Tel. 020 710 9740
E-mail: asiakaspalvelu@kuopas.fi
www.kuopas.fi

Other major agencies in Kuopio include VVO-kotikeskus, OVV and Avara Itä-Suomi Oy. Kiinteistö-KYS Oy also supplies rental apartments in Kuopio, primarily for the personnel of the City of Kuopio and the Kuopio University Hospital (Kuopion Yliopistollinen sairaala) as well as for employees of companies located in Kuopio. If you are 18–29 years of age, you can apply for an apartment at the Finnish Youth Housing Association (Nuorisosauntoliitto). More information about applying for an apartment can be found on the websites of the companies mentioned above.

VVO
Maljalahdenkatu 25
70100 Kuopio
Tel. 020 508 4700
E-mail: kuopio@vvo.fi
www.vvo.fi

OVV
Savonkatu 18
70110 Kuopio
Tel. 017 363 5566 or 044 363 5561
E-mail: kuopio@ovv.com
www.ovv.com and www.vuokrakas.com
3.3 PRIVATELY OWNED HOUSING
Kuopio has many estate agents that can help you find the right apartment if you looking to buy one. If you want to build a house, you can rent or buy land from the City of Kuopio or from private individuals. For more information about building a house as well as other help and advice, contact the Urban Environment Customer Service (kaupunkiympäristön asiakaspalvelu) of the City of Kuopio. More information in Finnish is available at www.kuopio.fi -> Asuminen ja kaupunginosat.

3.4 RIGHT OF RESIDENCE APARTMENTS
Applications for right of residence apartments (asumisoikeusasunto) are to be submitted to the Housing and Projects unit (asuntotoimi) of the City of Kuopio. A right of residence apartment is an alternative to buying an apartment. More information about right of residence apartments and the application process in Finnish can be found on the City of Kuopio’s website at www.kuopio.fi -> Asuminen ja kaupunginosat.

3.5 IMPORTANT INFORMATION ABOUT HOUSING
The mover’s list below contains important information about things which you need to take care of when moving to a new apartment.

- If you live in a rented apartment, remember to terminate the tenancy agreement in time. Check the length of the notice period (irtisanomisaika) with your landlord/landlady.
- Clean up your old apartment and return the keys to the owner.
- If you are moving to a block of flats or a terraced house, notify the property manager/real estate manager (isännöitsijä) of the building. Also notify the property manager/real estate manager of your old apartment that you are moving out.
- You can make an electricity contract (sähkosopimus) by calling a power company (sähköyhtiö) and giving them your name and new address. Remember to terminate the electricity contract at your old apartment. You will find the contact information of power companies operating in Kuopio below.
Ensure that all parties that send mail to you know your new address. Some companies and organisations will be notified of your new address directly through the Population Register (väestörekisteri), but some you will need to notify yourself. You can check which parties get your address information from the Population Register at www.muuttoilmoitus.fi (information is available in Finnish, Swedish and English).

Residents are responsible for buying and changing light bulbs and fuses themselves.

The tenancy agreement will state whether the water charge (vesimaksu) is included in the rent or whether it is payable separately each month.

If you own a television, you will need a TV licence (tv-lupa). TV licences can be purchased from the Finnish Communications Regulatory Authority (viestintävirasto). More information can be found at www.tv-maksu.fi. Information is also available in Swedish and English.

Under Finnish law, every home must have a fire alarm (palovaroitin). The resident must make sure that the alarm works and the batteries are changed approximately once a year. If the fire alarm is out of order, you cannot get any compensation from your home insurance (kotivakuutus) in the event of a fire.

You can get home insurance from an insurance company (vakuutusyhtiö). Insurance companies will help you choose the kind of insurance that best meets your needs. Make sure that you know exactly what is covered by the home insurance.

The resident is responsible for taking care of household appliances (e.g. the refrigerator, freezer, cooker, cooker hood and washing machine).

If you want to put up a satellite dish/antenna, you will need permission from your property manager/real estate manager (isännöitsijä).

Balconies are for the residents’ recreational purposes only. Cooking or the storing of food on balconies is forbidden.

Household waste should be transferred in a closed bin liner to the containers reserved for such waste.

Toxic materials, electrical products and electronic products are classed as hazardous waste. These cannot be disposed of in the waste containers of the property/real estate.

- The organic waste bin (biojäteastia) is brown or green and intended for food waste. Plastic or other waste cannot be disposed of in it.
- Put only newspapers and flyers into the paper container, not plastic or other waste.
- Any household waste left outdoors attracts birds and other animals that can spread diseases. Therefore, household waste should always be disposed of in the containers reserved for them.

Communal areas for residents:

- When you sign an agreement with your property manager/real estate manager on the use of the sauna (saunasopimus), you will have the right to use it at a certain date and time (a socalled saunavuoro) and you will get a key for the sauna.
- If you wish to use the laundry room (pesutupa), you must make a reservation.
- The storage facilities are reserved for belongings which are not needed daily.
- Cars must be parked in allocated areas only. You can rent a personal parking place for your car by signing an agreement (autopaikkasopimus) with your property manager/real estate manager.

You will find Kodin turvaopas, a household safety guidebook, on the website of the Rescue Department of the Ministry of the Interior (Sisäasianministeriön pelastusosasto) (http://turvaopas.pelastustoimi.fi/index.html). The guidebook is available in Finnish and Swedish and contains information about, for example, fire safety and the prevention of accidents.
Each estate or building usually has a house committee (talotoimikunta) which is connected to the board of the housing company (taloyhtiön hallitus). The house committee is a channel for communicating the residents’ opinions and wishes. All residents should participate in the residents’ meetings (asukaskokous). Members of the residents’ committee (asukastoimikunta) are elected in the meetings, which enables them to have a say in matters concerning their own building. The house committee can also be contacted in the case of any housing-related problems.

You can familiarise yourself with materials related to housing (instructions on waste disposal and recycling, invitations to residents’ meetings and neighbourhood gatherings, instructions on cleaning, illustrated instructions about using the laundry room and sauna) produced by the Kotilo project (Kotilo-hanke) available in various languages at www.pakolaisapu.fi -> Suomen pakolaisapu -> Pakolaisapu Suomessa -> Kotilo -> Materiaalipankki.

In addition to the actual rent, residents must pay water and electricity bills (vesi- ja sähkölaskut). Check whether the water charge is included in the rent. You must always make an electricity contract (sähkösopimus) for your apartment. You can request tenders from different power companies on the Internet and choose the one that suits you best.

In Kuopio, you can sign an electricity contract with Kuopio Energy (Kuopion Energia), for example.

**POWER COMPANIES IN KUOPIO**

**Kuopion Energia (Kuopio Energy)**
Snellmaninkatu 25
P.O. Box 105, 70100 Kuopio
Tel. 020 520 01
E-mail: asiakaspalvelu@kuopionenergia.fi
www.kuopionenergia.fi

**Savon Voima Oyj**
Kapteeninväylä 5
P.O. Box 1024, 70901 Toivala
Tel. 0800 30 140
E-mail: asiakaspalvelu@savonvoima.fi
www.savonvoima.fi
4 TRANSPORT IN KUOPIO
You can travel to and from Kuopio by bus, train or plane. In Kuopio, you can travel around using local buses.

4.1 LOCAL PUBLIC TRANSPORT
You can find more information about bus services in the Kuopio region, including timetables, on the website of Kuopion Liikenne at www.kuopionliikenne.fi. There is also a local transport trip planner for Kuopio on the website, as well as information in Swedish and English.

Kuopion Liikenne Oy
Varikkokatu 4
70620 Kuopio
Tel. 017 581 8100
www.kuopionliikenne.fi

You can buy bus tickets from the driver on the bus. You can also buy various travel or display cards (matkakortti, näyttökortti) that are valid for a certain period of time or entitle the holder to a certain number of trips. More information about bus ticket prices, travel cards and display cards can be found on the website of Kuopion Liikenne or from the sales points listed below.

SALES POINTS FOR BUS CARDS IN KUOPIO
Information desk at the Sokos department store
(Sokoksen neuvontapiste), 2nd floor
Haapaniemenkatu 24–26

Office of Kuopion Liikenne Oy Matkahuolto Ab R-kioski in Petonen
Varikkokatu 4 Puijonkatu 45 Pyörönkaari 7

4.2 LONG-DISTANCE TRAVEL
You can get information about the routes and timetables for local and long-distance buses from the Matkahuolto office at the bus station (linja-autoasema, Puijonkatu 45). You can also buy tickets there. More information on long-distance bus transport and timetables can be found at www.matkahuolto.fi in Finnish, Swedish and English.

Kuopio also has a railway station (rautatieasema). Information about train timetables is available at the railway station (Asemakatu 1) and at www.vr.fi in Finnish, Swedish, English and Russian. You can purchase train tickets at the railway station and online.

Kuopio Airport (Kuopion lentoasema), Rissala, is located in Toivala, approximately 14 kilometres from Kuopio. There is a bus connection from Kuopio to the Airport and back. More information about services available at the Airport, bus connections to and from the Airport and related timetables can be found in Finnish, Swedish and English on the Finavia website at www.finavia.fi -> Kuopio. The address of the Airport is Lentokentäntie 275, 70900 Toivala.
5 FINNISH LANGUAGE STUDIES

Finnish language skills will help you to cope in Finland. They will also make integration easier: being able to speak Finnish makes it easier to take care of everyday matters and participate in Finnish society. You can learn Finnish using several different methods. You can take part in a Finnish language course or you can study Finnish on your own with the help of the Internet or by borrowing text books from the library.

5.1 STUDYING FINNISH ON YOUR OWN

There are many ways to study Finnish on your own and you can choose the method that suits you best. For example, if you learn most efficiently by listening, you can listen to Finnish radio programmes or borrow audio books from the library. If you learn by watching, you can study Finnish by watching foreign DVD films and selecting Finnish as the subtitle language.

On the Internet there are a lot of materials and online courses for studying Finnish independently. You can also watch Finnish programmes on television and read Finnish newspapers and magazines. More information and materials on learning Finnish online can be found on the City of Kuopio’s website at www.kuopio.fi/maahanmuuttajat -> Suomen kielen opiskelu -> Suomen kielen itseopiskelu -> Internet

Kuopio City Library (Kuopion kaupunginkirjasto) has several text books for learning Finnish as well as audio materials that can be borrowed. They enable you to study Finnish on your own at home. More information on materials for studying Finnish can be found on the City of Kuopio’s website at www.kuopio.fi/maahanmuuttajat -> Suomen kielen opiskelu -> Suomen kielen itseopiskelu -> Kirjasto.

In the library, you can also read Finnish newspapers and magazines free of charge. Furthermore, you can borrow Finnish books and audio books as well as DVD films in Finnish or in other languages. More information on library services can be found in Chapter 12.1.1 of this guidebook, Library, or on the City of Kuopio’s website at www.kuopio.fi -> Kulttuuri ja kirjasto or directly at kirjasto.kuopio.fi -> Monikulttuurinen kirjasto.

Kuopion kaupunginkirjasto (Kuopio City Library)
Maaherrankatu 12
P.O. Box 157, 70100 Kuopio
Tel. 017 182 111

More tips for studying Finnish can be found on the City of Kuopio’s website at www.kuopio.fi/maahanmuuttajat -> Suomen kielen opiskelu -> Suomen kielen itseopiskelu.

5.2 FINNISH LANGUAGE COURSES

Various levels of Finnish courses are available in Kuopio. Courses are organised during the day and in the evening and both basic and advanced courses are available. Some Finnish courses are free of charge, while for others a fee may be charged. Finnish courses consisting of independent studying (omaehtoinen) or optional Finnish courses are usually open to all. You can participate in these courses even while employed.
IN KUOPIO, YOU CAN LEARN FINNISH AT THE FOLLOWING INSTITUTIONS

Monikulttuurikeskus Kompassi
(Multicultural Centre Kompassi)
Hapelähteenkatu 33
70110 Kuopio
Tel. 044 787 2872 and 044 078 7286
E-mail: kompassi@puijola.net
www.puijola.net/kompassi/

Kuopion kansalaisopisto
(Kuopio Community College)
Puistokartano, Puistikatu 20
70110 Kuopio
Tel. 017 184 722
E-mail: kansalaisopisto@kuopio.fi
http://kansalaisopisto.kuopio.fi

Kuopion kesäyliopisto
(The Summer University of Kuopio)
Asemakatu 7
70110 Kuopio
Tel. 044 746 2840
E-mail: kuopion.kesayliopisto@uef.fi
www.kuopionkesayliopisto.fi

Itä-Suomen yliopisto (Kuopio Campus)
(University of Eastern Finland)
Language Centre
Yliopistonranta 1 C, Canthia, 2nd fl., Door B
P.O. Box 1627, 70211 Kuopio
Tel. 040 355 2873
www.uef.fi/kielikeskus

Kuopion aikuislukio
(Kuopio Upper Secondary School for Adults)
Maaherrankatu 2
70100 Kuopio
Tel. 017 184 539
E-mail: kuopionaikuislukio@kuopio.fi
www.peda.net/veraja/kuopio/aikuislukio

Savon ammatti- ja aikuisopisto
(Savo Consortium for Education)
Presidentinkatu 1
P.O. Box 87, 70100 Kuopio
Tel. 017 214 3000 (exchange)
www.sakky.fi

Labour market training for immigrants
Labour market training (työvoimakoulutus) is intended for the unemployed and those under the threat of becoming unemployed and primarily for immigrants within the scope of the Integration Act (kotoutumislaki) whose residence in Finland is of a permanent nature. Labour market training is free for the student.

| The initial mapping phase (alkukartoitusjakso) lasts five days. During this phase the linguistic and professional competence of each student is defined and a continuation plan is established for them. |
| The duration of integration training (kotoutumiskoulutus) is 2 x 5 months. In integration training you will study the Finnish language and learn more about Finnish society and working life. |
| Finnish language courses last 4–5 months. Courses are available at various levels, from elementary skills to excellent proficiency. You can select the course on the basis of your skills. If your language skills have not been tested during the past 12 months, you should first apply for the initial mapping phase. |

You can submit an electronic application for labour market training online at www.mol.fi or submit an application form that can be obtained from the Employment and Economic Development Office (työ- ja elinkeinotoimisto). More information is available from the Employment and Economic Development Office.

Kuopion työ- ja elinkeinotoimisto (Employment and Economic Development Office of Kuopio)
Asemakatu 38 - 40 A
70101 Kuopio
Kansainvälinen yksikkö (International Unit)
Tel. 010 194 359
www.mol.fi
The Savo Consortium for Education (Savon ammatti- ja aikuisopisto, Sakky) organises the following training courses for immigrants:

- Preparatory training for basic vocational training for immigrants (maahanmuuttajien ammatilliseen peruskoulutukseen valmistava koulutus, VALMA)
- Preparatory and rehabilitative training and counselling for basic vocational training for immigrants (ammatilliseen peruskoulutukseen valmentava ja kuntouttava opetus ja ohjaus maahanmuuttajille, KANTAVA)
- Integration training for adult immigrants (aikuisten maahanmuuttajien kotoutumiskoulutus)
- ABC training of the Finnish language (suomen kielen ABC-koulutus) targeted at illiterate immigrants
- Training for young people and adults that is organised as a part of the Participative integration in Kuopio project (Osallisena Kuopiossa -hanke).

During the integration period, you can participate in these training courses with labour market training benefits, provided that you are registered as a job seeker at the Employment and Economic Development Office. More information about training courses can be obtained from the Savo Consortium for Education.

A list of Finnish language training and courses organised in Kuopio and Siilinjärvi can be found on the City of Kuopio’s website at www.kuopio.fi/maahanmuuttajat -> Suomen kielen opiskelu -> Suomen kielen kurssit.

5.3 NATIONAL FOREIGN LANGUAGE CERTIFICATES

A national foreign language certificate test (yleinen kielitutkinto, YKI-testi), targeted at adults, measures language proficiency, i.e. how well the person is able to cope in practical situations where they need to talk, listen, write and read the foreign language in question.

The language certificate test is monolingual and has three levels: Basic, Intermediate and Advanced. All language certificate tests consist of five subtests: reading comprehension, writing, structures and vocabulary, listening comprehension and speaking.

You can take the foreign language certificate test in various locations around Finland. When you want to enrol for the test, contact the venue organising the test and ensure that you can take the test there. After that, submit the enrolment form to the test organiser.

The enrolment form can be obtained from the test organiser or printed from the Finnish National Board of Education (Opetushallitus) website at www.oph.fi -> Kouluut ja tutkinnot -> Kielitutkinnot -> Yleiset kielitutkinnot. The site has information in Swedish, too.

In Kuopio, foreign language certificate tests are organised by the Kuopio Community College (Kuopion kansalaisopisto) and the Savo Consortium for Education (Savon ammatti- ja aikuisopisto). You can search for other locations and test dates from the Finnish National Board of Education website at www.oph.fi -> Kouluut ja tutkinnot -> Kielitutkinnot -> Yleiset kielitutkinnot. A fee is charged for the foreign language certificate test.

Kuopion kansalaisopisto
(Kuopio Community College)
Puistikatu 20
70110 Kuopio
Tel. 017 184 722
eero.laitinen@kuopio.fi

Savon ammatti- ja aikuisopisto
(Savo Consortium for Education)
Presidentinkatu 1
P.O. Box 87
Tel. 044 785 8718
www.sakky.fi
6 WORK
Employment and Economic Development Offices (työ- ja elinkeinotoimisto) provide advice on matters related to work and job seeking in Finland. Other work related services are provided by tax offices (verotoimisto) where you can get a tax card (verokortti) for employment and enterprise agencies (uusyrityskeskus) that advise you if you want start your own business.

Vacancies are advertised in Finnish at www.mol.fi/avoimettyopaikat, in local newspapers and on specialist job seeking websites. You can look for Finnish job seeking websites through the job.fi site, for example: www.job.fi -> Työpaikkatietokannat.

6.1 SERVICES OF THE EMPLOYMENT AND ECONOMIC DEVELOPMENT OFFICE
You can register as a job seeker (työnhakija) at the Employment and Economic Development Office of Kuopio (Kuopion työ- ja elinkeinotoimisto, TE-toimisto). The office also provides information about vacancies and studying opportunities.

Who can register as a job seeker?
You can register as a job seeker if you are a citizen of EU/EEA country or your residence permit is:

- A permanent residence permit (P) or a longterm resident’s residence permit (P-EY)
- A continuous residence permit for gainful employment (A)
- A fixed-term temporary residence permit (B) if you have the right to be in gainful employment and the permit does not contain any employer-related restrictions.

You will find the letter for your residence permit on the residence sticker in your passport. Contact the Employment and Economic Development Office also if you have arrived in Finland from another EU country to look for work (a so-called three-month job seeking period). Also bring along the forms (U2 or E303) which you received from your country of departure. You can register as a customer of an Employment and Economic Development Office at www.mol.fi or by visiting the Office personally. If you are applying for unemployment benefits, make a personal appointment at the Employment and Economic Development Office as soon as possible (tel. 010 194 359).

On your first visit, bring your passport or the EU citizen’s certificate of registration (EU-kansalaisen rekisteröintitodistus) with you. If you have a Finnish personal identity number (henkilötunnus) and a Kela card (Kela-kortti), it will facilitate the process. Unemployed job seekers are entitled to an integration plan (kotoutumissuunnitelma) or an employment plan (työllistymissuunnitelma) and possibly to unemployment benefits.

When coming for your appointment at the Employment and Economic Development Office, bring with you

- Your original work and study certificates and their Finnish translations, if available
- Your Finnish language course certificates and other certificates that might help you in finding a job.

The drawing up of an integration or employment plan will be easier, if you have already contacted Kela (the Social Insurance Institution of Finland) to find out whether you are entitled to Finnish social security.

You have to check in with the Employment and Economic Development Office regularly. Your personal employment counsellor (työvoimaneuvoja) will give you more detailed instructions. Remember to notify the Employment and Economic Development Office of any changes in your situation (illnesses, trips abroad and changes of address, for example). In addition, you can ask the Office about the recognition of foreign qualifications in Finland.
The International Unit (kansainvälinen yksikkö) of the Employment and Economic Development Office of Kuopio provides services in several languages.

**Kuopion työ- ja elinkeinotoimisto (Employment and Economic Development Office of Kuopio)**
Asemakatu 38 - 40 A
70101 Kuopio
Kansainvälinen yksikkö (International Unit)
Tel. 010 194 359
www.mol.fi

The national Työlinja help line
The national help line (Työlinja) offers help in Finnish and English with matters related to work, education opportunities, online services, residence permits and employer services. The service is free of charge, but the telephone operator will make a charge for the call.

- Personal counselling: 010 19 4904 (Mon–Fri from 8 a.m. to 6 p.m.)
- Educational counselling: 010 19 4901 (Mon–Fri from 9 a.m. to 5 p.m.)
- Change security counselling: 010 19 4910 (Mon–Fri from 9 a.m. to 5 p.m.)
- Unemployment security counselling: 010 19 4911 (Mon–Fri from 9 a.m. to 5 p.m.)
- E-mail: tyolinja@te-toimisto.fi, koulutusneuvonta@te-toimisto.fi

The Työlinja help line in Russian
Mon–Fri from 12 noon to 5 p.m.
Tel. 010 194 924
E-mail: trud@te-toimisto.fi

**6.2 STARTING YOUR OWN BUSINESS**
One way to find employment is to start your own business. The Enterprise Agency of the Kuopio region (Kuopionseudun Uusyrityskeskus) helps you with the planning and establishment of your business. The Enterprise Agency offers personal counselling with regard to business idea assessment and development, financing opportunities, licences, permits and notification issues, accounting and the assessment of entrepreneurial skills, for example. The Enterprise Agency also helps existing companies.

**Kuopionseudun Uusyrityskeskus ry** (Enterprise Agency of the Kuopio region)
Kuopiolahdenkatu 2 A
70100 Kuopio
Tel. 017 288 2000
www.kuopionseudunuusyrityskeskus.fi
www.uusyrityskeskus.fi

**Enterprise Finland’s help line for new entrepreneurs**
Provides you with information, guidance and counselling, for example on the following topics:
- Starting your own business
- Business services provided by the Ministry of Employment and the Economy, e.g. Centres for Economic Development, Transport and the Environment (ELY-keskus), Employment and Economic Development Offices (TE-toimisto), Finnvera, Tekes and the National Board of Patents and Registration in Finland (Patentti- ja rekisterihallitus, PRH), as well as online services
- Contact with other public business services, when necessary.
Enterprise Finland’s help line (FIN/SWE/EN)
Mon–Fri from 9 a.m. to 4 p.m.
Tel. 010 19 4680 (Finnish)
Tel. 010 19 4681 (Swedish)
Tel. 010 19 4682 (English)

Find out more by visiting Enterprise Finland’s website at www.yrityssuomi.fi (in Finnish, Swedish and English).

The Employment and Economic Development Office (työ- ja elinkeinotoimisto) also offers information and advice on starting your own business.

Kuopion työ- ja elinkeinotoimisto (Employment and Economic Development Office of Kuopio)
Asemakatu 38 - 40 A
70101 Kuopio
Kansainvälinen yksikkö (International Unit)
Tel. 010 194 359
www.mol.fi

More information and useful links in regard to starting your own business in Kuopio can be found on the City of Kuopio’s website at www.kuopio.fi -> Elinkeinot ja yrityminen (in Finnish).

6.3 TAXATION
If you are planning to work in Finland, you will need a tax card (verokortti). You can get one from the local tax office (verotoimisto). Submit the tax card to your employer. The tax office will need, for example, an assessment of your expected annual income and details of any taxes deducted from your pay. More information on matters related to taxation can be found online at www.vero.fi (in Finnish) and www.vero.fi (in English).

Pohjois-Savon verotoimisto (North Savonian Tax Office)
Tulliportinkatu 35
P.O. Box 1094, 70110 Kuopio
Tel. 017 153 7411
www.vero.fi

6.4 ACTIVITIES FOR THE UNEMPLOYED
If your employment is terminated and you become unemployed, contact the Employment and Economic Development Office (työ- ja elinkeinotoimisto) of Kuopio. They will help you with regard to your current situation and provide more information about your opportunities in Finland. If you are unemployed, you can take part in the activities organised by an association for the unemployed. The association organises courses, excursions, events and other activities. More information about the activities of the Kuopio Association for the Unemployed (Kuopion työttömien yhdistys) can be found on the Association’s website (in Finnish).

Kuopion työttömät KuTy ry (Kuopio Association for the Unemployed)
Suokatu 18
70100 Kuopio
Tel. 050 440 0900
E-mail: toimisto@kuty.fi
www.kuty.fi
7 EDUCATION

The Education Department (kasvun ja oppimisen palvelualue) of the City of Kuopio is responsible for all matters related to education.

7.1 THE EDUCATION SYSTEM

In Finland, children are subject to compulsory education (yleinen oppivelvollisuus). This means that children of compulsory school age are required to participate in basic education (peruskoulu) where the scope of the syllabus is nine years. Teaching, school meals and materials are provided free of charge in basic education.

Finnish citizens are subject to compulsory education from the age of 7 to the age of 16. Compulsory education also applies to foreign children residing permanently in Finland. Municipalities are obliged to ensure that all children are able to attend school.

7.2 DAY CARE

All children living in the municipality are entitled to day care (päivähoito). The objective of day care is to support the growth and development of children in cooperation with the home. In day care, children learn how to work in a group and are able to develop various skills through play. Children are also able to develop their competence of the Finnish language in everyday situations when interacting with other children.

In Kuopio, day care is provided by day care centres (päiväkoti), family day care providers (perhepäivähoito) or open early childhood education services (avoimet varhaiskasvatuspalvelut). Children with stay-at-home parents are offered club activities organised by open early childhood education services (two times per week), open day care centre activities (avoim päiväkotitoiminta) or park activities (puistotoiminta). Day care is provided as part-time or full-time care. If parents have to work in the evenings or at weekends, they can inquire about the availability of shift day care services (vuoropäivähoitopaikka). Day care can be organised by the municipality or by private operators. Day care fees are determined on the basis of the parents’ income.
A place in day care is applied for with a day care application (päivähoitohakemus) that can be obtained from the nearest day care centre, the Day Care Office (päivähoitotoimisto) or the website of the early childhood education services of the City of Kuopio at www.kuopio.fi/paivahoito. You can apply for a place in day care whenever necessary. The day care application is to be submitted to the director of the nearest day care centre or to the Day Care Office of the City of Kuopio. As a rule, the place should be applied for four months before the desired start date. On the basis of work or study, a place in day care may be granted in as little as two weeks. More information about day care can be obtained from day care centres and the Day Care Office of the City of Kuopio.

Kuopion kaupungin päivähoitotoimisto: (Day Care Office of the City of Kuopio)
Kasvun ja oppimisen palvelualue (Education Department)
Varhaikaskasvatus (Early Childhood Education)
Vuorikatu 27, 3rd floor
70100 Kuopio
Tel. 017 18 4111
E-mail: kasvujaoppiminen@kuopio.fi

Parents can also choose a private day care centre for their children under school age. In Kuopio, there is an English kindergarten (Englantilainen leikkikoulu) and a German kindergarten (Saksalainen Päiväkoti), for example. The City of Kuopio supports private day care by paying a private day care service fee (päivähoidon palveluraha) to the private service provider selected by the parents. The City of Kuopio also supervises all private day care services. More information about private day care can be found in Finnish on the City of Kuopio’s website at www.kuopio.fi/paivahoito.

PRIVATE DAY CARE CENTRES WITH A LANGUAGE FOCUS IN KUOPIO
Kuopion Saksalainen Päiväkoti ja esikoulu (Deutscher Kindergarten)
Kauppakatu 61
70110 Kuopio
Tel. 045 111 2070
E-mail: paivakoti@kuopionsaksalainenpaivakoti.com
www.kuopionsaksalainenpaivakoti.com (FIN/GER)

Kuopion Englantilainen Leikkikoulu
The English Kindergarten of Kuopio
Tulliportinkatu 37 H
70110 Kuopio
Tel. 017 264 6904 or 044 293 6191
www.englishkindergartenofkuopio.fi (FIN/EN)

Englantilaisen Leikkikoulun esikoulu
The English Pre School of Kuopio
Mailatie 3
70200 Kuopio
Tel. 044 293 6190
E-mail: bigredbus@pp.inet.fi
www.englishkindergartenofkuopio.fi

In addition to regular day care services, open day care centre activities (avoin päiväkotitoiminta) are organised in various parts of Kuopio. Open day care centre activities are targeted at all children under school age accompanied by their parents or another childminder and require no advance registration. At an open day care centre, children and parents can play, sing, make handicraft items or just spend time with other families, for example. The activities are free of charge.
Kuopio also organises club activities (kerhotoiminta) for children cared for at home. Clubs offer children a chance to spend time together as well as offering them stimulation through handicraft, games and playing. These club activities are free of charge. You need to enrol for the clubs via an online form that can be found on the City of Kuopio’s website at www.kuopio.fi/paivahoito.

More information on park activities (puistotoiminta) can be obtained by calling 044 718 4091.

In Kuopio, temporary care (tilapäishoito) is available for children who are over 2 years of age and normally cared for at home. A fee is charged for this temporary care. You should enrol for temporary care at the latest by the Wednesday preceding the desired date. Parishes in Kuopio also organise clubs for children and families. You can get more information about club activities from the parishes.

Evangeli sluterilaisten seurakuntien yhteisen lapsityön toimisto
(Office for Common Child Work of Evangelical-Lutheran Parishes)
Suokatu 22 A, 5th floor
Tel. 040 484 8223
E-mail: lapsityo.kuopio@evl.fi
www.kuopionseurakunnat.fi

Kuopion ortodoksinen seurakunta (Orthodox Parish of Kuopio)
Lapsi- ja nuorisoötoimisto (Office for Child and Youth Work)
Tel. 020 610 0309
E-mail: kuopio.kerhot@ort.fi

7.3 PRE-SCHOOL EDUCATION
Pre-school education (esiopetus) is arranged for all voluntary 6-year-old children before compulsory education. The objective of pre-school education is to support a child’s preparedness for school. Pre-school education is free of charge. In Kuopio, pre-school education is organised at day care centres in groups of 6-year-olds and in sparsely populated areas at schools in connection with initial teaching (alkuopetus). You can enrol for initial teaching with a day care application (päivähoitohakemus) / an initial teaching enrolment form (esiopetukseen ilmoittamislomake) that can be found on the City of Kuopio’s website at www.kuopio.fi/paivahoito.

More information about initial teaching can be obtained from the Day Care Office of the City of Kuopio (päivähoitotoimisto) (for contact information, see Chapter 7.2 Day care).

7.4 BASIC EDUCATION
The comprehensive school (peruskoulu) consists of grades 1–9 and is intended for everyone aged 7–16 years. Basic education (perusopetus) has both an educational and developmental function. Basic education aims at supporting students’ growth as human beings and members of society as well as teaching them useful skills and knowledge. It ensures that all students have the required competence for upper secondary education. Basic education is free of charge as are text books, other materials, equipment and meals.

In Finland, children usually start comprehensive school in the August of the year they turn seven. The duration of the comprehensive school is nine years. All children under 16 years of age living in the municipality are entitled to basic education. They are also subject to compulsory education (oppi velvolius), which means that parents with children of a certain age are obliged to ensure that their children obtain the required skills and knowledge. Compulsory education ends when the student has completed the basic education syllabus or when ten years have passed since their compulsory education began.
Children must be enrolled for basic education. The parents or guardians of future first graders will be mailed a Welcome to School guidebook (Tervetuloa kouluun -opas) at the beginning of the year. Parents can enrol the child in school either using the enrolment form delivered with the guidebook or online via electronic enrolment. Online enrolment requires a user ID which is provided with the enrolment form. You can also mail the enrolment form or take it to the school personally on the enrolment date. To enrol children in other grades, contact the school’s headteacher directly. The school enrolment form shows the neighbourhood school (lähikoulu) into which the child will be enrolled. However, the child may also be allocated a place elsewhere. Furthermore, the child’s parents or guardians can apply for a place in a school other than the neighbourhood school.

In Kuopio, there are 36 comprehensive schools operated by the City and three units arranging education for children with special needs. In addition, there are two private schools in Kuopio: Steiner School Virkkula (Steinerkoulu Virkkula) and the Christian School of Kuopio (Kuopion kristillinen koulu). Kuopio Upper Secondary School for Adults (Kuopion Aikuislukio) offers basic education for adults.

### THE PRIVATE COMPREHENSIVE SCHOOLS IN KUOPIO

<table>
<thead>
<tr>
<th>Kuopion kristillinen koulu (The Christian School of Kuopio)</th>
<th>Kuopion steinerkoulu Virkkula (Steiner School Virkkula)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neulämäentie 26</td>
<td>Vuorelankatu 5-7</td>
</tr>
<tr>
<td>70150 Kuopio</td>
<td>0300 Kuopio</td>
</tr>
<tr>
<td>Tel. 044 256 6773</td>
<td>Tel. 044 366 8221</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:kristillinen.koulu@edu.kuopio.fi">kristillinen.koulu@edu.kuopio.fi</a></td>
<td>E-mail: <a href="mailto:info@kuopionsteinerkoulu.fi">info@kuopionsteinerkoulu.fi</a></td>
</tr>
<tr>
<td><a href="http://kristillinenkoulu.wordpress.com">http://kristillinenkoulu.wordpress.com</a></td>
<td><a href="http://www.kuopionsteinerkoulu.fi">www.kuopionsteinerkoulu.fi</a></td>
</tr>
</tbody>
</table>

In Kuopio, English can be learned in bilingual teaching at the Rajala School (Rajalan koulu) from the 1st to the 6th grade. In upper grades (7–9), teaching continues at the Hatsala Classical School (Hatsalan klassillinen koulu). German can be learned in bilingual teaching at the Pohjantie School (Pohjantien koulu) from the 1st to the 4th grade. In upper grades, teaching continues at the Kalevala School (Kalevalan koulu).

### COMPREHENSIVE SCHOOLS OFFERING BILINGUAL TEACHING IN KUOPIO

<table>
<thead>
<tr>
<th>Rajalan koulu (Rajala School)</th>
<th>Hatsalan klassillinen koulu (Hatsala Classical School)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sammakkolammentie 14</td>
<td>Opistotie 3</td>
</tr>
<tr>
<td>70200 Kuopio</td>
<td>70200 Kuopio</td>
</tr>
<tr>
<td>Tel. 017 184 352</td>
<td>Tel. 017 184 503</td>
</tr>
<tr>
<td><a href="http://www.peda.net/veraja/kuopio/rajala">http://www.peda.net/veraja/kuopio/rajala</a></td>
<td><a href="http://www.peda.net/veraja/kuopio/hatsala">http://www.peda.net/veraja/kuopio/hatsala</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pohjantien koulu (Pohjantie School)</th>
<th>Kalevalan koulu (Kalevala School)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel. 017 184 362</td>
<td>Tel. 017 184 603</td>
</tr>
<tr>
<td>Pohjantie 2</td>
<td>Linnanpellonkatu 25</td>
</tr>
<tr>
<td>70500 Kuopio</td>
<td>70500 Kuopio</td>
</tr>
<tr>
<td><a href="http://www.peda.net/veraja/kuopio/pohjantie">http://www.peda.net/veraja/kuopio/pohjantie</a></td>
<td><a href="http://www.peda.net/veraja/kuopio/kalevala">http://www.peda.net/veraja/kuopio/kalevala</a></td>
</tr>
</tbody>
</table>

At the Kuopio Upper Secondary School for Adults (Kuopion aikuislukio) adults can attend comprehensive school classes and acquire the comprehensive school leaving certificate, for example. Studying at the Kuopio Upper Secondary School for Adults requires sufficient competence in the Finnish language.
Some of the colleges of the Finnish Folk High School Association (Suomen Kansanopistoyhdistys), for example, Savonlinna Christian College (Savonlinnan Kristillinen opisto), organise special basic education for immigrants (maahanmuuttajien perusopetus) targeted at adults. More information in Finnish can be found on the website of the Finnish Folk High School Association at www.kansanopistot.fi.

7.5 EDUCATION FOR IMMIGRANT CHILDREN IN KUOPIO

The City of Kuopio organises teaching in preparation for basic education (perusopetukseen valmistava opetus), the teaching of Finnish as a second language (suomi toisena kielenä (S2) -opetus), remedial teaching for immigrant children (maahanmuuttajien tukiopetus) and instruction in their own native language (oman äidinkielen opetus) for children with a multicultural background. Education services for immigrant children have been centralised to the Kalevala School (Kalevalan koulu) for those children whose Finnish skills are not sufficient for studying in their neighbourhood school. At the Kalevala School, the children are able to study Finnish and other subjects in a Finnish-, Russian- or Arabic-speaking class. As they learn more Finnish, the amount of Finnish used in instruction increases.

The Kalevala School also offers teaching in preparation for basic education for immigrant children. In this preparatory teaching, children learn more about Finnish school, culture and educational methods. The objective of the teaching is to develop children’s Finnish skills and preparedness for school so that they are at a sufficient level to participate in basic education. In the preparatory class, students study the Finnish language and learn more about Finnish society and other subjects. In addition to the Finnish language, students learn mathematics, environment studies (biology and geography), history, arts and practical subjects.

Children in the comprehensive school age (7–17 years) coming to Finland are entitled to teaching in preparation for basic education if their Finnish skills are not sufficient to participate in basic education. Preparatory teaching is not dependent on grades and the school draws up a personal study programme for each student. When the child’s or young person’s Finnish skills improve, they can participate in basic education in so-called integration classes. When their Finnish skills are sufficient for studying in Finnish, they move into a regular Finnish speaking class. Preparatory teaching lasts 1,000 hours and normally takes a year to complete but the duration is always flexible according to each student’s needs.

The teaching of Finnish as a second language (S2) uses the syllabus of Finnish as a native language and literature (äidinkieli ja kirjallisuus) that is intended for those students whose Finnish skills are not equivalent to a native speaker’s skills in all areas of language use. Areas of linguistic competence include speaking, reading and writing. The S2 teaching aims at developing the student’s competence in these areas, as well as increasing their vocabulary. Furthermore, immigrant students are entitled to remedial teaching in other subjects, such as theoretical subjects and mathematics.

At the Kalevala School, the immigrant children can also receive teaching in their own native language (Burmese and Somali, for example) and in various religions. A teaching group can be established for a language if there are at least four students participating in it. Multilingual teachers and teaching assistants support students in the learning process and through cooperation with parents.
If a student possesses sufficient Finnish skills for coping in a Finnish-speaking class, they can also apply for a place in their neighbourhood school. The school tests the language skills before making a decision with regard to granting a place. Students with multicultural background are provided with instruction in their own native language if sufficient number of students registers to the teaching group.

More information about matters related to basic education and to education for immigrants can be obtained from the Basic Education unit of the City of Kuopio.

Kuopion kaupunki, kasvun ja oppimisen palvelualue (City of Kuopio, Education Department)
Perusopetus (Basic Education)
Vuorikatu 27
70100 Kuopio
Tel. 017 184 111
E-mail: kasvujaoppiminen@kuopio.fi
www.kuopio.fi -> Opetus ja koulutus

7.6 STUDYING AFTER BASIC EDUCATION
In the final grade (9th grade) of the comprehensive school students usually apply for upper secondary education. In the spring of the final grade, students can apply for a place in vocational training (ammatilliset opintot) or a general upper secondary school (lukio) through a nationwide joint application system (yhteishaku). Adults can also study at a general upper secondary school or acquire a vocational qualification at a vocational education institution.

If you do not know where to study after comprehensive school or if you want to improve your comprehensive school grades, you can apply for a place at the additional 10th grade education (10. luokka, lisäopetus). In Kuopio, the distribution of the 10th grades among schools is determined separately for each academic year. Those students living in Kuopio who have not acquired a place in upper secondary education in the nationwide joint selection system (yhteisvalinta) have a right of priority for a place on the 10th grade. Students are selected on the basis of their application wishes and success at school. Students that have been selected for the 10th grade are also interviewed and they are expected to commit to this voluntary additional education. More information about different studying options after basic education is available on the Koulutusnetti website at www.koulutusnetti.fi (FIN/SWE/EN).

7.7 UPPER SECONDARY EDUCATION
Upper secondary education (toisen asteen koulutus) is offered by general upper secondary schools (lukio) and vocational education institutions (ammattillinen oppilaitos). In upper secondary education, teaching and meals are free of charge but students must buy their text books. Students apply for upper secondary education through the nationwide joint application system (yhteishaku). This means that a student can apply for a place in several educational institutions at the same time. The joint application process is conducted in the spring and in the autumn but some schools have different application periods.

7.7.1 GENERAL UPPER SECONDARY SCHOOLS
A general upper secondary school (lukio) provides students with general and all-round education. All those who have a school-leaving certificate from a comprehensive school (peruskoulun päättötodistus) can apply for a place at a general upper secondary school. Towards the end of general upper secondary education, students have the chance to take the matriculation examination (ylioppilastutkinto) which comprises a number of different tests (ylioppilaskirjoitukset).
General upper secondary schools do not offer qualifications for any particular occupation but they provide students with all-round education and the possibility to apply for a place at a polytechnic / university of applied sciences (ammattikorkeakoulu) or a university (yliopisto).

In Kuopio, there are six upper secondary schools offering daytime classes (päivälukio). There is also an upper secondary school for adults (aikuislukio) offering classes in the evening. Kuopio Senior High School of Music and Dance (Kuopion Yhteiskoulun Musiikkilukio) specialises in music and dance, Kuopion klassillinen lukio is an upper secondary school with a focus on sports (urheilulukio) and Kuopion Lyseo is an upper secondary school offering International Baccalaureate studies (IB-lukio), with English as the teaching language. In addition, other general upper secondary schools have their specific focus areas as well.

**Kuopion Lyseo (Kuopion Lyseo upper secondary school)**
Puijonkatu 18
70110 Kuopio
http://www.edu.kuopio.fi/lyseo/iblukio.htm

More information about general upper secondary schools in Finnish can be found on the City of Kuopio’s website at [www.kuopio.fi -> Opetus ja koulutus](http://www.kuopio.fi).

### 7.7.2 VOCATIONAL UPPER SECONDARY EDUCATION AND TRAINING

Vocational education and training (ammatillinen peruskoulutus) can be completed in three years (120 credits) and include on-the-job learning amounting to at least 20 credits. Education and training leading to vocational upper secondary qualifications (ammatillinen perustutkinto) aims at providing students with information and skills needed to acquire vocational proficiency as well as preparedness for practising a profession independently. A student who has acquired a vocational upper secondary qualification is eligible for further studies at a polytechnic / university of applied science or a university.

Vocational upper secondary education and training offer over a hundred vocational qualifications in eight different fields as well as the possibility to take the matriculation examination. In a vocational college you can complete shorter courses, too, and take part in apprenticeship training (oppisopimuskoulutus), for example.

In Kuopio, vocational upper secondary education and training is organised by several educational organisations, such as the Savo Consortium for Education (Savon ammatti- ja aikuisopisto, Sakky), the Kuopio School of Home Economics (Kuopion talouskoulu), the Emergency Services College (Kuopion Pelastusopisto), the Folk High School of Northern Savo (Pohjois-Savon opisto), the Kuopio Massage Institute (Kuopion hierojakoulu) and the Kuopio Conservatoire (Kuopion konservatorio). In Siilinjärvi, vocational upper secondary education and training is offered by Ingman College of Crafts and Design (Ingmanin käsi- ja taideteollisuusoppilaitos) in Toivala, for instance.

You can search for other educational institutions offering vocational upper secondary education and training in Kuopio through the Kouluutusnetti service at [www.kouluutusnetti.fi](http://www.kouluutusnetti.fi). Information is also available in English and Swedish.

The Savo Consortium for Education (Savon ammatti- ja aikuisopisto, Sakky) offers vocational upper secondary education training in Kuopio in the following fields, for example: Business Administration (liiketalous ja kauppa), Natural Sciences (luonnontieteet), Technology and Transport (tekniika ja liikenne) and Health, Social and Sports Services (sosiaali-, terveys- ja liikunta-ala). The Savo Consortium for Education also organises training and education for immigrants.
In Kuopio, Sakky offers the following education and training to immigrants:

- Preparatory training for basic vocational training for immigrants (maahanmuuttajien ammatilliseen peruskoulutukseen valmistava koulutus, VALMA)
- Preparatory and rehabilitative training and counselling for basic vocational training for immigrants (ammatilliseen peruskoulutukseen valmentava ja kuntouttava opetus ja ohjaus, KANTAVA)
- Integration training for adult immigrants (aijuiisten maahanmuuttajien kotoutumiskoulutus)
- ABC training of the Finnish language (suomen kielen ABCkoulutus) targeted at illiterate immigrants
- Training for young people and adults that is organised as a part of the Participative integration in Kuopio project (Osallisena Kuopiossa -hanke).

For more information about courses and the application process, visit the website of the Savo Consortium for Education, that provides information in Finnish, English and German, or contact the Consortium directly.

**Savon ammatti- ja aikuisopisto (Savo Consortium for Education)**
Presidentinkatu 1
P.O. Box 87, 70100 Kuopio
Tel. 017 214 3000 (exchange)
www.sakky.fi

At the Kuopio School of Home Economics (Kuopion talouskoulu) you can acquire vocational qualifications in home economics and consumer services (kotitalous- ja kuluttajapalvelut) in order to work as a housekeeper (kodinhuoltaja), for instance, as well as in hotel and restaurant services (majoitus- ja ravitsemusala) for work for example as a cook (kokki) or a waiter (tarjoilija). The School also organises a home economics programme (kotitalousopetus, talouskoulu) in Finnish and in English. In addition, it arranges adult education and hygiene proficiency tests (hygieniaosaamistesti). More information in Finnish can be found on the School’s website. You can also contact the School of Home Economics directly.

**Kuopion talouskoulu (Kuopio School of Home Economics)**
Asemakatu 4
70100 Kuopio
Tel. 017 2665 200
E-mail: info@kuopiontalouskoulu.fi
www.kuopiontalouskoulu.fi

At the Emergency Services College (Pelastusopisto) you can acquire vocational qualifications for the emergency service professions, for example, to become an emergency response centre operator (hätäkeskuspäivystäjä) or a fire fighter (pelastaja). The College also organises further education and training related to the emergency services. More information in Finnish, English and Swedish can be found on the website of the Emergency Services College. You can also contact the College directly.

**Pelastusopisto (Emergency Services College)**
Hulkontie 83
70820 Kuopio
Tel. 071 875 0201
www.pelastusopisto.fi
At the Folk High School of Northern Savo (Pohjois-Savon opisto) you can become a sign language instructor (viittomakielen ohjaaja). More information in Finnish can be found on the website of the Folk High School of Northern Savo. You can also contact the School directly.

**Pohjois-Savon opisto (Folk High School of Northern Savo)**
Kansanopistotie 32
70800 Kuopio
Tel. 017 2892 500
www.psko.fi

The Kuopio Massage Institute (Kuopion hierojakoulu) offers education and training for the vocational qualification of a massage therapist (hierojan ammattitutkinto), a sports massage therapist (urheiluhieroja) programme as well as continuing vocational education and training. For more information, visit the website of the Kuopio Massage Institute (in Finnish) or contact the Institute directly.

**Kuopion hierojakoulu Ky (Kuopio Massage Institute)**
Vuorikatu 46
70100 Kuopio
E-mail: info@kuopionhierojakoulu.fi
www.kuopionhierojakoulu.fi

The Kuopio Conservatoire (Kuopion konservatorio) organises vocational upper secondary education and training towards the vocational qualification in music (muusikon koulutusohjelma). In the Study Programme in Music Performance (muusikon koulutusohjelma) you can focus on classical music or rhythm music. For more information, visit the website of the Kuopio Conservatoire (in Finnish and English) or contact the Conservatoire directly.

**Kuopion konservatorio (Kuopio Conservatoire)**
Kuopionlahdenkatu 23 C
70100 Kuopio
Study Secretary: 044 7279 204
E-mail: konservatorio@kuopionkonservatorio.fi
www.kuopionkonservatorio.fi

The Ingman College of Crafts and Design (Ingmanin käsi- ja taideteollisuusoppilaitos) is an upper secondary vocational education institution. It offers vocational qualifications in the culture sector as well as additional vocational education and training for adults. At the College, you can acquire one of the following three vocational qualifications: media assistant (media-assistentti), visual artisan (kuva-arterei) and artisan (arterei). More information in Finnish can be found on the website of the Ingman College of Crafts and Design. You can also contact the College directly.

**Ingmanin käsi- ja taideteollisuusoppilaitos (Ingman College of Crafts and Design)**
Toivalantie 51
70900 Toivala
Tel. 0207 205 840
E-mail: ingman@ingmanedu.fi
www.ingmanedu.fi
7.7.3 APPRENTICESHIP TRAINING

Apprenticeship training (oppisopimuskoulutus) is a flexible, individual and practical form of education which is based on a new or existing service or employment relationship between a student and an employer. Working as part of a work community is the key learning environment. This is supplemented by theoretical studies at an educational institution. Qualifications are mainly acquired through competence-based qualification tests (näyttö-tutkinto) where the student’s vocational proficiency is assessed in authentic or similar situations.

In apprenticeship training, it is possible to complete all vocational upper secondary qualifications (ammatillinen perustutkinto), further vocational qualifications (ammattitutkinto) and specialist vocational qualifications (erikoisammattitutkinto) as well as acquire additional training to maintain vocational proficiency or to gain special skills. In order to acquire vocational upper secondary qualifications students are expected to demonstrate the skills and knowledge required for the basic tasks of the profession. As for further vocational qualifications, students are expected to demonstrate the vocational proficiency required of a professional in a specific field, and specialist vocational qualifications require students to demonstrate proficiency in the most demanding tasks in the field in question.

If you are interested in apprenticeship training, contact the Savo Apprenticeship Training Centre (Savon oppisopimukkeskus) or visit their website. See also the apprenticeship website at www.oppisopimus.net (in Finnish).

Savo oppisopimuskeskus (Savo Apprenticeship Training Centre)
Kauppakatu 28 B, 3rd floor
70110 Kuopio
Tel. 044 785 3067
E-mail: oppisopimuskeskus@sakky.fi
www.sakky.fi/oppisopimuskoulutus

7.8 HIGHER EDUCATION

Higher education (korkea-asteen koulutus) is offered at polytechnics / universities of applied sciences (ammatitikorkeakoulut) and at universities (yliopistot). You can apply to higher education institutions with a Finnish or foreign certificate of vocational qualification (ammatillinen tutkintotodistus) or with a certificate corresponding to the Finnish general upper secondary school certificate (lukion päästötodistus). In Kuopio, higher education is offered by the Savonia University of Applied Sciences (Savonia-ammattikorkeakoulu) and the University of Eastern Finland (Itä-Suomen yliopisto). The Emergency Services College (Pelastusopisto) organises fire officer studies (palopäällystön koulutus) in cooperation with the Savonia University of Applied Sciences (for the Emergency Services College’s contact information see Chapter 7.7.2 Vocational upper secondary education and training). There is also a unit of the Sibelius Academy (Sibelius-Akatemia) located in Kuopio, too.

The Savonia University of Applied Sciences (Savonia-ammattikorkeakoulu) provides higher education for professionals in seven different fields, in business (liiketalous), hotel and restaurant services (hotelli- ja ravintola-ala), care services (hoitotyö) and tourism (matkailuala), for example. At the Savonia University of Applied Sciences you can acquire a vocational qualification by attending daytime courses, by studying while employed (higher polytechnic qualification, ylempi ammattikorkeakoulututkinto, and specialised studies, erikoistumisopinnot) or flexibly through studies at the open polytechnic (avoin ammattikorkeakoulu). More information about studying opportunities offered by the Savonia University of Applied Sciences in Kuopio and about applying can be found on their website (in Finnish and in English). You can also contact the Admissions Office of the Savonia University of Applied Sciences directly.
Savonia-ammattikorkeakoulu (Savonia University of Applied Sciences)
Hakutoimisto (Admissions Office)
Sairaalakatu 6-8, Building 1, 1st floor
P.O. Box 1028, 70111 Kuopio
Tel. 017 255 5056, 017 255 5044, 044 785 5056
E-mail: hakutoimisto@savonia.fi
www.savonia.fi

The University of Eastern Finland (Itä-Suomen yliopisto) is one of the largest universities in Finland. It has campuses in Joensuu, Kuopio and Savonlinna and offers the possibility to study over 100 major subjects. At the Kuopio Campus, you can study medicine (lääketiede), social work (sosiaalityö), pharmacy (farmasia) and computing (tietojenkäsittelytiede), for example. The University also offers international Master’s degree programmes. More information about the University of Eastern Finland in Finnish and English can be found on its website. You can also contact the University’s Admission Services (hakijapalvelut) directly.

Itä-Suomen yliopisto, Kuopion kampus (University of Eastern Finland, Kuopio Campus)
Hakijapalvelut (Admission Services)
Yliopistonranta 1 B, the Mediteknia building
Tel. 044 7163 623, 040 355 2159
E-mail: hakijapalvelut@uef.fi
www.uef.fi

Valtakunnallisen yliopistohaun neuvontapalvelu (Information services for the national joint application system for universities)
Opetushallitus (The Finnish National Board of Education)
P.O. Box 380, 00531 Helsinki
Information in Finnish and Swedish, tel. 020 690 696
E-mail: yliopistohaku@oph.fi
www.oph.fi

The Kuopio Unit of the Sibelius Academy (Sibelius-Akatemian Kuopion osasto) provides the opportunity to study in the Degree Programme in Church Music (kirkkomusiikin koulutusohjelma). The core of this programme is liturgical music. In addition, you can participate in the Master’s Degree Programme in Arts Management (taidehallinnon maisteriohjelma). More information in Finnish, Swedish and English can be found on the website of the Kuopio Unit of the Sibelius Academy.

Sibelius-Akatemian Kuopion osasto (Sibelius Academy, Kuopio unit)
Kuopionlahdenkatu 23 C
70100 Kuopio
Tel. 017 182 482 or 017 182 483
http://kuopio.siba.fi
7.9 OTHER POSSIBILITIES FOR STUDY

The Kuopio Community College (Kuopion kansalaisopisto) is an institution offering liberal adult education, enabling people of all ages to study and participate in activities relevant to their interests. For more information, see Chapter 12.3 of this guidebook Kuopio Community College.

**Kuopion kansalaisopisto (Kuopio Community College)**
Puistokartano, Puistokatu 20
70110 Kuopio
Tel. 017 184 722
E-mail: kansalaisopisto@kuopio.fi
http://kansalaisopisto.kuopio.fi

The Summer University of Kuopio (Kuopion kesäyliopisto) organises versatile further vocational education and training and open university studies throughout the year. The Summer University offers language courses of different lengths at several levels in both Finnish and about a dozen other languages. A fee is charged for attending courses at the Summer University. You can enrol for courses through the website of the Summer University of Kuopio. The website also provides additional information about the Summer University and the studying opportunities it offers (in Finnish and in English).

**Kuopion kesäyliopisto (The Summer University of Kuopio)**
Asemakatu 7
70110 Kuopio
Tel. 044 746 2840
E-mail: kuopion.kesayliopisto@uef.fi
www.kuopionkesayliopisto.fi

The Open University of the University of Eastern Finland (Itä-Suomen yliopiston Avoin yliopisto) organises university teaching that follows the curriculum of the University of Eastern Finland and is open to all. There are no requirements regarding previous studies, nor entrance exams, for these courses. At the Open University, you can supplement your vocational proficiency, study for a degree, familiarise yourself with studying at a university or just study for the fun of it. More information in Finnish and English can be found on the website of the Summer University of the University of Eastern Finland.

**Itä-Suomen yliopisto, Avoin yliopisto (University of Eastern Finland, Open University)**
Kuopio Campus
Tietoteknia, Savilahdentie 6 B, 2nd floor
P.O. Box 1627, 70211 Kuopio
Tel. 040 355 3945
E-mail: avoinyliopisto@uef.fi
www.aducate.fi
HEALTH CARE SERVICES

Health care services are available at health centres (terveyskeskus), hospitals and private medical centres. Kuopio has five health centres, nine dental clinics and two hospitals operated by the City. In addition, there are private medical centres and a University Hospital in Kuopio. Health care services come under the scope of the Social and Health Department (perustuvan ja terveydenhuollon palvelualue) of the City of Kuopio.

8.1 EMERGENCIES

Emergencies are urgent dangerous situations where someone’s life, health, property or the environment are threatened. The emergency number 112 should also be used when you need to call an ambulance.

When you call 112

- State your name
- Give the street address and city you are in
- Explain what has happened and why you need urgent help
- Answer the questions you are asked and follow the instructions you are given
- Hang up only after you have been given permission to do so.

The website of the Emergency Response Centre Administration (Hätäkeskuslaitos) is located at www.112.fi. There you will find a brochure (Näin käytät hätänumeroa 112 Suomessa, How to use the emergency number 112 in Finland) about the work of the Emergency Response Centre Administration in the following languages: English, Swedish, German, Finnish, French, Sami, Russian and Estonian.

8.2 FIRST AID – URGENT MEDICAL TREATMENT

Kuopion yliopistollisen sairaalan (KYS) päivystys (Kuopio University Hospital, General Emergency Unit)
Puijonlaaksontie 2 (Doorway AE)
70210 Kuopio
Tel. 017 174 500 (adults)
Tel. 044 717 2767 (children)
The Karttula Emergency Unit also has operations in Suonenjoki (tel. 020 150 3237).

For urgent cases, first aid treatment (ensiapu) is provided 24 hours a day at the hospital. Services of the 24-hour, round-the-clock hospital emergency unit (päivystys) are reserved for patients who need urgent emergency care in situations where treatment must be given immediately due to the serious nature of the situation. The emergency unit provides treatment for patients who have, for example, suddenly fallen severely ill or have been injured in an accident. It is not possible to make an appointment for the emergency unit. Patients arriving at the unit are treated according to the triage classification.

In the case of a sudden, serious illness, you can go directly to the General Emergency Unit at the Kuopio University Hospital (Kuopion yliopistollisen sairaalan (KYS) yhteispäivystys). If you fall ill during the evening or at the weekend, contact the General Emergency Unit.

8.3 WHEN YOU FALL ILL

Kuopio uses a personal doctor system (omalääkärijärjestelmä), that is: all inhabitants of Kuopio have an appointed personal doctor (omalääkäri) and a personal nurse (omahoitaja), determined on the basis of the inhabitant’s address. Personal doctors treat acute illnesses and chronic diseases and write certificates and statements related to such diseases. Personal nurses are allowed to grant short periods of sick leave, and days off to care of a sick child, in the event of an acute illness.
When you fall ill, always phone your personal nurse first. The nurse will make an appointment with your personal doctor, if necessary. The best way to make an appointment is to call your personal nurse during the allocated contact hours. The General Emergency Unit of the Kuopio University Hospital (KYsin yhteispäivystys) should only be contacted outside normal office hours and in the event of an emergency (see Chapter 8.3 First aid – urgent medical treatment).

**The personal nurses’ telephone hours for making an appointment**
Mon–Wed from 8 to 10 a.m. and from 12 noon to 1 p.m.
Thur–Fri from 8 to 9 a.m. and from 12 noon to 1 p.m.

You can find the contact information of your personal doctor and nurse through the personal doctor area search (Omalääkäri-aluehaku) on the City of Kuopio’s website, available in Finnish, English and Russian. You can find the search at the following site: [http://kalenteri.kuopio.fi/alueet/](http://kalenteri.kuopio.fi/alueet/). You can also find out your personal doctor’s contact information by contacting the City of Kuopio Information Counselling (Kuopion kaupungin palveluneuvonta) (tel. 0800 182 050) or the City’s exchange (tel. 017 186 111).

Personal doctors receive patients at Kuopio’s five health centres: at the main health centre (pääterveyasema) on Tulliportinkatu in the city centre, at the Pyörö health centre (Pyörön terveytasema) in the Petonen district and at the Karttula, Riistavesi and Vehmersalmi health centres (Karttulan terveytasema, Riistavesen terveytasema, Vehmersalmen terveysasema).

### Health centres in Kuopio:

- **Pääterveyasema (Main health centre)** Tulliportinkatu 15 H
- **Pyörön terveysasema (Pyörö health centre)** Pyörönkaari 24
- **Karttulan terveysasema (Karttula health centre)** Hoitotie 20
- **Riistavesen terveysasema (Riistavesi health centre)** Koulutie 6
- **Vehmersalmen terveysasema (Vehmersalmi health centre)** Vehmersalmentie 10

You can find more information about personal doctors and nurses on the City of Kuopio’s website at www.kuopio.fi -> Terveyspalvelut. You can cancel your doctor’s appointment by calling the patient office (potilastointisto) of the main health centre (tel. 017 186 269) or the patient office of the Pyörö health centre (tel. 017 186 331).

Any health-related issues of refugees and repatriate Finns moving to Kuopio are handled by the public health nurse of the Immigrant Unit (maahanmuuttajayksikkö) of the City of Kuopio. Interpretation services can be arranged for meetings with the public health nurse, when necessary.

### Public health nurse for immigrants

Mon–Thur
Tel. 017 186 313
Tulliportinkatu 17 C, Room 161 A (next to the laboratory)

Medical specialists of the City of Kuopio receive patients at the outpatient clinic of the Harjula hospital (Harjulan sairaalan poliklinikkka) and at the main health centre. In order to be able to see a specialist, you need a referral (lääte) from your personal doctor. The hospitals of the City of Kuopio, i.e. the Harjula hospital and the Valkeisen hospital (Valkeisen sairaala) provide patients with shortterm and long-term treatment.
Information desk of the Harjula hospital
Tel. 017 186 800 or 017 186 711

The Valkeinen hospital, the office of Ward 3
Tel. 017 186 773

Fees
Visiting an emergency unit is free of charge for Finnish citizens under the age of 18 whereas adults are charged a client fee. Visiting a nurse is free of charge.

Kuopio University Hospital
The Kuopio University Hospital (Kuopion yliopistollinen sairaala, KYS) is located in Kuopio, providing inhabitants of Central and Eastern Finland with university level special health care. More information about the hospital in both Finnish and English can be found on its website at www.kys.fi.

Kuopion yliopistollinen sairaala (Kuopio University Hospital)
Puijonlaaksontie 2
P.O. Box 1777, 70211 Kuopio
Tel. 017 173 311
Emergency unit: 017 173 060

Private medical centres
When you fall ill, you can also contact private medical centres operating in Kuopio, such as Mehiläinen, Suomen Terveystalo and Lääkäriasema Cantti. Health care services provided by private medical centres are often more expensive than health care services provided by the municipality.

Private medical centres in Kuopio:
Mehiläinen Kuopio  Kauppakatu 39 A  Tel. 017 262 5533
Suomen Terveystalo  Asemakatu 22 - 24  Tel. 030 6000
Lääkäriasema Cantti Oy  Hapelähteenkatu 40  Tel. 017 686 8609

8.4 ORAL HEALTH CARE (DENTAL CARE)
The municipality organises oral health care (suun terveydenhuolto) services for its residents. The care is free of charge for people under 18 years of age. Others will be charged client fees according to the relevant decree. Kuopio has nine municipal dental clinics.

If you need the services of a dentist, make a dentist’s appointment by phone using the central appointment number (tel. 017 186 611). During the phone call to the appointment service, a treatment needs assessment and a triage classification will be carried out. If your case requires first aid type treatment, the aim will be to treat it during the same day. Non-urgent cases will be put into a queue and they will be invited to an appointment with a dental hygienist or a dentist later on.

For more information on the queuing status, visit the website of the City of Kuopio’s oral health care services at www.kuopio.fi ->Terveyspalvelut -> Suun terveydenhuolto (in Finnish).

Making a normal appointment
Mon–Thur from 7:45 a.m. to 3:30 p.m.  Tel. 017 186 611
Fri from 7:45 a.m. to 2:30 p.m.  Tel. 017 186 611
Pain emergency unit
You can contact the pain emergency unit (särkypäivystys) if you need immediate dental first aid. Appointments with the pain emergency unit are also managed as a centralised service. During the phone call to the appointment service, a treatment needs assessment and a triage classification will be carried out.

Making an appointment with the pain emergency unit:
Mon–Fri from 7:45 a.m. to 2 p.m. Tel. 017 186 611
Weekends and mid-week holidays from 8 to 9 a.m. Tel. 017 186 611

Serious dental accidents requiring immediate first aid
If you have a dental accident (an act of violence or severe toothache or biting-related pain, for instance) that requires immediate first aid, you can seek help at the nearest dental clinic or the main health centre (tel. 017 186 611) during office hours. In the evenings or at weekends, you can turn to the General Emergency Unit at the Kuopio University Hospital (Kuopion yliopistollisen sairaalan yhteispäivystys), tel. 017 174 500.

Dental clinics in Kuopio
Savotalon hammashoitola (Savotalo dental clinic) Tulliportinkatu 17 C and B 70100 Kuopio
Harjulan hammashoitola (Harjula dental clinic) Niuvantie 4 70210 Kuopio
Jynkän hammashoitola (Jynkkä dental clinic) Leirikyläntie 3 70780 Kuopio
Karttuulan hammashoitola (Karttula dental clinic) Hoitotie 20 72100 Kuopio
Neulamäen hammashoitola (Neulamäki dental clinic) Juontottie 8 70150 Kuopio
Pyörön hammashoitola(Pyörö dental clinic) Pyörönkaari 24 70820 Kuopio
Riistaveden hammashoitola (Riistavesi dental clinic) Koulutie 6 71160 Riistavesi
Tuusniemen hammashoitola (Tuusniemi dental clinic) Keskitie 32 B 1 71200 Tuusniemi
Vehmersalmen hammashoitola (Vehmersalmi dental clinic) Vehmersalentie 10 71310 Vehmersalmi

Cancelling your appointment
If you cannot make it to your dentist’s appointment, cancel it by phone on the previous working day at the latest. If you do not cancel the appointment, you will be charged a fee.

Online services
In Kuopio, online services are available in oral health care. By using these services, you can check, cancel or reschedule your dental care appointment or check the queuing status in dental care. However, you cannot make an appointment through the online services. Online services can be used by all oral health care customers of the City of Kuopio. In order to sign in, you need to obtain an online banking user ID from your bank.

A link to the online services can be found on the website of the City of Kuopio’s oral health care services at www.kuopio.fi -> Terveyspalvelut -> Suun terveydenhuolto.

Private dental clinics
If you need dentist’s services or other oral health care services, you can also contact a private dental clinic.

Some private dental clinics in Kuopio:
Kuopion hammasklinikka Oy Kauppakatu 39 A, 3rd floor Tel. 017 265 8800
Viisikulman hammashoitola Kasarmikatu 2 Tel. 017 2811 233
Kuopion HymyHammash Huittiportinkatu 26 B 43 Tel. 017 261 7022
HammasAsema Haapaniemenkatu 38 B Tel. 017 261 6535
8.5 DRUGS
In Finland, drugs are sold solely in pharmacies (apteekki). For some drugs, you need a doctor’s prescription, while others can be purchased without a prescription. If a doctor writes you a prescription for drugs (medication), go to the pharmacy with the prescription and your Kela card (Kela-kortti). When you show your Kela card, you will get a discount on the prescription drugs. This compensation is not available for non-prescription drugs.

**Pharmacies in Kuopio:**
- Itä-Suomen yliopiston apteekki (Pharmacy of the University of Eastern Finland)
- Kuopion Toriaapteekki / Sokos (Kuopion Toriaapteekki Pharmacy at Sokos)
- Kuopion Vanha apteekki (Kuopio Old Pharmacy)
- Kuopion II Uusi apteekki (Kuopio II Pharmacy, the New Pharmacy)
- Satama apteekki (The Satama apteekki Pharmacy)
- Kuopion V Männistön apteekki (Kuopio V Pharmacy, Männistö)
- Niiralan apteekki (Niirala Pharmacy)
- Neulamäen sivuapteekki (Neulamäki Side Pharmacy)
- Puijonlaakson apteekki (Puijonlaakso Pharmacy)
- Jynkän sivuapteekki (Jynkkä Side Pharmacy)
- Kuopion Petosen VII apteekki (Kuopio VII Pharmacy, Petonen)
- Päivärannan sivuapteekki (Päiväranta Side Pharmacy)
- Karttulan apteekki (Karttula Pharmacy)

Puijonkatu 23, open Mon–Sun from 8 a.m. to 10 p.m.
Haapaniemenkatu 24 - 26
Vuorikatu 22
Kauppakatu 32
Maaherrankatu 21
Kalevalankatu 31 - 33
Huuhankatu 12
Neulamäentie 8
Kiekkotie 4
Soikkokuja 12
Jalkasenkatu 7
Päivärannantie 18
Pappilanmäentie 3

More information about pharmacies and their operations can be found in Finnish and in English on the website of the Association of Finnish Pharmacies (Suomen Apteekkariliitto) at [www.apteekit.net](http://www.apteekit.net).

8.6 MATERNITY AND CHILD HEALTH CLINIC SERVICES
At maternity and child health clinics, you can consult a public health nurse or a doctor. An appointment must be made in advance. The services are provided free of charge. A maternity clinic (äitiysneuvola) monitors the progress of the pregnancy and health of the mother and the unborn baby and supports the family during the pregnancy and once the baby has been born. The expecting family remains a client of the maternity clinic for the entire duration of the pregnancy. Family training (perhevalmennus) coaches the family for the birth of the new family member. A child health clinic (lastenneuvola) supports parents in the rearing of children and monitors a child’s growth and development until school age. Small babies visit a child health clinic for a check-up approximately once a month. Child health clinic visits become less frequent after six months. Pre-school children visit the clinic approximately once a year.
If a child falls ill suddenly, they will not be treated at a child health clinic but at the reception of a personal doctor (omalääkäri). However, a public health nurse at a child health clinic can provide the family with treatment instructions over the telephone and refer the family to their area’s doctor, if necessary.

If you are pregnant or need other services provided by a maternity clinic or a child health clinic, contact the clinic in your own area. Clinics are divided by area. You can find the list of maternity and child health clinics on the website of the City of Kuopio’s clinics. In the list you can see which clinic provides services for you. The list also contains the telephone numbers of the clinics: you can make an appointment by calling the number of your clinic. The website also provides additional information in Finnish about Kuopio’s maternity and child health clinic services: [www.kuopio.fi -> Terveyspalvelut -> Neuvolat](http://www.kuopio.fi)

**Maternity and child health clinics in Kuopio**

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keskustan neuvola</td>
<td>Keihäskatu 1, Doorway 5, 70620 Kuopio</td>
<td>70700 Kuopio</td>
</tr>
<tr>
<td>Särkiniemen neuvola</td>
<td>Lohkaretie 15, 70700 Kuopio</td>
<td>70700 Kuopio</td>
</tr>
<tr>
<td>Neulamäen neuvola</td>
<td>Juontotie 8, 70150 Kuopio</td>
<td>70150 Kuopio</td>
</tr>
<tr>
<td>Puijonlaakson neuvola</td>
<td>Mailatie 3, 70200 Kuopio</td>
<td>70200 Kuopio</td>
</tr>
<tr>
<td>Päivärannan neuvola</td>
<td>Tuomikuja 4, 702420 Kuopio</td>
<td>702420 Kuopio</td>
</tr>
<tr>
<td>Länsi-Puijon koulu ja neuvola</td>
<td>Pursutie 3 B, 70280 Kuopio</td>
<td>70280 Kuopio</td>
</tr>
<tr>
<td>Riistaveden neuvola / palvelukeskus</td>
<td>Museotie 3, 71160 Riistavesi</td>
<td>71160 Riistavesi</td>
</tr>
<tr>
<td>Saarijärvi</td>
<td>Pohjantie 2, 70500 Kuopio</td>
<td>70500 Kuopio</td>
</tr>
<tr>
<td>Jynkän neuvola</td>
<td>Pyörönkaari 26, 70820 Kuopio</td>
<td>70820 Kuopio</td>
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<tr>
<td>Pyörön neuvola</td>
<td>Pyörönkaari 26, 70820 Kuopio</td>
<td>70820 Kuopio</td>
</tr>
<tr>
<td>Karttulan neuvola</td>
<td>Hoitotie 20, 72100 Karttula</td>
<td>72100 Karttula</td>
</tr>
<tr>
<td>Pitkälahden kouluun lastenneuvola</td>
<td>Pirkataldentie 4, 70800 Kuopio</td>
<td>70800 Kuopio</td>
</tr>
<tr>
<td>Pirtti koulu ja neuvola</td>
<td>Pirtintie 21, 70280 Kuopio</td>
<td>70280 Kuopio</td>
</tr>
<tr>
<td>Pyörön kouluun lastenneuvola</td>
<td>Kulmakatu 7, 70820 Kuopio</td>
<td>70820 Kuopio</td>
</tr>
<tr>
<td>Aurinkorinteen lastenneuvola</td>
<td>Mutkankatu 2, 70820 Kuopio</td>
<td>70820 Kuopio</td>
</tr>
<tr>
<td>Kettulan kouluun lastenneuvola</td>
<td>Koulutie 3, 70400 Kuopio</td>
<td>70400 Kuopio</td>
</tr>
<tr>
<td>Vehmersalmen neuvola</td>
<td>Vehmersalmentie 10, 71310 Vehmersalmi</td>
<td>71310 Vehmersalmi</td>
</tr>
</tbody>
</table>
8.7 SCHOOL HEALTH CARE
Medical professionals working in school health care (kouluterveydenhuolto) include school nurses (kouluterveydenhoitaja) and school doctors (koululääkäri). Each school has a school nurse, and one nurse may work at more than one school. The nurse can make an appointment to meet a doctor or refer a child to special services, such as a school psychologist (koulupsykologi) or a school welfare officer (koulukuraattori), if necessary.

School health care cooperates with all parties interacting with students.

Contact information for school nurses of the City of Kuopio as well as more information in Finnish about school health care can be found on the City of Kuopio’s website at www.kuopio.fi -> Terveyspalvelut.

8.8 FAMILY PLANNING AND SEXUAL COUNSELLING
The Family Planning Clinic (perhesuunnitteluneuvola) offers help and advice in matters related to contraception. You can also get support and guidance in all sexuality-related issues. The Clinic also provides follow-up after an abortion.

Perhesuunnitteluneuvola (Family Planning Clinic)
Suokatu 40 B, 3rd floor (the Kela building)
Making appointments:
Mon–Tues from 8 to 10 a.m. and from 3 to 3:45 p.m.
Thur from 2 to 3:45 p.m.
Fri from 8 to 10 a.m.
Tel. 017 186 508

Seksualineuvonta, puhelintunti (Sexual Counselling, telephone hours)
Mon–Thur from 8 to 10 a.m.
Tel. 017 186 506

8.9 SEXUALLY TRANSMITTED DISEASES AND INFECTIOUS DISEASES
The Vaccination Reception (rokotusvastaanotto) provides vaccinations and counselling for people who are planning to travel abroad. An appointment is required. Children get vaccinations according to the general vaccination programme (yleinen rokotusohjelma) at child health clinics and within the scope of school health care.

Rokotusvastaanotto (Vaccination Reception)
Suokatu 40 B, 3rd floor (the Kela building)
Appointment number:
Mon–Fri from 8 to 11 a.m.
Tel. 017 186 547

Public health nurse’s phone counselling
Mon–Fri from 9 to 10 a.m.
Tel. 017 186 560

Visits to the Clinic for the Treatment of Sexually Transmitted Diseases (sukupuolitautien vastaanotto) and any examinations carried out at the Clinic are free of charge. Laboratory tests can be carried out at the earliest two weeks from the potential infection. Before coming to the Clinic, you should refrain from urinating for two hours. Tests for sexually transmitted diseases are also carried out by personal doctors, school and student health care and private medical centres.
Visits to the Clinic for the Treatment of Sexually Transmitted Diseases (sukupuolitautien vastaanotto) and any examinations carried out at the Clinic are free of charge. Laboratory tests can be carried out at the earliest two weeks from the potential infection. Before coming to the Clinic, you should refrain from urinating for two hours. Tests for sexually transmitted diseases are also carried out by personal doctors, school and student health care and private medical centres.

Sukupuolitautien vastaanotto (Clinic for the Treatment of Sexually Transmitted Diseases)
Suokatu 40 B, 3rd floor (the Kela building)
Mon–Fri from 12 noon to 1 p.m., no appointment needed, registration at 11:30 a.m.

Phone counselling on sexually transmitted diseases
Mon–Fri from 1:15 to 1:45 p.m.
Tel. 017 186 560

8.10 MENTAL HEALTH
Mental health services for adults (20–64 years old)
You can seek help for mental health problems from your personal doctor at a health centre. Your personal doctor will refer you to the Kuopio Psychiatric Centre (Kuopion psykiatrian keskus), if necessary. In any acute cases outside office hours, you can contact the General Emergency Unit (yhteispäivystys) (see Chapter 8.2 of this guidebook First aid – urgent medical treatment).

Kuopion psykiatrian keskus (Kuopio Psychiatric Centre)
Kotkankallionkatu 14
70600 Kuopio
Tel. 017 175 190 and 017 175 340

Mental health services for adolescents (13–19 years old)
The Youth Clinic Sihti (nuorten vastaanotto Sihti) and the Youth Task Force (nuorten työryhmä) help 13–19-year-olds living and studying in Kuopio with issues related to growing up and mental health.

You can seek help at Sihti if you have problems, for example, related to school, studying, growing up and human relationships. Make an appointment over the phone; you do not need a doctor’s referral. There will be 1–5 visits and they are free of charge.

Nuorten vastaanotto Sihti (Youth Clinic Sihti)
Puistokatu 18 B, 70100 Kuopio
Making appointments:
Mon–Fri from 11:30 a.m. to 1:30 p.m.
Tel. 044 718 1078

The Unit for Mental Health Services for Children and Adolescents (lasten ja nuorten mielenterveyspalveluiden yksikkö) operates at the Alava hospital (Alavan sairaala). The Unit offers mental health services for children and adolescents as well as upbringing and education counselling and family guidance for the whole family. Services provided by the Unit are free of charge.
Mental health services for children (0–12 years old)
You can contact the Family Guidance Centre (perheneuvola) without a referral if you are worried about issues related to a child's behaviour, development or emotional life, if you want to discuss matters related to parenthood or raising a child, if your child has difficulties at a day care centre, at school or with friends, if there are conflicts at home for which you need help or if your family has encountered difficult situations.

Perheneuvola (Family Guidance Centre)
Minna Canthin katu 28
70100 Kuopio
Telephone hours: Mon–Fri from 12 noon to 1 p.m.
Tel. 044 718 1384

The Unit for Mental Health Services for Children (lasten mielenterveysyksikkö) requires a referral from a child health clinic, school health care or a personal doctor, for example.

8.11 DRUG AND ALCOHOL ADDICTION SERVICES
In Kuopio, the Kuopio Area Substance Abuse Centre (Kuopion Seudun Päihdepalvelusäätiö) is responsible for providing drug and alcohol addiction services (päihdepalvelut) to adults. The Foundation offers treatment and rehabilitation services. The Foundation's services include the Drug and Alcohol Ward (päihdeosasto), the Drug and Alcohol Clinic (päihdeklinikka) providing outpatient services for those with substance abuse problems and their friends and relatives and the Health Counselling Point Portti (terveysneuvontapiste Portti) for users of intravenous drugs.

SEEKING TREATMENT
Päihdeklinikka (Drug and Alcohol Clinic)
Puistokatu 14 - 16
70110 Kuopio

Päivystys, palveluohjaus: (Emergency Unit, Case Management)
Tel. 017 183 672

Appointments for under 21-year-olds
From 11:30 a.m. to 12 noon
Tel. 044 718 3310
Tel. 044 718 3314

Päihdeosasto (Drug and Alcohol Ward)
Availability inquiries, tel. 017 183 684

Integroitu kuntoutus (Integrated Rehabilitation)
Tel. 044 7183 674

Terveysneuvontapiste Portti (Health Counselling Point Portti)
Vuorikatu 31 - 33
70100 Kuopio
Tel. 044 718 3696
9 SOCIAL SERVICES
You can get help from social services (sosiaalipalvelut) when facing different situations in life. The professional social workers will offer help, guidance and support with different kinds of social and financial problems. Social workers (sosiaalityöntekijät) maintain and promote the safety of individuals and families and help them to cope with everyday life.

Social services come under the scope of the Social and Health Department (perusturvan ja terveydenhuollon palvelualue) of the City of Kuopio. Social services include child welfare (lastensuojelu), family guidance (perheneuvonta), family work (perhetyö) and social work (sosiaalityö) services, for example. The Immigrant Unit (maahanmuuttajayksikkö) of the City of Kuopio comes under social services.

This guidebook describes the most important social services for immigrants in Kuopio. More information in Finnish about social services can be found on the City of Kuopio’s website at www.kuopio.fi -> Sosiaalipalvelut.

9.1 THE IMMIGRANT UNIT
The Immigrant Unit (maahanmuuttajayksikkö) of the City of Kuopio receives and integrates refugees and repatriate Finns into Finnish society. For more information on the services provided by the Immigrant Unit, see Chapter 1.1 of this handbook Guidance and counselling services for immigrants in Kuopio.

Maahanmuuttajayksikkö (Immigrant Unit)
Minna Canthin katu 28, 4th floor
P.O. Box 227, 70101 Kuopio
Tel. 017 183 942
The office is open on weekdays from 8 a.m. to 3:15 p.m.

9.2 ADULT SOCIAL WORK
The objective of social work aimed at adults is to prevent social problems. Social workers map the client’s situation, strengths and problems and, together with the client, seek alternatives for improving the situation and motivate the client to change. Each client is appointed a social worker on the basis of their area of residence and the first letter of their surname. You can find your social worker’s telephone number on the City of Kuopio’s website at www.kuopio.fi -> Sosiaalipalvelut. You can also contact the Basic Security Counselling (perusturvan neuvonta). Make an appointment by calling social workers on weekdays from 9 to 10 a.m.

Perusturvan neuvonta (Basic Security Counselling)
Konttisen talo (The Konttinen building), Minna Canthin katu 28
Customer service
Mon–Fri from 9 to 11 a.m. and from 12 noon to 3 p.m.
Phone counselling: Mon–Fri from 8 a.m. to 3:30 p.m.
Income support applications, tel. 017 183 970

9.3 FAMILY WORK
If your family needs guidance or counselling when facing different situations in life, you can turn to a social worker. Together with the social worker, you can contemplate what kind of help is needed by your family: financial aid, children’s day care, domestic aid, children’s holiday activities, help with sorting out crises which involve your relationship or family or help provided by the Family Guidance Centre (perheneuvola) in matters related to children’s upbringing and education.
Family work (perhetyö) takes place at the family’s home. The work is based on a plan that is jointly drawn up by the family, a social worker and a family worker. The family's situation and the type of help that is required are mapped out. After this, the social worker and the family worker (perhetyöntekijä) support and guide the parents in the children's upbringing and education and in managing everyday life.

Perhetyön ohjaaja (Family Work Instructor)  
Lastentie 1 (The Kaaritalo building, Floor 0)  
70620 Kuopio  
Tel. 017 183 733

Perhetyön tiimi (Family Work Team)  
Lastentie 1 (The Kaaritalo building, Floor 0)  
70620 Kuopio  
Tel. 017 186 159

9.4 CHILD WELFARE  
Lastensuojelun päivystys (Child Welfare Emergency Duty)  
Round-the-clock, 24-hour emergency number, tel. 017 183 393

Units for Families and Children (lapsiperheyksiköt) support families with children in various difficulties encountered in everyday life. Each client is appointed a social worker on the basis of their area of residence and the first letter of their surname. Make an appointment by calling the social worker directly. You can find your social worker’s telephone number on the City of Kuopio’s web-site at www.kuopio.fi -> Sosiaalipalvelut.

Eteläinen lapsiperheyksikkö (Southern Unit for Families and Children)  
Mon–Fri from 8 a.m. to 3 p.m. (after 1 p.m. the door will only be opened for clients with an appointment)  
Office, tel. 017 183 731  
Appointments directly from social workers, Mon–Fri from 11:30 a.m. to 12:30 p.m.

Petonen, Jynkkä, Lehtoniemi, Levänen, Lippumäki, Rautaniemi, Saaristokaupunki  
Pyörönkaari 26

Neulamäki, eteläinen ja läntinen maaseutu (Neulamäki, southern and western rural areas)  
Minna Canthin katu 28, 3rd floor

Pohjoinen lapsiperheyksikkö (Northern Unit for Families and Children)  
Minna Canthin katu 28, 2nd floor  
Mon and Thur from 8 a.m. to 3:30 p.m. (summer 8 a.m. to 3 p.m.), Tues, Wed and Fri from 8 a.m. to 1 p.m.  
Office, tel. 017 183 850  
Appointments directly from social workers, Mon–Fri from 9 to 10 a.m.

Anyone who notices that a child or an adolescent needs help may contact a social worker or submit a child welfare notice (lastensuojeluilmoitus). The notice can also be submitted anonymously. You can submit a free-form notice or use a prepared form that can be found at the City of Kuopio’s website at www.kuopio.fi -> Sosiaalipalvelut. The Kuopio Family Crisis Unit (Kuopion perhekriisiyksikkö) is a low-threshold service for families with children. You can contact the Family Crisis Unit if you have concerns about your children, if your family relations become tangled, or if your family needs advice concerning their situation or support in issues related to mental health or drugs and alcohol dependence. You can also contact the Family Crisis Unit for help and support if you have fallen victim to physical or psychological abuse or your family lives under the constant threat of violence. Children or adolescents can also come to the Family Crisis Unit on their own too.
Kuopion perhekriisiyksikkö (Kuopio Family Crisis Unit)
Lastentie 1
70620 Kuopio
Round-the-clock, 24-hour emergency number, tel. 017 183 393

There are three Family Support Centres (perhetukikeskus) in Kuopio. The Family Support Centres are institutions of child welfare where a child can live for the investigation period or for a longer time. People come to the Family Support Centres after being directed there by social workers of the City’s Units for Families and Children (lapsiperheytyskot) or as a result of an emergency placement. All Family Support Centres have clear rules and a daily programme. In a safe growing environment, the child can learn the skills needed to cope with everyday life. The Family Support Centres also provide help at home for families with children.

Alavanmäen perhetukikeskus (Alavanmäki Family Support Centre)
Lastentie 5, 70620 Kuopio
Tel. 017 183 396

Toukolan perhetukikeskus (Toukola Family Support Centre)
Lastentie 1 C, 70620 Kuopio
Tel. 017 185 814

Vesalan perhetukikeskus (Vesala Family Support Centre)
Lastentie 5, 70620 Kuopio
Tel. 017 183 236

You can find more information about Finnish child welfare work (lastensuojelutyö) on the Lastensuojelu.info website, produced by the Central Union for Child Welfare (Lastensuojelun keskusliitto), at www.lastensuojelu.info. The site introduces Finnish child welfare, particularly from an immigrant’s point of view and contains information about what child welfare is, on what it is based and how it functions. There is information in Finnish, Plain Finnish / Simple Finnish, English, Russian, Somali, Arabic, Farsi (Persian) and Kurdish.

9.5 SUPPORT WITH FINDING EMPLOYMENT
The Employment Services Unit (työllistymisen yksikkö) of the City of Kuopio aims to find employment for young people and for people who have been unemployed for a long time. The City may offer wage-subsidised work (palkkatuettu työ), apprenticeship training (oppisopimuskoulutus) and summer jobs. In addition, the Employment Services Unit organises rehabilitation and coaching services.

You may be directed to wage-subsidised work and apprenticeship through the Employment and Economic Development Office of Kuopio (työ- ja elinkeinotoimisto) or through the Labour Force Service Centre of the Kuopio Region (Kuopion seudun työvoiman palvelukeskus). More information about wage-subsidised work can be obtained from the Employment Services Unit. More information in Finnish can be found on the City of Kuopio’s website at www.kuopio.fi -> Sosiaalipalvelut.

Työllistymisen yksikkö (Employment Services Unit)
Tulliportinkatu 34 A, 6th floor

The Labour Force Service Centre of the Kuopio Region (Kuopion seudun työvoiman palvelukeskus) offers multiprofessional services for persons who have difficulties in entering the labour market, in order to promote their employment. More information in Finnish can be found at www.kuopionseuduntyovoimanpalvelukeskus.fi.
Kuopion seudun työvoiman palvelukeskus (Labour Force Service Centre of the Kuopio Region)
Kirkkokatu 1, 2nd floor
P.O. Box 227, 70101 Kuopio
Opening hours: Mon–Fri from 8 a.m. to 3:45 p.m.

Kevama Ltd (Kevama Oy) and the Tukeva coaching foundation (Tukeva-työvalmennussäätiö) provide work rehabilitation and coaching services in Kuopio. More information in Finnish is available on the websites of Kevama Ltd and Tukeva at www.kuopionseuduntyovalmennus.fi and www.kevama.fi.

Tukeva-työvalmennussäätiö (Tukeva coaching foundation)
Neulamäentie 8
70150 Kuopio
Tel. 044 0225 817

Kevama Oy (Kevama Ltd)
Itkoniementie 65
P.O. Box 185, 707101 Kuopio

9.6 FINANCIAL AND DEBT ADVICE
If you have financial problems, the Financial and Debt Advice Service can help you.

The Financial and Debt Advice Service (talous- ja velkaneuvonta)
- Provides private individuals with information and advice in regard to the management of personal finance and debts
- Assists in planning the management of finances
- Determines potential solutions for an indebted person’s financial problems
- Assists an indebted person in settlement negotiations with creditors
- Assists in the preparation of applications to a court according to the Act on the Adjustment of the Debts of a Private Individual (velkajärjestelylaki)
- Assists in applying for a restructuring loan secured by the Guarantee Foundation (Takuu-Säätiö)
- Advises and assists an indebted person in the management of the payment programme throughout its entire duration
- Directs the client to seek legal or other help, if necessary.

Talous- ja velkaneuvonta (Financial and Debt Advice)
Savilahdentie 6 B, 2nd floor (Tietoteknia)
Savilahdentie 6 L 51, 70210 Kuopio
Tel. 017 182 707, 017 182 709, 017 182 710
10 HELP IN A CRISIS SITUATION

A crisis is a situation in which a person's previous experiences and resources are not necessarily sufficient to understand and manage the situation. A crisis may be an opportunity or a threat, a crucial turn of events, a fateful disturbance or a sudden change. Circumstances leading to a crisis include serious illness, divorce, the death of a family member, unemployment, an accident, drug abuse or other unforeseeable changes in life.

10.1 KUOPIO CRISIS CENTRE

The Kuopio Crisis Centre (Kuopion kriisikeskus) helps you in a sudden need of shelter or other sudden need. You can contact the Crisis Centre when you are confronted by problems that you are not able to deal with by yourself. The Crisis Centre employees can help you to map the situation and refer you for further help, if necessary. You can, if you wish, call the Crisis Centre anonymously.

The aim of crisis help is to find solutions and resources to get you over the difficult situation. The first mapping discussion where the client's situation is talked through is always free of charge. Residents of municipalities that have a contract with the Crisis Centre (Kaavi, Kuopio, Rautalampi, Siilinjärvi, Suonenjoki, Tervo and Vesanto) are entitled to 1–5 crisis discussions free of charge. The Kuopio Crisis Centre also offers safe temporary housing in crisis situations. Crisis accommodation might be needed in the case of domestic violence or a divorce, for example. A fee is charged for the accommodation. If you need crisis accommodation, contact the Crisis Centre's emergency number (tel. 017 262 7738 or 017 262 7733).

If you need help from the Crisis Centre, the first contact should always be made by calling the Centre on the telephone.

Kuopio kriisikeskus (Kuopio Crisis Centre)
Saastamoisenkatu 12
70100 Kuopio

Making appointments
Mon–Fri from 8 a.m. to 9 p.m.
Sat–Sun from 2 to 9 p.m.
Tel. 017 262 7733
Tel. 017 262 7738
www.kuopionkriisikeskus.fi (Finnish, English)

Crisis Emergency Service
Daily from 2 to 9 p.m.
Tel. 017 262 7733
Tel. 017 262 7738

Tukinet is a crisis centre on the Internet. Currently, Tukinet features a directory of help and support services, discussion forums on various, even difficult topics and the Net-tuki service through which you can gain a private, confidential and – if so desired – anonymous contact with trained support staff and professional help personnel at the crisis centre. Real time help is also available (Net-tuki Live). Services are free of charge for clients. You can learn more about Tukinet’s services at www.tukinet.fi.

In Kuopio, there is also the Family Crisis Unit (perhekriisikeskkö). For more information, see Chapter 9.4 of this guidebook Child welfare.
10.2 NATIONAL CRISIS HELP LINES AND THE MONA SHELTER
When faced with a crisis or a problematic situation, you can also call the national crisis help line of the Finnish Association for Mental Health (Suomen Mielenterveysseura). You can, if you wish, make the call anonymously. More information about the crisis help line in Finnish, Swedish and English is available on the web-site of the Finnish Association for Mental Health at www.mielenterveysseura.fi.

**National crisis help line**
Mon–Fri from 9 a.m. to 6 a.m.
Sat from 3 p.m. to 6 a.m.
Sun from 3 to 10 p.m.
Tel. 010 19 5202

The national 24-hour help line of the Multicultural Women’s Association (Monika-Naiset liitto) provides support and advice to immigrant women who have experienced violence or live under the threat of violence. Calls are confidential and can be made anonymously, too. The help line service is available in the following languages: Arabic, Dari, English, Estonian, Farsi (Persian), Finnish, French, German, Hindi, Italian, Kurdish, Portuguese, Romanian, Russian, Somali, Spanish, Swedish, Tagalog, Thai, Turkish and Vietnamese.

More information in several languages can be found on the website of the Multicultural Women’s Association at www.monikanaiset.fi.

**The national 24-hour help line of the Multicultural Women’s Association**
Mon–Sun, 24-hour
Tel. 09 692 2304
E-mail: info@monikanaiset.fi

Women’s Line (Naisten Linja) is a national toll-free help line for women and girls who have experienced violence or a threat of violence, as well as for their friends and relatives. All calls are confidential. You can call the help line anonymously, too. The service is available in Finnish, Swedish and English.

More information about the service in Finnish, Swedish and English can be found on the website of Women’s Line at www.naistenlinja.fi.

**Women’s Line**
Mon–Fri from 4 to 8 p.m. (Finnish)
Wed from 4 to 8 p.m. (Swedish)
Fri from 4 to 8 p.m. (English)
Tel. 0800 02400

The toll-free help lines of the Tukinainen rape crisis centre (Raiskaukskriisikeskus Tukinainen) provide help for anyone who has been sexually assaulted. The Legal consultation help line offers information and advice on matters related to sexual offences. More information in Finnish, Swedish and English can be found on the website of Tukinainen at www.tukinainen.fi.
Crisis help line
Mon–Fri from 9 a.m. to 3 p.m.
Sat–Sun from 3 to 9 p.m.
Holidays and holiday eves from 3 to 9 p.m.
Tel. 0800 978 99

Legal consultation
Mon–Thur from 1 to 4 p.m.
Tel. 0800 978 95

Legal consultation for victims of domestic violence
Fri from 9 a.m. to 1 p.m.
Tel. 0800 978 95

You can contact Victim Support Finland (Rikosuhripäivystys) if you or your friends and relatives have become or suspect you have become a victim of a crime, or a witness in a criminal case. Victim Support Finland offers support and advice over the telephone, on the Internet and in face-to-face meetings. Through this service, you may also obtain a support person for the various different stages of criminal procedure. The service is free of charge, and you can contact it anonymously, too. More information about the service can be found on the website of Victim Support Finland in several languages at www.riku.fi.

Victim Support Finland
Help line: 0203 16 116
Legal advice: 0203 16 117

Kuopio office
Saastamoisenkatu 12
70100 Kuopio

The Mona Shelter is intended for immigrant women and children who have experienced violence and are in immediate mortal danger from a partner or as a result of domestic violence, forced marriage, honour-based violence or trafficking in human beings. The Mona Shelter offers safe, culturally sensitive accommodation and special services in a language that the client is able to understand. You can seek help at the shelter no matter where you live in Finland. The Mona Shelter is located in Helsinki. Inquiries, 24 hours, tel. 09 692 2304

10.3 LEGAL AID OFFICE
A legal aid office (oikeusaputoimisto) provides impartial legal aid in matters concerning divorce, crimes or violence, for example. Check with the legal aid office whether you are entitled to receive their services free of charge. More information about legal aid is available on the Judicial System (oikeuslaitos) website at www.oikeus.fi -> Oikeusapu (in Finnish, Swedish and English). The legal aid office does not provide legal counselling over the telephone or via e-mail. The legal aid office can be visited by appointment only.

Kuopion oikeusaputoimisto (Kuopio Legal Aid Office)
Maaherrankatu 21 B, 2nd floor
70100 Kuopio
Tel. 010 366 1040 (for making appointments) or 050 405 8126.
E-mail: kuopio.oikapu@oikeus.fi
Opening hours: Mon–Fri from 8 a.m. to 4:15 p.m
10.4 SUPPORT FOR DIVORCED FAMILIES
In addition to the Kuopio Crisis Centre (Kuopion kriisikeskus), divorced families may seek support from the following places.

Lastensuojelun päivystys/lapsiperheiden kriisipäivystys
(Child Welfare Emergency Duty / Crisis Emergency Service for Families with Children)
Round-the-clock, 24-hour emergency number, tel. 017 183 393

Sosiaali- ja terveyskeskuksen perheoikeudellinen yksikkö
(Family Law Unit of the Social and Health Centre)
Minna Canthin katu 28
Appointments can be made with child welfare officers on weekdays from 9 to 10 a.m. The telephone number to be used is determined on the basis of the first letter of the mother’s surname.
A–Kok: tel. 017 183 270, Kol–Puur: tel. 017 183 826, Puus–Ö: tel. 017 183 820

Perheneuvola (Family Guidance Centre)
Making appointments: weekdays from 12 noon to 1 p.m.
Tel. 044 718 1384

The Family Counselling Centre of the Evangelical-Lutheran parishes of Kuopio
You can inquire about how to become a client by calling 040 484 8480 (Mon–Fri from 9 to 11 a.m.).

Perheasiain neuvottelukeskus (Family Counselling Centre)
Kuopion keskusseurakuntatalo (The Main Parish Hall of Kuopio)
Suokatu 22 A, 5th floor
11 YOUTH WORK
In Finland, municipalities are responsible for organising youth work (nuorisotyö). Youth work is organised by professional youth workers and provided by municipalities, associations, organisations and parishes. Youth work aims to support the growth and independence of young people, promote their active citizenship and social empowerment as well as improve their development and living conditions. In Kuopio, youth work is organised by Youth Services (nuorisopalvelut). Youth Services come under the scope of the Education Department (kasvun ja oppimisen palvelualue) of the City of Kuopio.

11.1 YOUTH SERVICES
The Youth Services (nuorisopalvelut) of the City of Kuopio aim to promote young people’s well-being and help them find, maintain and restore control of their lives. The operations of the Youth Services include youth centre activities (nuorisotalotyö), regional work (aluetyö), special youth work (erityisnuorisotyö), cultural youth work (kulttuurinen nuorisotyö), youth information and counselling services (nuorisotiedotus ja -neuvonta) as well as outreach youth work (etsivä nuorisotyö).

More information about youth services can be found on the City of Kuopio’s website at www.kuopio.fi -> Oma Kuopio -> Nuoret ja opiskelijat (in Finnish).

Nuorisopalvelut (Youth Services)
Minna Canthin katu 24
70100 Kuopio
E-mail: kasvijaoppiminen@kuopio.fi

11.2 YOUTH WORK AND YOUTH CENTRES
The Youth Services of the City of Kuopio organise activities for children with an immigrant background. There are various clubs offering a chance to learn more about hobbies and participate in themed events. The schedule of events includes excursions and camps, too.

You can get more information about clubs and other activities by contacting Youth Worker Same Jabbar, tel. 044 718 1138 or 182 690.

At youth centres (nuorisotalo) young people can spend time and meet friends in the evenings and at weekends. Youth centres also organise many clubs, excursions and camps. Youth instructors (nuorisonohjaaja) working at youth centres offer a safe adult contact for young people and organise activities for them. One of the focus areas is multicultural youth activities (monikulttuurinen nuorisotoiminta).

YOUTH CENTRES IN KUOPIO
Kulttuuriareena 44 (Youth Centre 44)
Kauppakatu 44,
70110 Kuopio,
tel. 017 182 675,
E-mail: kulttuuriareena44@kuopio.fi

Jynkän Monari (Jynkkä Community Centre – Monari)
Aittolammentie 11
70780 Kuopio
tel. 017 182 68
E-mail: monari@kuopio.fi
Youth centres in different parts of the city cooperate with schools, social services and parents’ associations, for example. The activities aim to improve the living conditions of children, young people and their families and have an influence on various local problems. Youth instructors meet young people and adults at schools, on the streets and in meetings.

Special youth workers (erityisnuorisotyöntekijä) work as pairs in residential neighbourhoods and meet young people in their own surroundings. They provide young people with support and activities in all situations of life. Special youth workers can help in solving even the most difficult problems, working with young people and utilising their cooperation network, if necessary. One form of special youth work is outreach youth work (etsivä nuorisotyö).

The Youth Services also carry out cultural youth work (kulttuurinen nuorisotyö), which includes supporting hobby activities, providing facilities and organising various events, courses or clubs.

Youth information and counselling services (nuorisotiedotus ja -neuvonta) offered by the Youth Services aim to provide information about matters related to young people’s lives, such as studying, finding an apartment, hobbies or working life.

More information in Finnish can be found at www.po1nt.fi.
12 LEISURE TIME
The Wellbeing Promotion Department (hyvinvoinnin edistämisen palvelualue) of the City of Kuopio organises recreational services (vapaa-ajan palvelut) in Kuopio. Wellbeing services based on an individual’s own initiative (omatoimiset hyvinvoinnin palvelut) include museum services (museopalvelut), library services (kirjastopalvelut), sports facility services (liikuntapaikkapalvelut) and outdoor and recreational services (ulkoilu- ja virkistyspalvelut), for example.

Instructored well-being services and independent studying services (ohjatun hyvinvoinnin ja omaehtoisen oppimisen palvelut) include support services for civic activity (kansalaistoiminnan aktivointipalvelut) and activities organised by the Community College (kansalaisopisto). The Kuopio City Theatre (kaupunginteatteri) and the Kuopio Symphony Orchestra (kaupunginorkesteri) fall within the scope of art and event services (taide- ja tapahtumapalvelut).

More information in Finnish can be found on the City of Kuopio’s website at www.kuopio.fi - Hyvinvointi.

Hyvinvoinnin edistämisen palvelualue (Wellbeing Promotion)
Minna Canthin katu 24
70100 Kuopio
Tel. 017 182 111 (exchange)
E-mail: hyvinvointi@kuopio.fi

12.1 CULTURE
Cultural institutions maintained by the City of Kuopio include the libraries (kirjasto), the Kuopio City Theatre (kaupunginteatteri), the Kuopio Music Centre (musiikkikeskus), the Kino Kuvakukko cinema and the Kuopio Museum Centre (museokeskus), encompassing the Cultural History Museum (kulttuurihistoriallinen museo), the Natural History Museum (luonnontieteellinen museo) and the Art Museum (taidemuseo).

More information about cultural institutions in Finnish can be found on the City of Kuopio’s web-site at www.kuopio.fi -> Kulttuuri ja kirjasto.

12.1.1 LIBRARIES
In Kuopio, there is the main library (pääkirjasto) in the centre and ten branch libraries (lähikirjasto) in different parts of the city. Libraries have a lot of material in various languages that you can borrow and take home free of charge or read, watch and listen at the library. The main library and the Pyöörö library have books in Arabic, Somali, English, Spanish, Italian, French, Swedish, German, Russian and Estonian. In addition, libraries have DVD films, music recordings and language learning CD ROMs in several languages. Text books, audio materials and dictionaries of the Finnish language are also available in libraries. Kuopio’s branch libraries also have materials in various languages: the Jynkkä library houses a collection of Russian books and the Neulamäki library has books in Arabic, for example. Furthermore, materials can also be ordered from the Multilingual Library in Helsinki (Helsingin Monikielinen kirjasto).

In Finland, libraries are open to all and borrowing material is free of charge. In order to be able to borrow material from the library, you need a library card (kirjastokortti). You can get a free library card when you present your personal identification document at the service desk. When borrowing material from the library, you must observe the rules of the library (käyttösäännöt). For example, you should return the borrowed material to the library on time to avoid any fines. When you acquire a library card you will also receive a copy of the rules and instructions of the library in writing.
In the library, you can use the Internet for free. In order to be able to connect to the Internet, you need a library card and a PIN code which can be obtained from the library. For example, you can read copies of over 500 newspapers by using the library computers’ Library PressDisplay software. Newspapers are available in 37 languages from more than 70 countries.

More information on library services and the contact information of branch libraries can be found on the City of Kuopio’s website at www.kuopio.fi -> Kulttuuri ja kirjasto (in Finnish) or directly from the site kirjasto.kuopio.fi. The Kuopio City Library also has a Facebook group (Kuopion kaupunginkirjasto – Pohjois-Savon maakuntakirjasto) (Kuopio City Library – the County Library of Northern Savo) that you can join in order to find out more about events in the libraries of Kuopio.

**Kuopion kaupunginkirjasto (Kuopio City Library)**  
Maaherrankatu 12  
70100 Kuopio  
**Aikuistenosasto (Adults Department):** Tel. 017 182 319 (Information Service Office, tietopalvelutoimisto), 017 182 318 (Borrowing Office, lainaustoimisto)  
**Musiikkiosasto (Music Department):** Tel. 017 182 325 (Information Service), 017 182 324 (borrowing/returning, lainaus/palautus)  
**Lasten- ja nuortenosasto (Children’s and Young People’s Department):** Tel. 017 182 321 (Information Service, tietopalvelu)  

### 12.1.2 VISUAL ARTS

You can admire visual arts at the Kuopio Art Museum (Kuopion taidemuseo), for example, as well as in various different art galleries. If you are interested in visual arts as a hobby, you can attend courses at the Kuopio Community College (Kuopion kansalaisopisto). More information in Finnish can be found on the City of Kuopio’s website at www.kuopio.fi -> Kulttuuri ja kirjasto.

**Kuopion taidemuseo (Kuopio Art Museum)**  
Kauppakatu 35  
70100 Kuopio  
Customer service, reservations for guided tours, museum shop, tel. 017 182 633  
E-mail: taidemuseo.kut@kuopio.fi  
www.taidemuseo.kuopio.fi
12.1.3 MUSEUMS
The Kuopio Museum comprises the Kuopio Cultural History Museum and the Kuopio Natural History Museum. Other museums in Kuopio include Kuopio Art Museum (for contact information, see Chapter 12.1.2 Visual Arts), Old Kuopio Museum, J.V. Snellman Home Museum, the Kuopio Car Museum, the Orthodox Church Museum of Finland, the Kuopio Fire Brigade Museum, the Museum of Chimneyless Huts at the Folk High School of Northern Savo, the Kuopio War Veterans’ Museum, Riistavesi Museum, Vehmersalmi Museum and Riuttala Farmhouse Museum.

Kuopion luonnontieteellinen museo (mammutti) (Kuopio Natural History Museum [mammoth])
Kuopion kulttuurihistoriallinen museo (Kuopio Cultural History Museum)
Kauppakatu 23
70100 Kuopio
Customer service, reservations for guided tours, museum shop, tel. 017 182 603
E-mail: kuopionmuseo.kut@kuopio.fi
www.kuopionmuseo.fi

Kuopion korttelimuseo
(Old Kuopio Museum)
Kirkkokatu 22
70100 Kuopio
Tel. 017 182 625
www.korttelimuseo.kuopio.fi

Kuopion automuseo
(Kuopio Car Museum)
Puistokatu 22
70100 Kuopio
Tel. 017 282 0550
www.kuopionautomuseo.fi

Kuopion palomuseo
(Kuopio Fire Brigade Museum)
The museum is open for larger groups only.
For reservations, go to www.pspelasutaslaitos.fi.

Kuopion Sotaveteraanimuseo
(Kuopio War Veterans’ Museum)
Tulliportinkatu 37 D
(the former Main Guard, Building 7)
Tel. 017 281 1130

Pohjois-Savon opiston savupirttimuseo
(Museum of Chimneyless Huts)
Folk High School of Northern Savo
Kansanopiston tie 32
70800 Kuopio
Tel. 017 289 2500

J.V. Snellman kotimuseo
(J.V. Snellman Home Museum)
Snellmaninkatu 19
70100 Kuopio
Tel. 017 182 625
www.snellmanmuseo.kuopio.fi

Suomen Ortodoksinen kirkkomuseo
(Orthodox Church Museum of Finland)
Karjalankatu 1
70110 Kuopio
Tel. 0206 100 266
www.ortodoksinenkirkkomuseo.fi

Vehmersalmencotiseutumuseo
(Vehmersalmi Museum)
Pappilantie 10
71310 Vehmersalmi
Tel. 040 861 5431

Riistaveden kotiseutumuseo
(Riistavesi Museum)
Lokkirite 11
71150 Riistavesi
Tel. 0400 850 315

Riuttalan talonpoikaismuseo
(Riuttala Farmhouse Museum)
Riuttalantie 719
Tel. 050 595 4183
www.riuttala.fi
Many museums in Kuopio have organised project-type workshops for immigrants, and guided tours can also be tailored according to the special needs of different immigrant groups. For more information, contact the museums directly.

12.1.4 MUSIC

Kuopio is a city of music. The Kuopio Music Centre features concerts of both classical and light music. The city also has a symphony orchestra: the Kuopio Symphony Orchestra.

Kuopion Musiikkikeskus (Kuopio Music Centre)
Kuopionlahdenkatu 23
70100 Kuopio
E-mail: musiikkikeskus@kuopio.fi
www.kuopionmusiikkikeskus.fi (FIN/EN)

You can study playing musical instruments and singing at the Kuopio Conservatoire, Kuopion musiikinystävän musiikkiopisto, Musiikkikoulu Kantele and the Kuopio Community College, for example.

Kuopion konservatorio (Kuopio Conservatoire)
Kuopionlahdenkatu 23 C
70100 Kuopio
Tel. 044 7279 200
E-mail: konservatorio@kuopionkonservatorio.fi
www.kuopionkonservatorio.fi (FIN/EN)

Musiikkikoulu Kantele
Kasarmikatu 12
70110 Kuopio
Tel. 017 2820 396
E-mail: musiikkikoulu.kantele@co.inet.fi
www.musiikkikoulukantele.fi

Kuopion konservatorio (Kuopio Conservatoire)
Kuopionlahdenkatu 23 C
70100 Kuopio
Tel. 044 7279 200
E-mail: konservatorio@kuopionkonservatorio.fi
www.kuopionkonservatorio.fi (FIN/EN)

Musiikkikoulu Kantele
Kasarmikatu 12
70110 Kuopio
Tel. 017 2820 396
E-mail: musiikkikoulu.kantele@co.inet.fi
www.musiikkikoulukantele.fi

12.1.5 THEATRES AND CINEMAS

Kuopio is home to the Kuopio City Theatre and several amateur theatre groups as well as to the Dance Theatre Minimi, the Puppet Theatre Satuaarre and the municipal cinema Kino Kuvakukko. In addition, there is a Finnkino cinema in Kuopio. The Kuopio Community College offers opportunities to take courses in drama and elocution (see the previous chapter for contact information).

Kuopion kaupunginteatteri (Kuopio City Theatre)
Niiralankatu 2
70600 Kuopio
Tel. 0600 061 616
E-mail: teatteri@kuopio.fi
www.teatteri.kuopio.fi

Kuopion kaupunginteatteri (Kuopio City Theatre)
Niiralankatu 2
70600 Kuopio
Tel. 0600 061 616
E-mail: teatteri@kuopio.fi
www.teatteri.kuopio.fi

Tanssiteatteri Minimi (Dance Theatre Minimi)
Suokatu 42/2
70110 Kuopio
Tel. 044 066 7338
E-mail: minimi@minimi.fi
www.minimi.fi (FIN/EN)
12.1.6 DANCE

In Kuopio, you can study dance in several schools. Basic education in dance is offered by the dance school of the Kuopio Conservatoire, the Kuopio Dance Studio and the Kuopio Dance Institute.

**Kuopion konservatorio**
(Kuopio Conservatoire)
Kuopionlahdenkatu 23 C
70100 Kuopio
Tel. 044 7279 200
E-mail: konservatorio@kuopionkonservatorio.fi
www.kuopionkonservatorio.fi (FIN/EN)

**Kuopion Tanssistudio**
(Kuopio Dance Studio)
Puijonkatu 23, 4th floor
Tel. 017 2631 222 or 0500 172 393
E-mail: info@kuopiontanssistudio.com
www.kuopiontanssistudio.com

**Kuopion Tanssiopisto**
(Kuopio Dance Institute)
Kauppakatu 40 - 42
70110 Kuopio
Tel. 040 504 9587
E-mail: info@kuopiontanssiopisto.fi
www.kuopiontanssiopisto.fi

In the summer, an international dance event, the Kuopio Dance Festival (Kuopio Tanssii ja Soi -tapahtuma), is organised in Kuopio. It is the largest annual dance event in the Nordic countries. During the week, approximately 100 different dance performances, dance courses, outdoor events in the market square, artist interviews, club nights and other events are organised.

Learn more about the festival programme on their website at www.kuopiodancefestival.fi or get a brochure from the ticket sales point at the Sokos department store (Sokos Kuopio) or from the Kuopio Music Centre (Kuopion musiikkikeskus).

**The dates of the Kuopio Dance Festival:**
14–20 June 2012
13–19 June 2013
12.2 SPORT
The City of Kuopio organises instructor-led sports activities for children and adults. The City offers instructor-led sports activities for the elderly and special groups with reduced mobility. For example, the City organises beginners’ gym courses and gym instruction at the senior citizens’ gym of the Niirala Swimming Hall (Niiralan uimahallin seniorisali). There is also a peer instructor network in Kuopio, and its instructors organise various sports courses all around the city, at service centres (palvelukeskus), for example.

Persons over 65 and 70 years of age as well as the chronically ill can obtain a sports card, valid for one year. With the card, you can use the City’s sports halls. When you acquire a 65+ senior citizen card (65+-seniorikortti), you can take part in start-up courses where you can learn more about different sports. The City’s sports services (liikuntapalvelut) and active sports and athletic clubs organise a great variety of sports activities in Kuopio. Sports and athletic clubs are important partners for the City. The Kuopio Community College (Kuopion kansalaisopisto) arranges various sports groups and courses for different age groups.

12.2.1 INDOOR SPORTS
Kuopio has good exercise and sports facilities. There are, for example, two swimming halls, two ice halls, a bowling alley and numerous other sports facilities. Gyms can be found in connection with public bomb shelters as well as at the Kuopio Swimming Hall (Kuopion uimahalli) and the Kuopio Hall (Kuopio-halli), among other places. More information about the indoor sports facilities of the City can be found on the City of Kuopio’s website in Finnish at www.kuopio.fi -> Liikunta ja ulkoilu.

Kuopion uimahalli  (Kuopio Swimming Hall)
Hannes Kolehmaisenkatu 3
70110 Kuopio
Tel. 017 182 522
E-mail: uimahalli@kuopio.fi

Kuopio jäähalli (Kuopio Ice Hall)
Hannes Kolehmaisenkatu 4
70110 Kuopio
Tel. 017 182 496
E-mail: jaahalli@kuopio.fi

Kuopion keilahalli (Kuopio Bowling Alley)
Keilakuja 3
70110 Kuopio
Tel. 017 282 4003

Kuopion tenniskeskus(Kuopio Tennis Centre)
Katiskaniementie 1
70700 Kuopio
Tel. 017 361 2655

Kuopion skeittihalli (Kuopio Skateboarding Hall)
Kellokuja 1
70460 Kuopio
Tel. 017 187 743

Lippumäen uima- ja jäähalli
(Lippumäki Swimming and Ice Hall)
Petosentie 8
70820 Kuopio
Tel. 017 182 591
E-mail: lippumaki@kuopio.fi

Kuopio-halli (Kuopio Hall)
Opistotie 4
70200 Kuopio
Tel. 017 182 554, 017 182 550
E-mail: kuopiohalli@kuopio.fi

Keilailukeskus Rauhalahti (Rauhalahti Bowling)
Kartanonkatu 11
70700 Kuopio
Tel. 040 5570 300

Niiralan montun kuplahalli
(Airdome Hall of Kuopio Ice Hall)
Hannes Kolehmaisenkatu 4
Tel. 0500 968 012
12.2.2 OUTDOOR SPORTS

Kuopio also offers many opportunities for outdoor hobbies and activities. Kuopio has many jogging and cycling trails, skating rinks, ski tracks, and beaches as well as outdoor and recreational areas where you can hike or fish, for example. Along the trails and in the archipelago there are lean-tos and fishing huts maintained by the City. In addition, there is a football stadium and a trotting track in Kuopio.

Kuopio's Puijo area is a versatile outdoor and recreational area. It is the heart of winter sports in Kuopio, featuring four ski jumping hills, ski tracks of various lengths and two ski slopes. In the summer, an extensive trail network, a golf course and a stadium for Finnish baseball are available for use in the area. The Puijo sports centre (Puijon urheilukeskus) is located 2.5 kilometres north of the city's market square.

More information about outdoor sports facilities, trails and areas can be found on the City of Kuopio’s website at www.kuopio.fi -> Liikunta ja ulkoilu (in Finnish).

You can obtain hiking and outdoor activity maps of Kuopio from the City’s customer service points and the Kuopio Tourist Info (Kuopio-Info).

Kuopion kaupungin palveluneuvonta
(The City of Kuopio Information Counselling)
Kaupungintalo (City Hall), Tulliportinkatu 31
P.O. Box 228, 70101 Kuopio
Tel. 0800 182 050 (toll-free number)
E-mail: palveluneuvonta@kuopio.fi
Open: weekdays from 8 a.m. to 3 p.m.

Kaupunkiyrppäristö asiakaspalvelu
(Urban Environment Customer Service)
Valtuusto-virastotalo (Council Office), Suokatu 42
P.O. Box 1097, 70111 Kuopio
Tel. 0800 918 511 (toll-free number) or 017 185 044
E-mail: kaupunkiyrppäristö@kuopio.fi
Open: weekdays from 8 a.m. to 3:30 p.m.

Karttulan yhteispalvelupiste
(Karttula Citizen Service Centre)
Kissakuusentie 6, 72100 Karttula
Tel. 017 184 906 and 017 184 963
E-mail: asiakaspalvelu.karttula@kuopio.fi
Open: weekdays from 8 a.m. to 3:30 p.m.

Kuopio-Info
(Kuopio Tourist Info)
Haapaniemenkatu 17
70110 Kuopio
Tel. 017 182 584, 182 585
E-mail: tourism@kuopio.fi
www.visitlakeland.fi (FIN/EN/RUS/GER)

12.3 KUOPIO COMMUNITY COLLEGE

Courses at the Kuopio Community College (Kuopion kansalaisopisto) are open to all. At the Community College you can study several languages (Finnish, for example), arts, crafts, music, information technology, sports and home economics or take these up as hobbies. There are courses for babies, children, young people, adults, senior citizens and families. If you have a special skill or competence, you can inquire about the possibility of working as a part-time teacher at the Community College. More information about studying opportunities is available from the customer services of the Community College, on the College’s website at http://kansalaisopisto.kuopio.fi and in the curricula guides of the College. Guides are distributed to homes in August and December. Course start dates and enrolment instructions can be found on the website and in the curricula guides. A fee is charged for courses, and you are required to enrol in advance.
**12.4 COMMUNITY CENTRES**

Community centres (asukastuvat) welcome all local residents. In Kuopio, there are six community centres in different parts of the city. In a community centre, you can read the daily newspapers or use a computer, for example. Community centres also organise various weekly clubs. In some community centres, activities specifically intended for immigrants may be organised. The employees of the Kuopio Settlement Puijola (Kuopion Setlementti Puijola) are responsible for the activities of the Länsi-Puijo, Särkiniemi, Saarijärvi, Petonen and Puijonlaakso Community Centres. More information about community centres in Finnish can be found at [www.kuopio.fi](http://www.kuopio.fi) -> Asuminen ja kaupunginosat -> Asukastuvat.

**COMMUNITY CENTRES IN KUOPIO**

**Länsi-Puijo asukastupa**  
(Länsi-Puijo Community Centre)  
Rypysuontie 68, 70280 Kuopio  
Tel. 017 185 866, 044 7185 866  
E-mail: rypysuo.asukastupa.ast@kuopio.fi  
http://lansipuijonasukastupa.toimikunnat.net/

**Petosen asukastupa**  
(Petonen Community Centre)  
Pyörönkaari 19, 70820 Kuopio  
Tel. 017 364 4597, 044 7181 099  
E-mail: petosen.asukastupa.ast@kuopio.fi  
http://petosenat.toimikunnat.net/ (FIN/EN/RUS)

**Asukastupa Kotikulma/Petonen**  
(Kotikulma Community Centre / Petonen)  
Jalkasenkatu 7, 70820 Kuopio  
Tel. 050 372 7900  
E-mail: hannele.nykanen@puijola.net  
http://www.puijola.net/

**Puijonlaakson asukastupa**  
(Puijonlaakso Community Centre)  
Puijonlaakson palvelukeskus (Puijonlaakso Service Centre)  
Sammakkolammentie 12, 70200 Kuopio  
Tel. 017 183 668  
E-mail: puijonlaakso.asukastupa.ast@kuopio.fi

**Asukastupa Koillistuuli**  
(Koillistuuli Community Centre)  
Saarijärventie 9, 70460 Kuopio  
Tel. 017 263 4988  
E-mail: saarijarvi.asukastupa.ast@kuopio.fi  
http://saarijarvensukastupa.toimikunnat.net/

**Asukastupa Katiska/Särkiniemi**  
(Katiska Community Centre / Särkiniemi)  
Address: Rimpitie 2, 70700 Kuopio  
Tel. 017 2822 239  
E-mail: sarkiniemenasukastupa@gmail.com  
http://sarkiniemi.toimikunnat.net/

**12.5 HOBBY SEARCH**

The online Hobby Search service (HarrasteHaku-palvelu) of the Kuopio region provides information about hobbies available in the Kuopio, Maaninka and Siilinjärvi region. You can search for hobbies by type or by organiser. A hobby search can also be carried out by using detailed search criteria. In addition, you can use the map to search for hobby organisers by area. HarrasteHaku can be found at [www.harrastehaku.fi](http://www.harrastehaku.fi).
13 MULTICULTURAL KUOPIO
Kuopio offers a wide variety of international and multicultural activities both for immigrants and for native Finns interested in multiculturalism.

13.1 MULTICULTURAL CENTRE KOMPASSI AND THE GIRLS’ HOUSE
Kompassi offers information, support and opportunities to participate in various activities. Kompassi is a multicultural centre operated by the Kuopio Settlement Puijola (Kuopion Setlementti Puijola ry) in the heart of Kuopio. Kompassi offers services both for immigrants and for native Finns. You can visit Kompassi, call or send us an e-mail. Kompassi provides information about immigrant services in Kuopio, studying, jobs, courses and training, hobbies, topical issues and events, multiculturalism and internationalism.

Kompassi offers you help with everyday matters and problematic situations, such as filling out forms and paper work, language assistance and help in taking care of everyday matters (for example, a Kompassi employee can come with you to visit a bank or various other authorities and offices) and also provides peer support and conversational support. Furthermore, at Kompassi you can use a computer, get to know new people or find a language partner, read the daily newspapers or just spend time and have a cup of coffee.

Kompassi also organises all kinds of activities, such as excursions, clubs and events, non-stop teaching and counselling in the Finnish language and opportunities to participate in voluntary work. You can find more information in Finnish, English, Russian, Arabic and French on the Kompassi website at www.puijola.net/kompassi.

Kuopion Setlementti Puijola ry (Kuopio Settlement Puijola)
Monikulttuurikeskus Kompassi (Multicultural Centre Kompassi)
Hapelähteenkatu 33, 70110 Kuopio
Tel. 044 0787 286 or 044 787 2872
E-mail: kompassi@puijola.net

Kuopio’s Girls’ House (tyttöjen talo) is located at Hapelähteenkatu 33. All girls and young women of 12 to 28 years of age are welcome at the Girls’ House. At the House you can take part in various hobbies and receive guidance, counselling and support. The Girls’ House is a “boy-free zone” that offers a safe adult female contact for the girls.

Why should I come to the Girls’ House?

- A chance to meet friends in a cosy place
- An opportunity to make new friends
- Female instructors guide and listen
- Let’s come up with new ideas together!

Further information
Arja Airaksinen
Kuopio Settlement Puijola / Youth Work Coordinator
Tel. 044 7872879
E-mail: arja.airaksinen@puijola.net
13.2 MONIKU – MULTICULTURAL FRIEND ACTIVITIES ORGANISED BY THE FINNISH RED CROSS IN KUOPIO
The Finnish Red Cross, FRC (Suomen Punainen Risti, SPR), supports the integration of refugees and other immigrants in Finland. The FRC wants to promote diversity and offers Finns and people with different cultural backgrounds the opportunity to get to know each other. One way of getting acquainted and making friends is to participate in the Red Cross’s multicultural friend activities (monikulttuurinen ystävätoiminta) in Kuopio.

The FRC seeks Finns and immigrants interested in becoming friends. The aim of multicultural friend activities is to support the integration and language learning of immigrants and to help them learn more about Finnish society and culture. At the same time the activities offer Finns the opportunity to get to know people from different cultures.

MONIKU - Monikulttuurinen ystäväpalvelu (MONIKU – multicultural friend activities)
Haapaniemenkatu 38, 2nd floor
Tel. 040 826 1916
E-mail: moniku@sprkuopio.com
Contact persons are available at the office of the FRC’s Kuopio branch on Tuesdays from 4 to 6 p.m.

13.3 FRIENDSHIP ASSOCIATIONS
Friendship associations (ystävien yhdistys), including those for the Nordic countries, Russia, Israel, Greece, Great Britain, Germany, the USA and France, for example, exist and organise activities in Kuopio. Contact information for various friendship associations can be found at www.kuopio.fi/harrastus.

13.4 CONSULATES
The following countries have consulates (konsulaatti) in Kuopio.

<table>
<thead>
<tr>
<th>Alankomaaiden konsulaatti</th>
<th>Kreikan konsulaatti</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Consulate of the Netherlands)</td>
<td>(Consulate of Greece)</td>
</tr>
<tr>
<td>Suurahontie 3</td>
<td>Puijonkatu 25</td>
</tr>
<tr>
<td>70460 Kuopio</td>
<td>70100 Kuopio</td>
</tr>
<tr>
<td>Tel. 040 344 3496</td>
<td>Tel. 010 258 8200</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Norjan konsulaatti</th>
<th>Ruotsin konsulaatti</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Consulate of Norway)</td>
<td>(Consulate of Sweden)</td>
</tr>
<tr>
<td>Kellonkierto 3</td>
<td>Kiveläntie 4</td>
</tr>
<tr>
<td>70460 Kuopio</td>
<td>70460 Kuopio</td>
</tr>
<tr>
<td>Tel. 0400 600 999</td>
<td>Tel. 017 193 017</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:mika.sutinen@bestfriend.com">mika.sutinen@bestfriend.com</a></td>
<td></td>
</tr>
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13.5 GROCERY SHOPS

<table>
<thead>
<tr>
<th>Alhabobi Halal Shop</th>
<th>Siam Flower</th>
</tr>
</thead>
<tbody>
<tr>
<td>Puijonkatu 37</td>
<td>Metsäkummuntie 18</td>
</tr>
<tr>
<td>70100 Kuopio</td>
<td>70420 Kuopio</td>
</tr>
<tr>
<td>Groceries, gifts, rugs, lamps</td>
<td>Tel. 050 037 3333, Thai 040 178 9799</td>
</tr>
<tr>
<td></td>
<td>Importer, wholesaler and retailer of Asian groceries</td>
</tr>
</tbody>
</table>
14 PARISHES AND RELIGIOUS COMMUNITIES
The largest religious communities in Kuopio are the Evangelical-Lutheran Parish (evankelis-luterilainen seurakunta) and the Orthodox Parish (ortodoksinen seurakunta). The parishes organise a large number of activities for different age groups.

Immigrants can participate in regular parish activities, such as child work (lapsityö), youth work (nuorisotyö), confirmation classes (riippikoulu), family work (perhetyö) and church services in Finnish. The common social work (diakoniatyö) of the Kuopio Evangelical-Lutheran Parish Union cooperates with the City of Kuopio and the third sector. One form of this cooperation is in providing camps for immigrants.

You can find out more about activities of the parishes by contacting them directly.

Kuopion evankelis-luterilainen seurakuntayhtymä
(Kuopio Evangelical-Lutheran Parish Union)
Suokatu 22
70100 Kuopio
Tel. 017 158 111 (exchange)
E-mail: kuopion.seurakuntayhtymä@evl.fi

Kuopion ortodoksinen seurakunta
(Orthodox Parish of Kuopio)
Snellmaninkatu 8
70100 Kuopio
Tel. 0206 100 300
E-mail: kuopio@ort.fi

In Kuopio, there is also the Islamic Society of Savo (Savon Islamilainen yhdyskunta) as well as other religious communities.

Kuopion moskeija
(Kuopio Mosque)
Savon Islamilainen yhdyskunta
(The Islamic Society of Savo)
Soikkokuja 12,
Kuopio, 70780
E-mail: mimursal@gmail.com
15 GLOSSARY FOR THE GUIDE FOR IMMIGRANTS

The glossary of the Kuopio Guide for Immigrants contains definitions of terms that are not explained in detail in the actual body text of the guide. After each definition, there is the origin of the definition. In addition, references used are listed at the end of the glossary.

24-hour social services (Sosiaalipäivystys)
24-hour social services respond to emergencies every day round the clock. Contact information for 24-hour social services can be found from the telephone directory, the municipality’s website, the emergency number 112, hospitals or the police. (www.lastensuojelu.info)

Additional 10th grade education (10. luokka eli lisäopetus)
The 10th grade (10. luokka, kymppiluokka) refers to an additional two-term education programme that may be arranged for young people who have completed the basic education syllabus. This additional education programme is available for young people who have received a school-leaving certificate from basic education (perus-opetuksen päättötodistus) in the same or previous year. The 10th grade is not included in the nationwide joint application system (yhteishaku). Instead you should apply for it directly at the school in question. The additional education programme is planned according to each student’s individual needs. The additional education curriculum may include common and optional subjects studied at the comprehensive school, other subjects or entities within the scope of basic education, preparation for a profession and work experience. Furthermore, students should have the opportunity to improve grades in common subjects within the scope of the basic education syllabus as well as in optional subjects, depending on the school’s offering. (www.oph.fi)

Apostille certificate (Apostille-todistus)
A notary public (julkinen notaari) at a register office (maistraatti) can issue a certificate that the signatory of a certain document has had signatory power. This is referred to as an apostille certificate. The apostille certificate is used in connection with public documents, i.e. documents and certificates issued by authorities. Translations by authorised translators and documents signed by a doctor can also be issued with an apostille certificate upon request. The apostille certificate certifies the signature of the document, the status of the signatory and the authenticity of any seals or stamps in the document. (www.maistraatti.fi)

Change of Address Notification (Muuttoilmoitus)
According to the law, a Change of Address Notification should be made each time a person moves from one apartment to another permanently or each time a person resides at another address for a period exceeding three months. A Change of Address Notification can be submitted at the earliest a month before the date of the move. However, the Notification must be submitted to the register office (maistraatti) at the latest one week after moving. A Change of Address Notification must also be submitted to the register office when moving away from Finland. (www.vaestorekisterikeskus.fi)

Child welfare (Lastensuojelu)
Child welfare aims to ensure a child’s harmonious development and well-being. Child welfare can be divided into child- and family-specific welfare (lapsi- ja perhekohtainen lastensuojelu) and preventive child welfare (eh-käisevä lastensuojelu) services. (www.lastensuojelu.info)
**Child welfare notice** (Lastensuojeluilmoitus)
The submission of a child welfare notice means that a child welfare social worker has been informed of a child who possibly needs help. A child welfare notice can be submitted to a social services office in writing or by calling or visiting the office. Anyone concerned about a child’s well-being can submit a child welfare notice. Authorities working with children and families have a duty to submit a child welfare notice if they become concerned about a child’s well-being (Child Welfare Act, Lastensuojelulaki, Sections 25 and 26). ([www.lastensuojelu.info](http://www.lastensuojelu.info))

**Child welfare social worker** (Lastensuojelun sosiaalityöntekijä)
A child welfare social worker works for municipal child welfare services. His/her duties include case handling of child welfare clients and client-specific planning, arrangement, follow-up and assessment of child welfare services. According to the law, a child welfare social worker must be professionally qualified as a social worker. (Child Welfare Act, Lastensuojelulaki, Section 13) ([www.lastensuojelu.info](http://www.lastensuojelu.info))

**Day care at day care centres** (Päiväkotihoito)
Childcare and teaching at day care centres is carried out by qualified personnel as defined in the Decree. The Children’s Day Care Decree (päivähoitoasetus) defines the size of a day care group on the basis of the age of the children. Day care centres are open from 6:30 a.m. to 5 p.m., or from 6 a.m. to 6 p.m., when necessary. ([www.kuopio.fi](http://www.kuopio.fi))

**Deposit (security deposit)** (Vuokratakuu)
A landlord/landlady may request the tenant to pay a deposit (vuokravakuus or takuuvuokra). With the deposit, the landlord/landlady ensures that he/she will be compensated for any rent due or damage caused to the apartment by the tenant, for example. The deposit is a sum equal to 1–3 months’ rent. When the tenancy terminates, the deposit will be returned to the tenant if he/she has paid the rent on time and there is no damage to the apartment. ([www.kuluttajavirasto.fi](http://www.kuluttajavirasto.fi))

**Education for children with special needs** (Erityisopetus)
This type of education is intended for students needing special support at school. The reasons for the need for this type of support may vary, including, for instance, learning difficulties, medical conditions and delayed development. Education for children with special needs can be carried out as one-to-one teaching or in a small group. ([www.lastensuojelu.info](http://www.lastensuojelu.info))

**EEA countries** (ETA-maat)
The European Economic Area, EEA, consists of the EU member states and Iceland, Liechtenstein and Norway. (Työperusteisen maahanmuuton sanasto, the Centre for Economic Development, Transport and the Environment of South Savo, [www.tulli.fi](http://www.tulli.fi))

**Electricity contract** (Sähkösopimus)
An electricity contract is signed with a power company. The power company supplies electricity for the apartment on the basis of the electricity contract and sends an electricity bill (sähkölasku) to the resident. You can sign an electricity contract by calling a power company. The electricity contract has to be terminated when you move out of the apartment.

**EU**
The European Union, is a political and economic union of European states. The EU member states are Austria, Belgium, Bulgaria, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom. ([www.europa.eu](http://www.europa.eu))
Employment and Economic Development Office (Työ- ja elinkeinotoimisto)
Employment and Economic Development Offices (TE-toimistot) provide services for private individuals and employees. In total, Employment and Economic Development Offices have approximately 200 service points. For private individuals, Employment and Economic Development Offices provide services in matters related to job seeking and professional development as well as entrepreneurship counselling and support services that promote employment and the ability to earn a living. Employment and Economic Development Offices offer employers, for example, recruitment services and recruitment support services as well as personnel and work community development services. Most Employment and Economic Development Offices have a Job Search Centre (Työnhakukeskus), in which experts working at the Employment and Economic Development Offices guide people in job seeking, offer employment opportunities and provide help in making personal plans. Job Search Centres also organise events and recruitment meetings with employers and training providers. You can come to a Job Search Centre without making an appointment. (www.mol.fi)

Family day care (Perhepäivähoito)
Family day care is home-like day care provided in small groups. It emphasises basic child care and play. Different forms of family day care include family day care at the day care provider's home, three-family day care (kolmiperhepäivähoito) where the day care provider works at the children's homes and group family day care (ryhmäperhepäivähoito). (www.kuopio.fi)

Family work (Perhetyö)
Family work supports families' coping with everyday life and different situations. Contents and forms of family work vary from municipality to municipality. (www.lastensuojelu.info)

Family worker (Perhetyöntekijä)
A family worker's scope of work includes families with children. He/she helps parents with child-care, in the children's upbringing and education as well as in various household tasks. (www.lastensuojelu.info)

Finnish Immigration Service, Migri (Maahanmuuttolaitos eli Migri)
The Finnish Immigration Service, Migri, is an agency under the Ministry of the Interior (sisäasiainministeriö). Migri processes and decides on matters related to entry into the country, residence in the country, refugeeism and Finnish citizenship. Related tasks include the processing of asylum applications, asylum decision-making, the issuing of residence permits, alien’s passports and refugee travel documents as well as the maintenance of the Register of Aliens (ulkomaalaisrekisteri). (www.migri.fi)

Fire alarm (Palovaroitin)
A fire alarm is a device that detects smoke and the first signs of a fire as early as possible. According to the Rescue Act (Pelastuslaki), Section 29, each apartment must have a fire alarm. In the event of a fire, a fire alarm emits a loud noise that wakes even a sleeping person and gives you 2–3 minutes to escape from the burning apartment. (www.pelastustoimi.fi)

Further vocational education and training (Ammatillinen täydennyskoulutus)
Further vocational education and training may be geared towards gaining a qualification or it can be used to complete individual units of a qualification. Through further vocational education and training, one can maintain and develop vocational proficiency and professional competence. (www.turku.fi)

General vaccination programme (Yleinen rokotusohjelma)
The objective of the national vaccination programme is to protect Finns, as far as possible, from diseases that can be prevented through vaccinations. Vaccinations are voluntary and free of charge. (www.ktl.fi)
Group family day care (Ryhämäperhepäivähoito)
At a group family day care centre, two day care providers look after a maximum of eight children at a time. In addition, they may provide part-time care for two pre-school or school children. If there are three day care providers, the maximum number of children in full-time care is 12. ([www.kuopio.fi](http://www.kuopio.fi))

Health insurance card, Kela card (Sairausvakuutuskortti eli Kela-kortti)
All people covered by health insurance in Finland are issued with a health insurance card called the Kela card. Pharmacies and many private medical centres give you a direct refund when you present the Kela card. This means that a health care refund (Kela-korvaus) is deducted from your expenses and you need to pay only the patient contribution (omavastuuosuus). A Kela card without a photo can be obtained free of charge. It will be mailed automatically to everyone covered by the Finnish health insurance (sairausvakuutus). If you move permanently to Finland, you should apply for inclusion into the Finnish social security (sosiaaliturva) system. After this, you can be issued with a Kela card. If you move permanently from Finland, return your Kela card to Kela. ([www.kela.fi](http://www.kela.fi))

Home insurance (Kotivakuutus)
Home insurance is taken out for movable assets, for furniture, goods and domestic appliances, for example. The resident’s insurance also covers the interior surfaces, walls and floors of the apartment. The scope of coverage (korvauspiiri) of a home insurance refers to those things for which insurance compensation will be paid out. Home insurances offer various scopes of coverage. The scope of coverage can be defined by listing damage-causing events and restrictions in the terms of insurance, for example. Terms can list damage-causing events entitling compensation, such as fire and storm damage and pipe leaks. The scope of coverage can also be defined so that the home insurance covers damage caused by a sudden and unforeseen event. With a home insurance, house and cottage owners also insure the actual building. ([www.kuluttajaliitto.fi](http://www.kuluttajaliitto.fi))

Immigrant (Maahanmuuttaja)
An immigrant is a person who has moved to Finland from abroad and who is a citizen of another state or a stateless person. This umbrella term applies to all persons moving to Finland, no matter what the grounds for immigration are. ([www.oph.fi](http://www.oph.fi), [www.mol.fi](http://www.mol.fi))

Integration training (Kotoutumiskoulutus)
Learning Finnish or Swedish is an integral part of integration training, also called “kotokoulutus”. Integration training teaches the skills needed in everyday life, as well as social and cultural aspects, and matters related to work and education. The aim of integration courses is to support and promote immigrants’ integration into Finnish society. ([www.oph.fi](http://www.oph.fi), [www.mol.fi](http://www.mol.fi))

National foreign language certificate (Yleinen kielitutkinto)
A national foreign language certificate test (yleinen kielitutkinto, YKI-testi), targeted at adults, measures language proficiency, i.e. how well a person is able to cope in practical situations where they need to speak, listen, write and read the foreign language in question. The language certificate test is monolingual and has three levels: Basic, Intermediate and Advanced. All language certificate tests consist of five subtests: reading comprehension, writing, structures and vocabulary, listening comprehension and speaking. Persons applying for citizenship are required to achieve the intermediate level, i.e. proficiency level 3 (YKI 3) in the national foreign language certificate test for Finnish or Swedish. Persons who have achieved proficiency level 3 have a command of language required for coping with everyday situations. A fee is charged for the foreign language certificate test. ([www.oph.fi](http://www.oph.fi))
Laundry room (Pesutupa)
Blocks of flats and terraced houses usually have a laundry room where residents can wash and dry their laundry. The laundry room typically has a washing machine that residents can use for a fee or free of charge. In addition, there may be a tumble dryer. If you wish to use the laundry room, you must make a reservation.

Nationwide joint application system (Yhteishaku)
The nationwide joint application system is a centralised system for applying for upper secondary education (basic vocational training and general upper secondary schools) or higher education. Applications for vocational training and education and for general upper secondary schools are submitted via an application form where you can define five options in order of preference. The joint application form is to be submitted to the joint application service of the County Administrative Board (lääninhallituksen yhteishakupalvelu) in your home province. The joint application takes place twice a year: in the spring and in the autumn. (www.oph.fi)

Online banking user ID (Verkkopankkitunnukset)
An online banking user ID is a personal ID provided by the bank that can be used for electronic identification and signatures. With the online banking user ID you can also pay bills. A bank decides at its sole discretion to whom it issues an online banking user ID. Not all customers are issued with an ID.

Open polytechnic (Avoin ammattikorkeakoulu)
At an open polytechnic, one can study at a polytechnic / university of applied sciences and complete studies in various fields, regardless of previous studies or age. Classes are available during the day, in the evenings and at weekends and also as online courses in all polytechnics / universities of applied sciences around Finland. Studies can be completed as class-room, multi-method and online classes. Studies can be included in a polytechnic qualification if one decides to apply for studies aiming at gaining a qualification. Open polytechnic teaching follows the general curriculum of polytechnics / universities of applied sciences. (www.amk.fi/avoin)

Open university (Avin yliopisto)
Finnish universities organise courses that are open to all regardless of age, previous studies or objectives. (www.avoinyliopisto.fi)

Oral health care (Suun terveydenhuolto)
It is the municipality’s duty to arrange oral health care for its residents. This falls within the scope of health centre activities. Oral health care includes the promotion of oral health among the population and the research, prevention and treatment of oral diseases. A health centre should arrange examinations and treatment related to oral health care according to the health care guarantee stipulated in the law. The municipality is also obliged to arrange urgent oral health care regardless of the patient’s place of domicile. Furthermore, oral health care is included in the school and student health care organised by the municipality. (www.kunnat.fi)

Personal identity number (Henkilötunnus)
A personal identity number is an identification given to a citizen by the state and used when dealing with authorities, for example. The first part of the personal identity number indicates the person’s date of birth and the final part is a series of identification numbers and letters and a checksum character. When a child’s birth or a foreigner’s move to Finland has been registered in the Population Information System (väestötietojärjestelmä), the person in question is entitled to a personal identity number. Only one personal identity number is issued per person. A place of domicile (kotikunta) is registered for persons who move to Finland permanently and they will be issued a Finnish personal identity number. A personal identity number can also be issued to someone who resides in the country temporarily. The registration is carried out in the local register office (maistraatti). (www.intermin.fi)
Population Information System (Väestötietojärjestelmä)
The Population Information System is a national data register. It contains basic information about Finnish citizens and foreigners residing permanently in Finland. The Population Information System is maintained by the Population Register Centre (Väestörekisterikeskus) and register offices (maistraatti). Data is registered on the basis of statutory notifications submitted by citizens and authorities. Data in the Population Information System is used in public information management, e.g. for public administration, elections and taxation. Basic information related to the identification of people and buildings is registered in the Population Information System. Data recorded in the system includes a person's name, personal identity number (henkilötunnus), address, citizenship, native language, family relations and information about birth and death. ([www.vaestorekisterikeskus.fi](http://www.vaestorekisterikeskus.fi))

Pre-school education (Esiopetus)
Pre-school education is offered to all children under school age one year before the start of compulsory education (oppivelvollisuus). Usually a child starts attending pre-school education in the year of his/her sixth birthday. In pre-school education, the child learns skills and information necessary for the school. All children living in the municipality are entitled to free pre-school education. However, parents may decide whether their child participates in pre-school education. In Finland, pre-school education is provided by day care centres and schools. ([www.lastensuojelu.info](http://www.lastensuojelu.info))

Recognition of foreign qualifications (Ulkomailla suoritettujen opintojen rinnastaminen)
A person who has completed a higher education degree of at least three years in duration in another country may receive recognition for this foreign higher education degree. The prerequisites are that the degree has been completed in its entirety, it belongs to the higher education degree system of the departure country and it has been granted by an official higher education institution. Recognition decisions are based on the Act on Eligibility Provided by Foreign Higher Education Degrees for Public Posts in Finland. A decision regarding recognition of foreign higher education degrees can be made on application only. The decision does not convert the foreign degree in question into a Finnish degree. A Finnish qualification or degree can be achieved only by completing the required Finnish studies. ([www.oph.fi](http://www.oph.fi))

Refugee (Pakolainen)
A refugee is an alien who has a well-founded fear of persecution for reasons of race, religion, nationality, membership of a social group or political opinion. Refugee status is granted to an alien who is granted asylum in Finland or who has been granted entry to Finland within a refugee quota and has been issued a residence permit on the basis of being a refugee. In addition, refugee status is granted to foreign family members of the alien mentioned above who has been issued a residence permit on the basis of family ties and who should be regarded as a refugee. ([www.migri.fi](http://www.migri.fi))

Register office (Maistraatti)
Register offices are part of local state administration. Register offices are responsible for their region’s Population Information System (väestötietojärjestelmä), the Trade Register, the Register of Associations and national consumer advice, for example. In addition, register offices are tasked with investigation of impediments to marriage and matters related to name changes. In Finland, there are altogether 24 register offices with 50 local offices. ([www.maistraatti.fi](http://www.maistraatti.fi))
**Registration** (Rekisteröinti)
Citizens of EU/EEA countries and Switzerland must register at the local police station (poliisilaitos) if the duration of their residence in Finland exceeds three months. For citizens of the Nordic countries, registration takes place at the register office (maistraatti) and registration is needed if the duration of their residence in Finland exceeds six months. Registration refers to the entry of the citizens of EU/EEA countries and Switzerland in the Register of Aliens (ulkomaalaisrekisteri). Citizens of non-EU countries are not required to register with the local police as they have already been registered before entering the country on the basis of their work and residence permits. Extended permits should be applied for at the police station. (Työperusteisen maahanmuuton sanasto, the Centre for Economic Development, Transport and the Environment of South Savo, www.mol.fi/finnwork)

**Repatriate Finn** (Paluumuuttaja)
A repatriate Finn is an expatriate Finn that returns to Finland. The concept is used to refer to current and former citizens of Finland as well as to some persons from the former Soviet Union with Finnish origin. (www.migri.fi)

**Residence permit** (Oleskelulupa)
There are different types of residence permits, e.g. A, B, P and P-EY permits. A residence permit allows its holder to enter the country repeatedly and to stay in the country and it is issued to a foreigner for a residence other than tourism or comparable short-term residence. A residence permit can be applied for at a Finnish diplomatic mission, an Employment and Economic Development Office (työ- ja elinkeinotoimisto) or a police station (poliisilaitos). The type of the residence permit is marked as a letter in the permit. A residence permit is either fixed-term or permanent (P). Fixed-term residence permits can be issued as temporary (B) or continuous (A) permits. A separate application form must be filled in by each residence permit applicant; even children need to have an application form of their own. A fee is charged for applying for a residence permit; also for any children who are included in their parents’ passport or travel documents. (Työperusteisen maahanmuuton sanasto, the Centre for Economic Development, Transport and the Environment of South Savo, www.mol.fi/finnwork, www.poliisi.fi, www.migri.fi)

**Sauna**
Finns use the sauna for getting washed. A sauna is a hot room that is heated with a sauna stove. The stove is heated with wood or electricity and water is thrown onto it in order to warm up the sauna. The most typical sauna temperature is 80–100 °C, and Finns usually go to the sauna naked. Finnish apartments often include a sauna. Blocks of flats and terraced houses typically have common saunas. Residents can use common saunas on a specific date and time of the week by making a reservation for the time slot in question with the housing company.

**School psychologist** (Koulupsykologi)
School psychologists encourage and support school attendance, learning and the well-being of students. They offer psychological assessments, counselling, consultation and special services to students, parents, teachers and school management teams. (The Welcome to School guidebook, www.kuopio.fi)

**School welfare officer** (Koulukuraattori)
A school welfare officer is a school social worker who supports and helps students and their families. A school welfare officer may be able to help if a student has difficulties at school or with friends, for example. Parents can discuss issues related to upbringing and education or the situation at home with the school welfare officer. (www.lastensuojelu.info, the Welcome to School guide-book, www.kuopio.fi)
Shift day care services (Vuoropäivähoitopaikka)
As a general rule, day care centres are open between 6 a.m. and 6 p.m. as required. If parents’ daily studying or working hours do not fall within the normal opening hours of day care centres, their child is offered a place in shift day care services or in an evening day care group at a day care centre. Shift day care services are open every day round the clock. Evening day care groups are open from Monday to Friday as required, until 10 p.m. at the latest. ([www.kuopio.fi](http://www.kuopio.fi))

Social Insurance Institution of Finland, Kela (Kansaneläkelaitos eli Kela)
The Social Insurance Institution of Finland, Kela, takes care of the basic security of people living in Finland. Kela's clients include all persons living in Finland or abroad who are covered by Finnish social security ( sosiaaliturva). Social security provided by Kela includes subsidies for families with children (lapsiperheiden tuet), rehabilitation (kuntoutus), health insurance (sairausvakuutus), basic security for the unemployed (työttömän perusturma), financial aid to students (opintotuki), housing allowance (asumistuki) and minimum pensions (vähimmäiseläkkeet). Kela also takes care of disability benefits (vammaisetuutet), allowance for draftees' dependants (soitolasavustukset) and immigrant subsidies (maahanmuuttajan tuki). The content of social security managed by Kela is determined by legislation. Kela operates under the supervision of the Finnish parliament. ([www.kela.fi](http://www.kela.fi))

Social worker (Sosiaalityöntekijä)
A social worker helps families and individuals in different age groups with everyday problems and crisis situations. He/she is responsible for planning, implementing and assessing the client process. Social workers identify a client's problems, assess how he/she is able to cope independently and arranges support measures. Clients of social work include families and individuals who need help because of unemployment, illness, old age, family conditions or temporary financial problems, for example. ([www.mol.fi](http://www.mol.fi))

Tax card (Verokortti)
If you intend to work in Finland, you will need a tax card. A foreign employee should obtain either a tax-at-source card (lähdeverokortti) or a regular tax card from a tax office (verotoimisto), depending on the length of the employment. The employer will take care of withholding taxes (ennakonpidätys) according to the tax card. A foreigner whose employment in Finland lasts less than six months should obtain a tax-at-source card from a tax office. A personal identity number (henkilötunnus) is not required for a tax-at-source card. An employee who comes to Finland for a period exceeding six months will be subject to progressive taxation in the same way as permanent residents of Finland. In order to obtain a regular tax card, an employee needs a Finnish personal identity number. (Työperusteisen maahanmuuton sanasto, the Centre for Economic Development, Transport and the Environment of South Savo, [www.vero.fi](http://www.vero.fi), [www.mol.fi](http://www.mol.fi))

Tenancy agreement (Vuokrasopimus)
A tenancy agreement is an agreement between the tenant and the landlord/landlady on the details related to the rental of an apartment. The agreement should always be made in writing, and it can be either valid until further notice (toistaiseksi voimassa oleva) or for a fixed term (määräaikainen). A tenancy agreement that is valid until further notice is in force until the tenant or the landlord/landlady terminates it. A fixed-term tenancy agreement is in force for the duration agreed by the tenant and the landlord/landlady. A fixed-term agreement cannot be terminated during the agreement period. The tenancy agreement should include at least the following: the condition of the apartment, the duration of the tenancy, the amount of rent, other fees (e.g. the water charge), the payment method and date, a rent review and details of any security deposit. ([www.kuluttajavirasto.fi](http://www.kuluttajavirasto.fi))
Three-family day care (Kolmiperhepäivähoito)
Family day care providers work at children’s homes according to an agreement that has been signed with the children’s families. In special cases, a family day care provider can take care of a child / children of only one family at the family’s home. (www.kuopio.fi)

TV licence (Tv-lupa)
In Finland, a TV fee is collected from TV users. You are obliged to pay a TV fee if you have the facilities for receiving and watching TV broadcasts. A television notification must be submitted to the Finnish Communications Regulatory Authority that charges the user on the basis of the notification. TV fees are used to finance the operations of the Finnish Broadcasting Company. The Finnish Communications Regulatory Authority carries out TV licence spot checks. A TV fee inspector may make a visit or call you on the telephone. If you own a television set but do not have a TV licence, you may have to pay an inspection fee. (www.tv-maksu.fi)

Wage-subsidised work (Palkkatuettu työ)
If unemployment is prolonged, an Employment and Economic Development Office (työ- ja elinkeinotoimisto) may facilitate finding employment by paying employment subsidy (työllistämistuki) to the employer. A subsidy is granted for employing a person who has been unemployed for a long period, is disabled, young or under threat of becoming marginalised. A prerequisite is that it has been recorded in the person's employment plan (työllistämisnäytöllisyys) that employment subsidy is needed to enter the labour market. (www.mol.fi)

Water charge (Vesimaksu)
A water charge is a fee charged for the amount of water used in the apartment. The water charge may be included in the rent paid by the resident or it may be payable separately to the account of the landlord/landlady or the housing company. The water charge may be fixed (a certain amount of money per month) or it may be based on the actual water usage. In the latter case, the apartment will be equipped with a water meter.
REFERENCES AND ADDITIONAL INFORMATION

Open polytechnic: www.amk.fi/avoin
Register offices: www.maistraatti.fi
The City of Kuopio: www.kuopio.fi
Information on child welfare: www.lastensuojelu.info
Finnish Tax Administration: www.vero.fi
Police: www.poliisi.fi

Open university: www.avoinlyopisto.fi
The Finnish Immigration Service: www.migri.fi
The Consumer Agency: www.kuluttajavirasto.fi
Rescue services: www.pelastustoimi.fi
The City of Turku: www.turku.fi
Ministry of the Interior: www.intermin.fi

The Social Insurance Institution of Finland: www.kela.fi
The Consumers’ Association of Finland: www.kuluttajaliitto.fi
The Association of Finnish Local and Regional Authorities: www.kunnat.fi
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