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WELCOME TO SAVONLINNNA!

GUIDE FOR IMMIGRANTS



POINTTI – Immigrants on the way to employment in South Savo

Vipuvoimaa
EU:lta
2007–2013





Euroopan unioni
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WELCOME TO SAVONLINNA! GUIDE FOR IMMIGRANTS



POINTTI – Immigrants on the way to employment in South Savo



Elinkeino-, liikenne- ja
ympäristökeskus

Vipuvoimaa
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This guide is intended for immigrants living in Savonlinna. It is a collection of information that an immigrant needs for starting life in a new country. To make this guide easy for foreigners to understand, we have written it using simple English. The guide is also available in Finnish and Russian. Please note that the information in this guide is correct at the time of publication and may have changed later.

The first version of this guide was prepared by employees of the International Meeting Point managed by the Linnala Settlement Association and funded by the Finland's Slot Machine Association in 2005 and updated by employees of the POINTTI project (Immigrants on the way to employment in South Savo) funded by the European Social Fund in 2009-2011.

Pointti project - Immigrants on the way to employment in South Savo



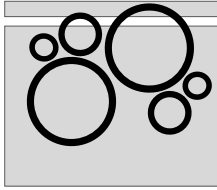
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The International Meeting Point



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WELCOME TO SAVONLINNA!

The city of Savonlinna is situated in the eastern part of Finland in the province of South Savo.

The population of Savonlinna is about 28,000. 1,6 % of these are foreign nationals, and 2,3 % have a native language that is not Finnish.

The city of Savonlinna and the neighbouring municipalities of Kerimäki, Punkaharju, Sulkava, Rantasalmi and Enonkoski comprise the Savonlinna sub-region. The population of the sub-region is about 50,000.

HISTORY OF SAVONLINNA

The history of Savonlinna goes back to the year 1475, when Erik Axelsson Tott began to build Olavinlinna Castle on an island in the Kyrönsalmi straits.

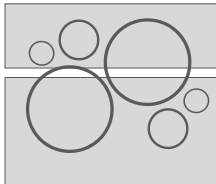
The castle was named after St Olaf, the patron saint of all knights. Built on an island, the fortress was intended to safeguard the eastern border of the Kingdom of Sweden; Finland was part of Sweden at the time. In 1639, Count Per Brahe founded the town of Savonlinna and gave it a town charter. In 1975, Olavinlinna Castle celebrated its 500th anniversary. Continuous restoration work has been going on in the castle since 1961. The intention is to keep the castle looking as close to its original appearance as possible. Olavinlinna Castle has been a tourist attraction for more than 100 years.

Opera singer Aino Ackté organised the first Opera Festival there in 1912. After a few of these festivals, the First World War put an end to the tradition, which was not revived until 1967. Since then, the Savonlinna Opera Festival has taken place every year in July. Some of the most famous opera houses in the world have made guest appearances there.

In the early 20th century, the population of Savonlinna grew and business became livelier. The old wooden buildings began to disappear in the early 1950s and a more modern town was built in their place.

CITY OF SAVONLINNA SERVICE POINT (SAVONLINNAN KAUPUNGIN PALVELUPISTE)

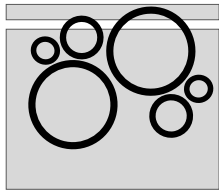
The City of Savonlinna service point is open Mon-Fri 8 a.m.-4 p.m. The service point offers information on city services and provides various brochures.



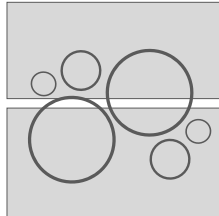
SAVONLINNAN KAUPUNGIN PALVELUPISTE

Olavinkatu 27, 1st floor
57130 Savonlinna

tel. 044 417 4052
044 417 4053



IMMIGRANT SERVICES



OHJAUS- JA PALVELUPISTE
NAVIGAATTORI

Olavinkatu 40 A, 2nd floor
57130 Savonlinna



At the NAVIGAATTORI guidance and service point, immigrants can find services provided by the International Meeting Point, the Pointti project and the City of Savonlinna Refugee Services.

You can find important information on Finnish society and its services in various languages online at www.infopankki.fi.

THE INTERNATIONAL MEETING POINT (KANSAINVÄLINEN KOHTAAMISPAIKKA)

The International Meeting Point is maintained by the Linnala Settlement Association.

The International Meeting Point is open Mon-Fri 10 a.m.-3 p.m.

The Meeting Point employee provides guidance and assistance for immigrants in all matters. The Meeting Point also organises Finnish language teaching.

| **tel. 0440 511 823**

POINTTI PROJECT

The consultants of the Pointti project (Immigrants on the way to employment in South Savo) provide guidance for immigrants on education and training, finding employment, and everyday matters.

The Pointti project is open Mon-Fri 10 a.m.-3 p.m.

| **tel. 044 550 6668**

CITY OF SAVONLINNA REFUGEE SERVICES (SAVONLINNAN KAUPUNGIN PAKOLAISTYÖ)

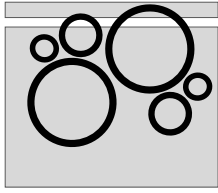
If you are an immigrant who has come to Savonlinna as a quota refugee (kiintiöpakolainen) or have been granted asylum (turvapaikka), you are a customer of the City of Savonlinna Refugee Services.

All quota refugees and those granted asylum are customers of the Refugee Services for a period of 4 years (from 1.9.2011) after arriving in Savonlinna.

The Refugee Services help its customers with various matters related to housing and everyday life.

The Refugee Services also make decisions on income support for its customers.

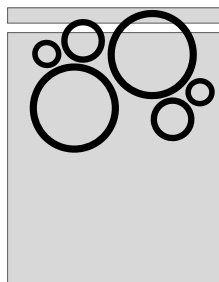
| **tel. 044 417 4141**
044 417 4142
044 417 4143



INFORMATION ON INTERPRETERS

You are entitled to an **interpreter** (tulkki) in important official business with the authorities. In these cases, the interpreting service will be paid for by the authorities. However, it is not always possible to find an interpreter. You should check this with the authorities in advance.

All interpreters are bound by confidentiality. Interpreting can be conducted on site or over the phone.



RESIDENCE PERMIT AND RIGHT OF RESIDENCY IN FINLAND

If a foreigner wishes to stay in Finland for more than 3 months, he/she must have a **residence permit** (oleskelulupa).

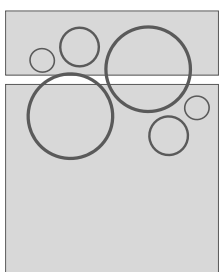
The first residence permit is generally applied for at a Finnish diplomatic mission (embassy/consulate/Suomen edustusto) in the applicant's home country. The decision whether to grant a residence permit is taken by the **Finnish Immigration Service** (Maahanmuuttovirasto).

A family member of a Finnish citizen does not need to apply for and wait for a residence permit abroad; he/she can come to Finland and apply for his/her first residence permit here. In this case, the local police will decide whether to grant a residence permit. An application for an extension of a residence permit must always be submitted to the local police. An immigrant must have lived in the country for 4 years to be granted a permanent residence permit.

Matters concerning permits for foreigners by appointment Tue and Thu 9 a.m. - 3 p.m. Appointments by phone or online.

**Further
information**

www.intermin.fi
www.migri.fi



ETELÄ-SAVON POLIISILAITOS

Savonlinna permit unit
Tottinkatu 9
57130 Savonlinna
www.poliisi.fi

appointments
Mon-Fri 9 a.m.-4.15 p.m.
tel. 071 87 55210
071 87 55217

| NORDIC NATIONALS

Nordic nationals may enter Finland freely and live here, work, practice a trade or study without needing a residence permit.

Nordic nationals must register with the local register office (maistraatti) if they intend to stay in Finland for more than 6 months.

| EU/EEA NATIONALS

EU/EEA nationals are allowed to live, work, practice a trade or study in Finland for a maximum of 3 months without needing a residence permit.

A person staying in Finland for more than 3 months must register his/her right of residence at the police department.

| CITIZENS OF COUNTRIES OTHER THAN EU/EEA MEMBER STATES

Citizens of countries outside the EU/EEA are not allowed to live, work, practice a trade or study in Finland without a residence permit.

RESIDENCE PERMIT CODES

P = permanent residence permit

(granted if a person has been living in Finland on a continuous residence permit for 4 years)

A = continuous residence permit

(granted if a person moves to Finland with the intention of living here permanently)

B = temporary residence permit

(granted if the person does not intend to stay in Finland permanently)

REGISTRATION AT THE LOCAL REGISTER OFFICE (REKISTERÖINTI MAISTRAATISSA)

If you have moved to Finland and you have a **residence permit** (oleskelulupa) valid for at least one year or a **certificate of the registration of right of residence of an EU national** (EU-maan kansalaisen oleskeluoikeuden rekisteröintitodistus), you will be issued a Finnish **personal identity number** (henkilötunnus). A domicile/home municipality (kotikunta) in Finland will only be registered to you if certain criteria are fulfilled.

The information registered includes your name, date of birth, citizenship, family relationships and address.

This information will be used for health care services, taxation, legal administration and statistics.

HOW TO REGISTER?

Go to the Savonlinna **local register office** (maistraatti) in person within one week of moving here.

	ETELÄ-SAVON MAISTRAATTI	
	Savonlinna unit Olavinkatu 46 A, 3rd floor 57100 Savonlinna	tel. 071 875 1051 www.maistraatti.fi

Bring your passport and your valid residence permit.

If you are married or have children, you will need to bring your marriage certificate (avioliittotodistus) or children's birth certificates (syntymätodistus), with official translations into Finnish or English.

Fill in and sign the **Registration of Foreigners form** (Ulkomaalaisen rekisteröinti-ilmoitus -lomake).

After registration, you will be issued a Finnish **personal identity number** (henkilötunnus).

You will receive this about one week after registration.

You will need your personal identity number in many places, such as at the bank, in hospital, in pharmacies and when conducting transactions with the authorities.

If you move to Finland, whether **permanently** (vakituaisesti) or **temporarily** (tilapäisesti) and you have a residence permit valid for at least one year, you must submit an official **Change of Address Notification** (muutto-ilmoitus) to the local register office.

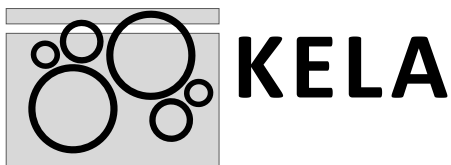
Fill in the Change of Address Notification form. This form is available at the local register office and at post offices.

You can also fill the form in online at www.posti.fi/muuttoilmoitus. Using this service requires an online banking or post office ID.

Every time you move from one place to another, you must submit a Change of Address Notification.

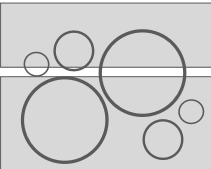
If you move out of Finland, you must submit an emigration notification to the local register office.

Address data is automatically passed on by the local register office to other government agencies.



The Social Insurance Institution is generally known by its Finnish acronym KELA (Kansaneläkelaitos).

Once you have been issued a personal identity number, you can visit KELA and apply for a **KELA card**.

	KELA	
	Savonlinna office Kirkkokatu 8, 57100 Savonlinna	www.kela.fi

This card is provided free of charge for everyone permanently resident in Finland. You will need your KELA card at health centres, hospitals and pharmacies and when visiting a doctor or dentist. Children have their own KELA cards.

All persons aged 65 or more receive a national pension recipient card (kansaneläkkeensaajan kortti). This card is also given to pensioners under the age of 65 resident in Finland who do not receive an employment pension. This card entitles you to discounts on travel and other tickets.

In Finland, adults are expected to support themselves and their families through employment.

However, there are situations where a person is not able to work.

| KELA can grant you support (money) for example if:

- ▶ you have a child
- ▶ you are caring for your child at home
- ▶ you are ill
- ▶ you are unemployed and register with the employment office as a jobseeker
- ▶ you cannot cope with rent payments
- ▶ you are studying
- ▶ you have reached retirement age

The important thing to note is that you must always apply for benefits.

Being active is important in managing all your matters.

All KELA forms are available at KELA offices or online at www.kela.fi → In English → Forms.

KELA HELPS YOU IF YOU BECOME UNEMPLOYED

| *tel. 020 692 210*

| UNEMPLOYMENT SECURITY (TYÖTTÖMYYSTURVA)

A person aged 17 to -64 resident in Finland is entitled to unemployment security if he/she has registered at an Employment and Economic Development Office/TE office (Työ- ja elinkeinotoimisto/TE- toimisto) as an unemployed jobseeker.

KELA pays all unemployment allowances except the **earnings-related unemployment allowance** (ansiopäiväraha), which is paid by an unemployment fund (see page 53).

All unemployment allowances are paid for five days a week.

If you become unemployed, register immediately with the Employment and Economic Development Office to begin the waiting period (during which unemployment benefit is not paid).

| BASIC UNEMPLOYMENT ALLOWANCE (PERUSPÄIVÄRAHA)

You are eligible for a basic unemployment allowance if you have been employed for 34 months over the past 2 years or if you have been an entrepreneur for 18 months over the past 4 years.

A basic unemployment allowance is paid for a maximum period of 500 weekdays. The waiting period for the basic unemployment allowance is 7 weekdays. The amount is the same for all recipients, and it is taxable income. Recipients with families receive a child support supplement.

LABOUR MARKET SUBSIDY (TYÖMARKKINATUKI)

You are eligible for a labour market subsidy if you have not been employed for at least 34 weeks over the past 2 years or if you have only just completed a qualification or if you have already received an unemployment allowance for 500 days.

A jobseeker who has not been employed for the required 34 weeks over the past two years will have a 5-month waiting period before beginning to receive labour market subsidy.

This waiting period does not apply if the jobseeker has a vocational qualification or if he/she has previously received a basic unemployment allowance or earnings-related unemployment allowance.

Labour market subsidy payments will not begin until the jobseeker has been registered with the employment and economic development office for 5 working days (waiting period).

If the jobseeker has children, he/she may receive a child support supplement.

If the jobseeker or his/her spouse has income, this may reduce the amount of labour market subsidy granted. If the jobseeker is in adult labour market training or in job training, his/her spouse's income does not effect the amount of the benefit.

A labour market subsidy or unemployment allowance is only paid for the time during which you are registered as a jobseeker at the employment and economic development office.

It may also be possible to receive labour market subsidy or an unemployment allowance during studies other than labour market training. This should be agreed in advance with the TE office, however. The opportunity is available to those over the age of 25.

The employment and economic development office submits a statement to KELA showing whether the applicant is entitled to an unemployment allowance.

All unemployment allowances are taxable income.

| INTEGRATION ASSISTANCE FOR IMMIGRANTS (KOTOUTUMISTUKI)

| *tel. 020 692 207*

An immigrant is entitled to integration assistance.

Its amount is the same as that of the **labour market subsidy**, and you need to use the KELA labour market subsidy form to apply for it.

In order to be eligible for integration assistance, you must draw up an integration plan at the Employment and Economic Development Office.

KELA HELPS YOU IF YOU FALL ILL

| *tel. 020 692 204*

| SICKNESS INSURANCE (SAIRAUSVAKUUTUS)

Your KELA card demonstrates that you are covered by Finnish national **sickness insurance**.

Remember to show your KELA card whenever you go to the pharmacy to buy medication prescribed by a doctor: you will pay less, because the KELA contribution will be subtracted from the price.

| ***KELA can pay for part of, for example:***

- ▶ a private physician's bill
- ▶ tests or physiotherapy prescribed by a private physician
- ▶ a private dentist's bill
- ▶ prescription medication
- ▶ travel costs caused by seeing a doctor or going to hospital

If your medication is essential for your health and very expensive, you must apply for KELA compensation separately. For this application, you will need a medical certificate concerning your illness and the necessity of the medication.

If your medication costs per year are high, KELA will pay for the excess above a certain amount.

KELA will monitor how much you have paid for your medication, and once the limit is reached, you will be informed by KELA as to how to apply for the extra compensation.

▶ ***KELA does not pay for:***

- ▶ hospital care fees
- ▶ outpatient clinic and health centre fees
- ▶ administrative fees of private hospitals and medical centres
- ▶ municipal dental care fees
- ▶ dental prostheses or orthodontic treatment
- ▶ medical certificates for a driving licence or employment, etc.

If you are ill and cannot work and earn a wage, you can apply for a **sickness allowance** (sairauspäiväraha).

Generally, you are eligible for a sickness allowance once your sickness has lasted for more than 10 days. Sickness allowance is only paid for weekdays, and for a maximum of 300 days. A form for applying for sickness allowance is available from KELA. You need to submit a medical certificate to KELA together with the form.

KELA BENEFITS FOR FAMILIES WITH CHILDREN

▶ **tel. 020 692 206**

▶ **MATERNITY GRANT (ÄITIYSAVUSTUS) – CASH OR MATERNITY PACKAGE?**

A pregnant mother is entitled to a maternity grant when the pregnancy has lasted at least 154 days. The mother must have had a medical examination by a doctor or at a prenatal clinic before the end of the fourth month of pregnancy.

The mother may choose whether to take the maternity package or the cash option. The maternity package contains clothes and other items that the baby will need. The contents of the maternity package are worth more than the cash option.

CHILD BENEFIT (LAPSILISÄ)

Child benefit is a benefit paid to parents of a child aged under 17 and resident in Finland. The amount of the child benefit depends on how many children there are in the family.

Single parents are paid an increased child benefit. A '**single parent**' is defined as a father or mother living alone with the child.

MATERNITY, PATERNITY AND PARENTAL ALLOWANCES (ÄITIYS, ISYYS- JA VANHEMPAINRAHA)

The amount of the maternity, paternity and parental allowances depends on the taxable employment income of the applicants. If you have no employment income, you will receive the minimum allowance.

A pregnant woman is entitled to a **maternity allowance** if she is resident in Finland, if the pregnancy has lasted at least 154 days, and if she has been registered with KELA for at least 180 days before the expected birth date.

Maternity allowance is paid for 105 weekdays, (a larger amount for the first 56 days), beginning about one month before the child is expected to be born.

If the father is employed and wishes to participate in the care of the child, he may take paternity leave and apply for **paternity allowance**. This is payable for a total of 18 weekdays.

Parental allowance is paid for 158 weekdays after the end of the maternity allowance period. Either the father or the mother is entitled to parental allowance, and the parents may agree between themselves how to use the parental allowance period.

Maternity, paternity and parental allowances are taxable income.

CHILD HOME CARE ALLOWANCE (LASTEN KOTIHOIDON TUKI)

You are eligible for child home care allowance if you have a child under 3 years of age who is being cared for at home. Payment of child home care allowance can begin when the payment of parental allowance ends.

The carer can be the father or mother, but also someone else, for instance a relative. Child home care allowance is payable until your youngest child's 3rd birthday.

KELA also pays an allowance for other children under school age in the family who are cared for at home.

KELA BENEFITS FOR STUDENTS

| *tel. 020 692 209*

FINANCIAL AID FOR STUDENTS (OPINTOTUKI)

A person over the age of 17 who wishes to go on studying after comprehensive school may receive financial aid for students. Students at upper secondary school, vocational school and university, for example, are eligible for this financial aid, which is made up of a **study grant** (opintoraha), **housing supplement** (asumislisä) and **student loan** (opintolaina).

The study grant and housing supplement are paid by the central government. The student himself/herself must apply to a bank for a student loan, which will then be guaranteed by the state. Interest is payable on the loan to the bank.

When the student finishes his/her studies and finds employment, he/she must pay the loan back to the bank.

STUDY GRANT (OPINTORAHA)

The study grant is not the same for everyone. It depends on the student's age, the institution where he/she is studying, type of accommodation and

family relationships. The student's own income also affects the amount of the study grant.

A student receiving a study grant may only earn a certain amount of money in wages in a calendar year.

If a student has a large employment income and also receives a study grant, he/she will have to refund the study grant to the state.

KELA pays the study grant only during the months in which the student is studying.

No study grant is paid during the summer unless the student is studying then too. A study grant is taxable income.

| STUDENT HOUSING SUPPLEMENT (OPISKELIJAN ASUMISLISÄ)

A student is eligible for a housing supplement if he/she lives in rented accommodation. The housing supplement is tax-free.

A housing supplement **will not be paid** if the student is living:

- with his/her parents
- in the same household with his/her child or the child of his/her spouse
- in a dwelling that he/she owns or that his/her spouse or cohabitee owns

If the student is not eligible for a housing supplement because of the above, he/she may still apply for a **general housing allowance**. Housing supplements and housing allowances are not paid during the summer holiday of the educational institution in question.

| SCHOOL TRANSPORT SUBSIDY (KOULUMATKATUKI)

Students at an upper secondary school or in basic vocational education are eligible for a school transport subsidy if the trip from home to school is more than 10 km one way. The student will in any case have to pay for part of the cost.

KELA HOUSING BENEFITS

| *tel. 020 692 201*

| GENERAL HOUSING ALLOWANCE (YLEINEN ASUMISTUKI)

KELA pays general housing allowance to people with low incomes.

If you apply for a housing allowance, you must give: information on the size of your home and its rent, and the size and income of your family. You must enclose a copy of your rental agreement, a receipt of your most recent rent payment and a description of your income with your application to KELA.

In any case, the applicant must pay part of the rent himself/herself. Housing allowance can amount to no more than 80% of the housing costs.

If you are a housing allowance recipient, you must notify KELA immediately of even small changes in your life situation, for instance if: you move to another home, your rent increases or decreases, the number of people living in your home changes, or if your income increases or decreases.

KELA reviews the amount of housing allowance each year. KELA will send a housing allowance review form to the recipient's home, and this must be filled in.

If you do not return this form to KELA, the housing allowance will be discontinued.

If KELA pays you too much housing allowance, you will have to repay it.

KELA BENEFITS FOR PENSIONERS

| *tel. 020 692 202*

The general retirement age in Finland is 65, but it is possible to retire earlier. If you are ill, for example, you may retire on a disability pension.

In Finland, a person's pension consists of the national pension and an earnings-related pension.

The purpose of the **national pension** (kansaneläke) is to secure a minimum subsistence. It is only paid if the recipient has no earnings-related pension or other pensions, or if these are minimal.

Earnings-related pension (työeläke) is paid to people who have been in paid employment or who have been entrepreneurs.

The amount of the pension depends on the person's pay and how long he/she has been employed. Pensions are taxable income.

Persons aged over 65 are entitled to discounts on many travel and other tickets and on leisure and cultural services. Pensioner discounts are available for rail travel and bus travel on display of a photo ID.

Immigrants resident in Finland should ask KELA whether they are entitled to the national pension.

| If you are an immigrant, your eligibility for the national pension depends on:

- how long you have lived in Finland
- what age you were when you moved to Finland
- whether you have been employed in Finland
- what your home country is what other income you have and whether you are, for example, drawing a pension from your home country

| GUARANTEE PENSION (TAKUUELÄKE)

Special assistance for immigrants (maahanmuuttajan erityistuki) was discontinued on 1 March 2011 and its recipients are granted a guarantee pension.

The full amount of the guarantee pension is EUR 687.74 per month.

KELA pays a guarantee pension to pensioners whose total amount of all other pensions received from Finland or abroad remains under EUR 687.74 per month. These pensions will be reduced from the full amount of the guarantee pension in 100 %.

An immigrant is eligible for a guarantee pension if he/she:

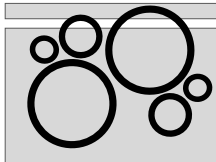
- ▶ is aged 65 or over, and
- ▶ has lived in Finland for at least 3 years after reaching the age of 16, or
- ▶ is a disabled person aged between 16 and 64

The income and property of the applicant or his/ her spouse do not affect the amount of the guarantee pension.

However, just like other types of pensions the guarantee pension affects the amount of the housing allowance and income support.

The guarantee pension is paid only to recipients resident in Finland. Still, recipients may temporarily stay abroad without losing the support. The guarantee pension is taxable income.

Recipients of KELA who withhold information, give false information or do not notify KELA of changes will be reported to the police if there is reason to believe that they have done so intentionally.



BANK SERVICES

You need to have a **bank account** (pankkitili) if you live in Finland, since almost all payment transactions in Finland are managed through a bank.

You can freely choose in which bank you wish to open an account.

	NORDEA	SAMPO
	Olavinkatu 45 57100 Savonlinna tel. 0200 3000 www.nordea.fi	Kauppatori 6 57130 Savonlinna tel. 010 5460 810 www.sampopankki.fi
	SUUR-SAVON OSUUSPANKKI	
	Savonlinna unit Olavinkatu 49 57100 Savonlinna	tel. 010 255 2601 www.op.fi

When you open your first account at a bank, you will need to bring your passport or Finnish ID card.

For opening an account, the bank will ask you for the following:

- ▶ name
- ▶ date of birth/personal ID
- ▶ address and domicile in Finland
- ▶ rental agreement in Finland
- ▶ what payments and income the account will be used for

A **cash machine card/ATM card** (pankkiautomaattikortti) or a **Visa Electron card**, which are basic bank services, can be added to your bank account.

The bank will decide whether to issue you a **debit card** (pankkikortti). In order to receive a debit card, you must have, among other things, a regular income and pay your bills on time.

Every card is issued with a secret **PIN code** (tunnusluku, koodi), which you should memorise.

Never keep your card and PIN code in the same place.

You can use your ATM card or debit card to withdraw cash at an ATM (pankkiautomaatti) or to pay bills at a bank terminal. You can also use your debit card to pay for your purchases in shops.

The bank charges a fee for its services: the ATM card, the debit card, online banking IDs, paying bills at a bank terminal and printing out your account balance at an ATM.

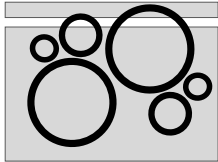
It is important that you learn how to use an ATM card and how to pay bills at a bank terminal, because that is cheaper than using a personal service.

The cheapest way to pay bills is through online banking. Online banking IDs are not a basic banking service. Banks issue online banking IDs at their discretion. You can apply for online banking IDs when you have had a regular income into your bank account for a while and you have paid your bills on time.

Spouses may have a shared bank account that both can use separately.

PAYING BILLS

Bills must always be paid on time in Finland. If you do not pay your bills on time, you will have to pay penalty interest. The recipient may also give an unpaid bill to a recovery agency for collection, in which case you will also have to pay the recovery costs. Data on unpaid bills are also entered into the credit information register.



HOUSING

In Finland, people generally live in rented or owned homes. Homes for sale can be found through advertisements in local newspapers or estate agents' listings. Rented homes may be found through Savonlinnan asuntopalvelu (housing service), estate agents and private landlords.

Blocks of flats and terraced houses have a **building manager** (isännöitsijä) who runs the affairs of the housing company. The building manager is responsible for administration, finances and maintenances.

Each building usually has a **maintenance man** (huoltomies) responsible for the building's maintenance.

▶ ***You may ask the maintenance man about:***

- ▶ minor repairs in the home
- ▶ cellar cupboard
- ▶ laundry room
- ▶ the maintenance man can also open your home door (for a fee) if you forget your key

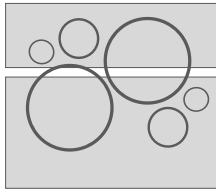
▶ ***The maintenance man can also tell you how to reserve:***

- ▶ sauna allocation
- ▶ parking space

You should buy a smoke detector for your home, and you should take out home insurance with an insurance company. The home insurance premium will be taken into account in calculating income support.

ELECTRICITY SUPPLY AGREEMENT (SÄHKÖSOPIMUS)

In order to obtain electricity, you must sign an electricity supply agreement for your home. In Savonlinna, electricity supply agreements are handled by:



SUUR-SAVON SÄHKÖ OY

Olavinkatu 44
57100 Savonlinna

tel. 0800 90110
www.ssoy.fi

You may also take out an electricity supply agreement with any other power company in Finland.

***Remember to terminate the electricity supply agreement when you move out.
When you move into a new home, obtain a new electricity supply agreement.***

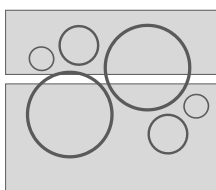
WASTE MANAGEMENT (JÄTEHUOLTO)

Each housing company will have bins for mixed waste and biowaste. Many buildings also have separate paper recycling bins. There are glass, metal and cardboard recycling containers near supermarkets. Empty bottles and cans should be returned to collection points in shops.

Sort your waste and dispose of it correctly!

RENTING A HOME

Rented homes may be found through:



SAVONLINNAN ASUNTOPALVELU

Puistokatu 13
57100 Savonlinna

tel. 015 550 110
www.savonlinnanasuntopalvelu.fi

Private individuals advertise in daily newspapers. In renting privately, a deposit equal to 1 to 3 months' rent is generally required in advance. You should save your rent receipts for housing allowance applications, etc.

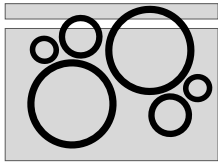
In addition to the rent, tenants must pay water and electricity bills, which must be paid by their due dates.

▶ *When you sign a rental agreement, ask for the phone number of the maintenance man.*

GIVING NOTICE ON A RENTED HOME

If you are leaving, give notice on your rented home in time. Normally, the notice period is one calendar month. Every time you move from one place to another, you must submit a Change of Address Notification at the **post office**.

Clean the vacated home thoroughly and return all keys to the agreed place on time.



SOCIAL SERVICES

In Finland, the purpose of social security is to ensure that everyone receives health care services, social services and income support in various life situations.

Social services in Savonlinna are provided by:

the City of Savonlinna (Savonlinnan kaupunki)

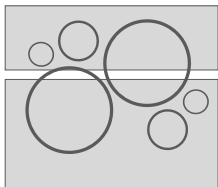
www.savonlinna.fi/sosiaalipalvelut and

the East Savo Hospital District (Itä-Savon sairaanhoitopiirin

kuntayhtymä/Sosteri), www.isshp.fi

Social services include, for example, care for the elderly, substance abuse treatment, child and family guidance centres, adult social work, income support, child welfare, services for the disabled, and refugee work.

INCOME SUPPORT (TOIMEENTULOTUKI)



SOSIAALIVIRASTO/TOIMEENTULOTUKI

Olavinkatu 27 E or D
57130 Savonlinna

Information desk, tel. 044 417 4121

If your family's income and assets are not enough to cover your essential everyday costs, you may apply to the City of Savonlinna Social Department for income support.

Income support is always calculated for one month at a time. Income support is always the last resort for survival.

When you apply for income support for the first time, visit the Social Department in person or book an appointment with a social worker by phone.

If you have only recently moved to Finland and intend to apply for income support, you must have the following:

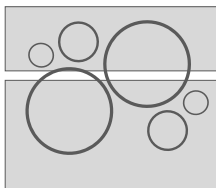
- ▶ a personal identity number, issued by the local register office
- ▶ a KELA decision on social security
- ▶ registration as a jobseeker at the Employment and Economic Development Office
- ▶ a bank account in a Finnish bank and a bank statement or balance certificate proving this

You need to submit your income support application in writing to the Social Department.

In your application, you will need to explain your family's income and costs (income: wages, unemployment allowance, child benefit, pension, etc.; costs: rent, electricity bill, water bill, medical bills, children's daycare fees, etc.).

You must include proof of your income and costs and bank statements for your bank account for the last 2 months.

SOCIAL OMBUDSMAN (SOSIAALIASIAMIES)



SAVONLINNAN SOSIAALIASIAMIES

Keskussairaalan tie 6 F, 12th floor
57120 Savonlinna

tel. 044 417 3218
Mon-Fri 9 a.m.-3 p.m.

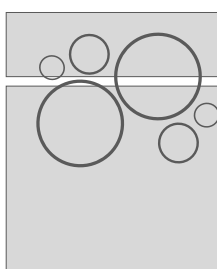
Every local authority has a social ombudsman.

If you are dissatisfied with the social services you receive, you can contact the social ombudsman for help. The social ombudsman will advise you and assist you in filing a complaint.

CHILDREN'S DAYCARE (LASTEN PÄIVÄHOITO)

In Savonlinna children's daycare is the responsibility of the City of Savonlinna Education Department (see page 57).

CHILD AND FAMILY GUIDANCE CENTRE (KASVATUS- JA PERHENEUVOLA)



PERHEPALVELUKESKUS

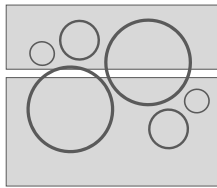
Pihlajavedentie 4, 57170 Savonlinna
 tel. 044 417 2841
 calling hours, appointments and counselling Mon-Fri 12 noon-1 p.m.
 tel. 044 417 2160

The child and family guidance centre provides help for problems experienced by children and young people (aged 0 to -16) and their families. These services are free of charge.

The Child and Family Guidance Centre may help for instance with:

- ▶ child-raising issues
- ▶ family crises
- ▶ children's behavioural disorders
- ▶ delayed development of a child
- ▶ learning difficulties
- ▶ absences from school without leave, etc.

CHILD WELFARE SERVICES (LASTENSUOJELU)



SOSIAALIVIRASTO/LASTENSUOJELU

Olavinkatu 27 E or D
57130 Savonlinna

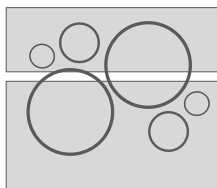
Information desk, tel. 044 417 4121

The purpose of child welfare services is to help families in problem situations.

A family may become a customer of child welfare services, for example, if:

- a child's growth and development are at risk
- a child's safety is at risk
- there are alcohol, drug or mental health problems in the family
- there is domestic violence in the family
- a child is having difficulties at school

CARE FOR THE ELDERLY (VANHUSTEN HUOLTO)



KOTIHOITOPALVELUT

Pihlajavedentie 8
57170 Savonlinna

tel. 044 417 3974
044 417 3975

The aim in Finland is that elderly people should be able to live at home for as long as possible. Therefore there is a range of home services available for the elderly.

Home care services include shopping for food and delivering it to the elderly at home, or delivering ready-made meals.

The elderly may be provided with various assisted mobility devices to improve their functional capacity at home.

A home care worker may visit elderly people at home to help them, for instance by cleaning, cooking or administering medication.

A fee is charged for these services. The fee depends on the family's size and income.

| DAY CENTRE (PÄIVÄKESKUS)

In the daytime, elderly people can go to a day centre where they can have meals, engage in leisure activities, meet other people and use various services.

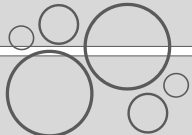
| SHELTERED ACCOMMODATION (PALVELUTALO)

An elderly person who is not well enough to live at home anymore can move to sheltered accommodation where essential services are available in-house.

| OLD PEOPLE'S HOME (VANHAINKOTI)

An elderly person who can no longer live at home or even in sheltered accommodation can move to an old people's home.

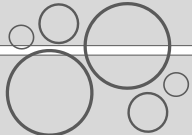
CARER'S ALLOWANCE (OMAISHOIDONTUKI)

	SOSIAALIVIRASTO/OMAISHOIDONTUKI		
	Olavinkatu 27 E or D 57130 Savonlinna	tel. 044 417 2366 044 417 2368	

This allowance is intended for a person taking care of an elderly, chronically ill or disabled person; the caregiver may be a family member, a relative or an outsider.

The amount of the allowance depends on how much care the patient requires. A carer's allowance is taxable income.

SERVICES FOR THE DISABLED (VAMMAISPALVELUT)

	SOSIAALIVIRASTO/VAMMAISPALVELUT	
	Olavinkatu 27 57130 Savonlinna	tel. 044 417 4158

There are various services available for the disabled.

For example, they may be provided with a **personal assistant** (henkilökohtainen avustaja) for everyday tasks.

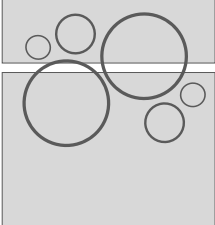
They may be housed in sheltered housing with a nurse on duty and various in-house services.

Disabled persons who have difficulty in moving about may receive transport services to enable them to manage their affairs or, for example, work or study.

Various assisted mobility devices are also available.

A person taking care of a disabled person may be eligible for a carer's allowance.

CITY OF SAVONLINNA REFUGEE SERVICES (SAVONLINNAN KAUPUNGIN PAKOLAISTYÖ)

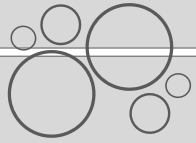
	SAVONLINNAN KAUPUNGIN PAKOLAISTYÖ	
	Ohjaus- ja palvelupiste NAVIGAATTORI Olavinkatu 40 A, 2nd floor 57130 Savonlinna	tel. 044 417 4141 044 417 4142 044 417 4143

If you are an immigrant who has come to Savonlinna as a quota refugee, you are a customer of the City of Savonlinna Refugee Services.

All quota refugees are customers of the Refugee Services for a period of 4 years (from 1.9.2011) after arriving in the country. The Refugee Services help its customers with various matters related to housing and everyday life.

The Refugee Services also make decisions on income support for quota refugees.

SUBSTANCE ABUSE CARE (PÄIHDEPALVELUT)

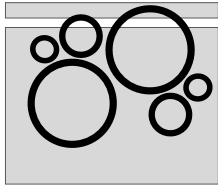
	A-KLINIKKA	
	Keskussairaalantie 6 57120 Savonlinna	

A 'substance' here means alcohol, illegal drugs or prescription drugs.

If you or a member of your family have problems with alcohol or illegal drugs or abuse of prescription drugs, there is help available.

Entering treatment is voluntary and free of charge.

Services are also available to family members of substance abusers.



CRISES AND EMERGENCY NUMBERS

| The general emergency number (yleinen hätänumero) in Finland is 112.

Call the general emergency number to contact:

- ▶ ambulance services
- ▶ police
- ▶ fire brigade

When you call 112:

- ▶ first say your own name
- ▶ explain what has happened
- ▶ explain where it has happened
- ▶ wait for instructions

Calling the general emergency number is free of charge.

An **emergency** is an urgent and actual danger threatening the life or health of a human individual, property or the environment. For example, attack of illness, accident, domestic violence, fire, etc.

If you need to contact the police or fire brigade and your matter is not urgent, call

| Police tel. 071 875 5200

| Fire brigade tel. 0201 3344 62

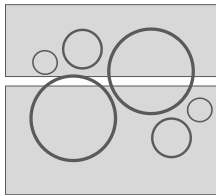
| SAVONLINNA CRISIS CENTRE (SAVONLINNAN KRIISIKESKUS)

If you need someone to talk to in case of a crisis, contact the crisis centre (see page 39).

**SAVONLINNA LEGAL AID OFFICE
(SAVONLINNAN OIKEUSAPUTOIMISTO)**

If you have legal affairs or problems for which you need counselling or advice (e.g. appeals, divorce, criminal case, estate inventory, etc.) you can seek help from the legal aid office.

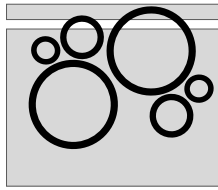
The cost of the service depends on the customer's income and assets. The services are free of charge for those with a low income.



SAVONLINNAN OIKEUSAPUTOIMISTO

Olavinkatu 27 F
57130 Savonlinna

tel. 010 336 0390, 050 405 8103



HEALTH CARE SERVICES

EMERGENCIES

In case of an emergency, always call the emergency number (yleinen hätänumero) 112.

An **emergency** is an urgent and actual danger threatening the life or health of a human individual, property or the environment.

To call an ambulance, call the emergency number 112.

***If you need to call an ambulance,
be prepared to give the following information on the phone:***

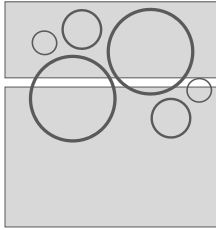
- ▶ your name
- ▶ address
- ▶ what the situation is and why help is urgently needed

MEDICAL SERVICES

Health care services are provided by health centres and the Savonlinna Central Hospital (included in the East Savo Hospital District/Sosteri) and by private medical centres.

There are two health centres in Savonlinna: the **Main Health Centre** (Pääterveysasema) and the **Eastern Health Centre** (Itäinen terveysasema). The Eastern Health Centre provides only maternity and child care clinic services.

If you need to see a specialist, you must first see a general practitioner at the health centre to obtain a **referral** (lähete). Specialists include, for example, gynaecologists, paediatricians, surgeons, neurologists, orthopaedists and ophthalmologists.


ITÄ-SAVON SAIRAANHOITOPIIRIN KUNTAYHTYMÄ (SOSTERI)

Main Health Centre
Pihlajavedentie 8
57170 Savonlinna

tel. 015 527 2000
www.isshp.fi

The following, for example, are available at the Main Health Centre:

- ▶ physicians
- ▶ nurses
- ▶ laboratory
- ▶ X-ray department
- ▶ child health clinic
- ▶ dental care

APPOINTMENT TO SEE A DOCTOR

If you are ill, you need to go to the health centre.

| First book an appointment to see a doctor.

When booking an appointment, you need to give your personal identity number. The number is printed on your KELA card. You also need to give your address, because your physician will be determined by where you live.

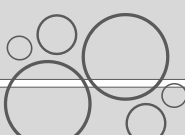
If you are seriously ill and need to see a doctor immediately, contact the emergency department of the Savonlinna Central Hospital.

| FIRST AID - URGENT MEDICAL TREATMENT 24H

When you have an urgent matter and you need to see a physician as soon as possible, call the Savonlinna Central Hospital emergency department and make an appointment (Savonlinnan keskussairaalan päivystys-poliklinikka).

	EVERY DAY 8 a.m.– 10 p.m. Emergency service at the Savonlinna Central Hospital emergency department Keskussairaalantie 6, 57170 Savonlinna appointments tel. 015 527 7777
	EVERY NIGHT 10 p.m.– 8 a.m. Emergency service at the Savonlinna Central Hospital emergency department Keskussairaalantie 6, 57170 Savonlinna appointments tel. 015 527 7100

**WHEN YOU NEED TO SEE A PHYSICIAN OR A NURSE AND
THE MATTER IS NOT URGENT:**

	APPOINTMENTS (AJANVARAUSVASTAANOTTO) MON-FRI 8 a.m.–3.30 p.m.	
	Nojanmaa ryhmä	tel. 015 527 7105
Keskusta ryhmä	tel. 015 527 7109	
Länsi ryhmä	tel. 015 527 7111	
Nätki ryhmä	tel. 015 527 7112	

Health care services in Savonlinna are also provided by private medical centres.

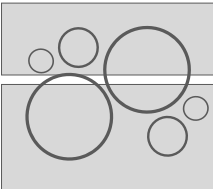
You can get treatment more quickly at a private medical centre, but the fees are much higher than at the health centre.

KELA will cover part of the expense of private health care services.

	SUOMEN TERVEYSTALO	LÄÄKÄRIPALVELU NYPEL
	Kirkkokatu 7B 57100 Savonlinna tel. 030 6000 www.terveystalo.com	Kirkkokatu 10 57100 Savonlinna tel. 044 340 6046

	SININEN TALO	
	Kalmarinkatu 9 57130 Savonlinna	tel. 015 534 665 www.sininentalo.com

DENTAL CARE SERVICES (HAMMASLÄÄKÄRIPALVELUT)

	SAVONLINNAN PÄÄTERVEYSASEMA	
	Pihlajavedentie 8 57170 Savonlinna	Mon-Fri 8 a.m. – 3 p.m. tel. 015 527 7114

You must book an appointment in advance to see a dentist.

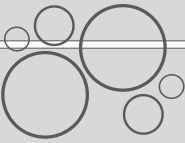
Dental care is free of charge for customers under the age of 18.

If you have an acute need to see a dentist in the evening or on a weekend, call tel. **015 527 7114**. They will tell you where to find the dentist on duty.

MENTAL HEALTH SERVICES (MIELENTERVEYSPALVELUT)

Help for mental health problems is available at the Savonlinna Main Health Centre. You can make an appointment with a nurse or a psychologist.

A health centre fee will be charged for the doctor's appointment. The other services are free of charge.

	SAVONLINNAN PÄÄTERVEYSASEMA	
	Pihlajavedentie 8, 57170 Savonlinna appointments Mon-Fri 9 a.m.–10 a.m. Nojanmaa - Nätki tel. 044 417 2824 Keskusta - Miekkonieniemi tel. 044 417 2827 Länsi tel. 044 417 2825	

SAVONLINNA CRISIS CENTRE (SAVONLINNAN KRIISIKESKUS)

	SAVONLINNAN KRIISIKESKUS	
	Olavinkatu 40 A 57130 Savonlinna	tel. 015 273 700

The Savonlinna Crisis Centre is available for help and support if you or a member of your family face a crisis. Even if you just need someone to talk to, you can phone the crisis centre.

You can also book an appointment with a crisis worker.

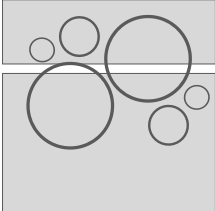
CHILD HEALTH CARE

The health of children under school age is monitored by a **child health clinic** (lastenneuvola).

Preventive health care for schoolchildren is managed by school health care.

When a child falls ill (e.g. earache or fever for more than three days), the **parents are responsible** for taking the child to treatment.

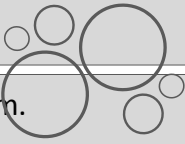
Child health clinic appointments Mon-Fri 8 a.m.–3 p.m.

	PÄÄTERVEYSASEMA	ITÄINEN TERVEYSASEMA
	Pihlajavedentie 8 57170 Savonlinna tel. 044 417 2810	Nojanmaantie 26 57210 Savonlinna tel. 044 417 2950

PATIENT ADVOCATE (POTILASASIAMIES)

The East Savo Hospital District has a patient advocate.

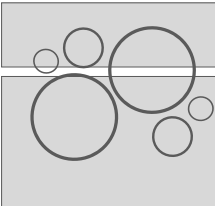
If you are dissatisfied with the health care services you receive, you can contact the patient advocate for help. The patient advocate will advise you and assist you in filing a complaint.

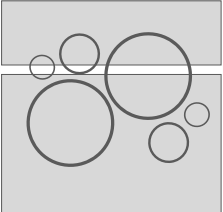
	SAVONLINNAN POTILASASIAMIES	
	Keskussairaalantie 6 F, 12th floor 57120 Savonlinna	Mon-Fri 9 a.m.-3 p.m. tel. 044 417 3218

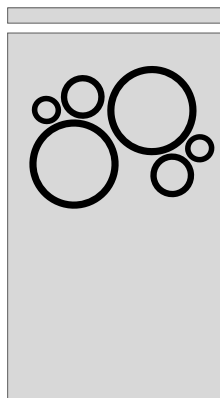
PHARMACIES (APTEEKIT)

If a doctor gives you a prescription for medication, you can go to a pharmacy to buy them.

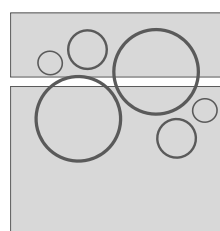
Bring the prescription and your KELA card. Showing your KELA card will give you a discount on the prescription medication, because the national health insurance will cover part of the cost. However, there is no compensation for non-prescription medication.

	SAVON APTEEKKI	APTEEKKI LINNANPORTTI
	Kauppatori 1 57130 Savonlinna tel. 015 531 420	Nojanmaantie 15 (Prisma) 57120 Savonlinna tel. 015 467 0393

	KELLARPELLON APTEEKKI	PÄÄSKYLAHDEN SIVUAPTEEKKI
	Aapelintie 7 57710 Savonlinna tel. 015 536 095	Ilokallionkatu 4 57120 Savonlinna tel. 015 476 0390
	UUSI APTEEKKI	YLIOPISTON APTEEKKI
	Tulliportinkatu 10 (Citymarket) 57100 Savonlinna tel. 015 532 220	Olavinkatu 56 57100 Savonlinna tel. 0300 20 200



SERVICES OF THE EMPLOYMENT AND ECONOMIC DEVELOPMENT OFFICE



SAVONLINNAN TYÖ- JA ELINKEINOTOIMISTO

Olavinkatu 24
57130 Savonlinna
www.mol.fi/savonlinna

tel. 010 19 4163
Mon-Fri 9 a.m.-3.45 p.m.

The Employment and Economic Development Office is known by its Finnish acronym as the TE office (Työ- ja elinkeinotoimisto/TE-toimisto).

The Employment and Economic Development Office:

- ▶ serves both employed and unemployed persons
- ▶ advises customers on how to apply for a job in Finland
- ▶ offers information on job vacancies, job training placements, career choices and professions, training and entrepreneurship
- ▶ prepares personal integration plans for immigrants who are jobseekers and have been living in Finland for less than 3 years
- ▶ advises customers on what financial support to apply for if they are unemployed or in training

At the moment, there are many unemployed people and not many job vacancies in Finland.

The most important thing for you in finding a job is to be active. Look for employment opportunities and contact employers directly. Employers value an applicant with initiative.

You can **register as a jobseeker** (rekisteröityminen työnhakijaksi) at the TE office if:

- ▶ you are an EU/EEA national or
- ▶ you are a member of the family of an EU/EEA national or
- ▶ you have a residence permit with status P or status P-EC or
- ▶ you have a residence permit with status A or B, which entitles you to find paid employment or to study with no employer limitations

IF YOU ARE UNEMPLOYED

If you are unemployed, go to the TE office to register.

If you become unemployed after work or training, remember to register at the TE office on your first day of unemployment at the latest.

▶ *On your first visit, bring with you:*

- ▶ work and study certificates translated into Finnish (you can also submit missing certificates later)
- ▶ your passport showing your residence permit

On your first visit, you will be registered, and the employment counsellor will interview you. You will be given a new appointment with a personal employment counsellor for drawing up an employment plan or integration plan.

Once you have registered as a jobseeker, you are entitled to the services of the TE office and, within the criteria specified by law, to unemployment security. The employment counsellor will tell you what unemployment security you can apply for and give you a form to fill in for applying for unemployment security.

These are paid by KELA or unemployment funds (työttömyyskassa).

The **basic unemployment allowance** (peruspäiväraha) is granted and paid by KELA (see page 14).

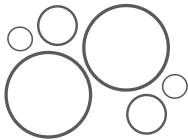
The **earnings-related unemployment allowance** (ansiopäiväraha) is granted and paid by an unemployment fund (see page 53).

You are entitled to unemployment security (työttömyysturva) if you are:

- ▶ between 18 and 64 years of age
- ▶ unemployed and registered at the TE office as a jobseeker
- ▶ looking for a full-time job
- ▶ able to work and available to the labour market
- ▶ not able to find work or training

LABOUR MARKET SUBSIDY/INTEGRATION ASSISTANCE (TYÖMARKKINATUKI/KOTOUTUMISTUKI)

You are entitled to a labour market subsidy even if you have not been employed before or are not a member of an unemployment fund. For an immigrant, a labour market subsidy can be paid as integration assistance (see page 16).



If you are granted or apply for unemployment security, you are required to:

- ▶ look for a full-time job and be available to the labour market
- ▶ accept work and training offered
- ▶ participate in labour market measures that you are offered, such as job training or other training
- ▶ visit the TE office when invited
- ▶ participate in the drawing up and checking of your employment plan or integration plan
- ▶ follow your employment plan or integration plan
- ▶ keep up your jobseeking by checking in with the TE office when required

and remaining contactable by the TE office by phone or mail.

FOREIGN TRAVEL AND UNEMPLOYMENT SECURITY (ULKOMAANMATKAT JA TYÖTTÖMYYSTURVA)

If you go on a long trip abroad, you will not be entitled to unemployment security during the trip.

You can receive unemployment security during trips abroad for a total of 6 days per year for which unemployment security is payable. These 6 days may be made up of one trip or several shorter trips abroad. You must notify the TE office in advance of any trips abroad.

You may lose your unemployment security (waiting period) if:

- ▶ you refuse a job that is offered to you
- ▶ you resign or you are dismissed from a job
- ▶ you leave job training or preparatory training for working life
- ▶ you refuse labour market training that is offered to you
- ▶ you leave or you are dismissed from labour market training
- ▶ you are refused a job or training because of your own actions
- ▶ you miss a scheduled appointment at the TE office
- ▶ you do not follow your employment plan or integration plan

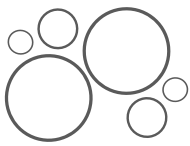
Any of the above may result in a waiting period of 30, 60 or 90 days, during which you will not be paid unemployment security.

It is very important to follow the jobseeking renewal instructions given by the TE office and to come to scheduled appointments so that your jobseeking is not interrupted.

You cannot receive unemployment security for any days during which you are not registered as a jobseeker. If you are unable to come to a scheduled appointment, you must notify the TE office in advance.

INITIAL ASSESSMENT, INTEGRATION, INTEGRATION PLAN AND INTEGRATION ASSISTANCE (ALKUKARTOITUS, KOTOUTUMINEN, KOTOUTUMISSUUNNITELMA JA KOTOUTUMISTUKI)

An **initial assessment** (alkukartoitus) will be made (from 1.9.2011) for any immigrant. The purpose of an initial assessment is to find out what kind of support and measures each immigrant needs. A municipality or an TE office will decide if an immigrant needs an **integration plan** (kotoutumissuunnitelma). An integration plan will be made in cooperation with the immigrant at the TE office for persons, who:



- ▶ have been permanently resident in Finland for less than 3 years
- ▶ are between 17 and 64 years of age
- ▶ are unemployed jobseekers
- ▶ have been unemployed for 2 months

An integration plan may include:

- ▶ getting acquainted with Finnish society
- ▶ language training
- ▶ other training
- ▶ job training (internships)

The following will be taken into account in the integration plan:

- ▶ the immigrant's life situation
- ▶ age
- ▶ health
- ▶ family
- ▶ language skills
- ▶ education
- ▶ work experience
- ▶ the immigrant's own wishes

After the integration plan is drawn up, the immigrant may apply to KELA for **integration assistance** (kotoutumistuki).

It is important to follow the integration plan. For instance, if you refuse training or quit job training without a compelling reason, payment of integration assistance can be restricted or suspended.

For immigrants aged over 65, it is usually municipality's social worker who draws up the integration plan.

OTHER SERVICES OF THE TE OFFICE

| THE JOB CENTRE (TYÖHAKUKESKUS) has:

- ▶ computers for the customers to browse job vacancies and training opportunities
- ▶ jobseeking guides
- ▶ job application models
- ▶ employment counsellors to assist customers in how to use the services

| LABOUR MARKET TRAINING (TYÖVOIMAKOULUTUS) is:

- ▶ training paid for by the central government
- ▶ free of charge for students
- ▶ primarily meant for persons who are unemployed or threatened by unemployment

Students in labour market training may apply for a training allowance or labour market subsidy for the training period, corresponding to unemployment security.

| CAREER CHOICE AND PLANNING (AMMATINVALINTA JA URASUUNNITTELU)

Vocational psychologists (ammatinvalintapsykologi) at the TE office can help you with:

- ▶ career choice
- ▶ special issues in work and training

You must book an appointment to see a vocational psychologist.

The **educational and vocational information service** (koulutus- ja ammattitietopalvelut) can help you with:

- ▶ study opportunities
- ▶ how to finance your studies
- ▶ information on various sectors and occupations

You can book an appointment with a **training counsellor** (koulutus-neuvoja), but you can also visit without an appointment.

TYÖLINJA - NATIONAL HELPLINE/PHONE SERVICE (TYÖLINJA PUHELINPALVELU)

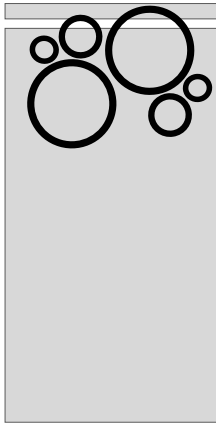
	IN FINNISH (no service charge)		
	www.mol.fi Information on job vacancies and TE office services.		
	Personal customers tel. 010 19 4904 Mon-Fri 8 a.m.-6 p.m.	Training counselling tel. 010 19 4901 Mon-Fri 9 a.m.-5 p.m.	Unemployment security counselling tel. 010 19 4911 Mon-Fri 9 a.m.-5 p.m.
	IN RUSSIAN (no service charge)		
	jobs, training opportunities, official transactions online, residence permit matters, employer services trud@te-toimisto.fi tel. 010 19 4924		
	 Mon-Fri 12 noon-5 p.m.		

| IMPORTANT

Inform the TE office immediately of any changes in your jobseeking details, for instance:

- ▶ if your employment relationship ends and you become unemployed
- ▶ if you receive notice of termination or a lay-off
- ▶ if your labour market training ends or is interrupted
- ▶ if you go on a trip
- ▶ if you are not available to the labour market for some other reason
- ▶ if you are not looking for a full-time job, or
- ▶ if you cannot come to a scheduled appointment

Also inform the TE office if you go to work, start to study (other than labour market training), are on sick leave, begin maternity or paternity leave, enter military service, or if your contact details change.



TRADE UNIONS AND THE OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

In Finland, nearly all employees belong to a trade union (ammattiliitto).

Employees who are trade union members pay the trade union a membership fee, typically a certain percentage of their wages.

Trade unions enter into collective agreements with employers to decide on wages, working hours, sick pay, overtime compensation, holidays, and so on. Trade union members can also get help in case of employment disputes.

Trade union members are also members of an unemployment fund (työttömyyskassa). If you become unemployed, the fund will pay you an **earnings-related unemployment allowance** (ansiopäiväraha) based on your former wages.

If you are entitled to an earnings-related unemployment allowance, you will not receive an allowance from KELA.

| For more information on trade unions, see www.liitot.fi.

You can also join just an unemployment fund, in which case you will be entitled to an earnings-related unemployment allowance but not to any other trade union services.

EARNINGS-RELATED UNEMPLOYMENT ALLOWANCE

You are eligible for an earnings-related unemployment allowance if:

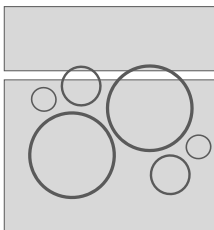
- ▶ you have been a member of an unemployment fund for at least 34 weeks
- ▶ you have registered as an unemployed jobseeker at the TE office
- ▶ you have been employed for at least 34 weeks during the 28 months immediately preceding your unemployment for at least 18 hours per week, and
- ▶ you were paid at least the minimum wage determined by law or by the relevant collective agreement

An earnings-related unemployment allowance is always applied for afterwards, never in advance. The unemployment fund will calculate your earnings-related unemployment allowance on the basis of the application and send you a decision, information on how the allowance will be paid and an application for an extension of the allowance. You need to fill in the extension application every four weeks and submit it to the unemployment fund.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (TYÖSUOJELUHALLINTO)

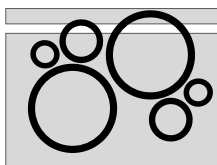
The Occupational Safety and Health Administration (Työsuojeluhallinto) can advise you in problems you may have with working conditions (työolot) or your employment relationship (työsuhde). Savonlinna is under the East Finland Occupational Safety and Health Administration.

The occupational safety and health website contains a lot of useful information about employment relationships in Finnish, Swedish, English, Estonian and Russian.



ITÄ-SUOMEN ALUEHALLINTOVIRASTO/TYÖSUOJELU

tel. 020 636 1030 (switchboard)
employment counseling Mon-Thu 9 a.m.-2 p.m., Fri 9 a.m.-1 p.m.
www.tyosuojelu.fi tyosuojelu.ita@avi.fi

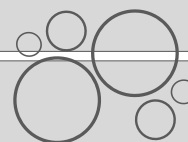


TAXATION

ETELÄ-SAVON VEROTOIMISTO

Savonlinna office
Olavinkatu 24
57170 Savonlinna

tel. 015 57 221
www.vero.fi



Almost all income in Finland (wages, social benefits, study grants, unemployment allowances, interest, dividends, rents) is taxable income (verotettava tulo). Ownership of real property is subject to property tax (kiinteistövero).

Tax funds are used to pay for public services such as health care, education, child care, care for the elderly and social benefits.

When you begin working in a job, you must give your **tax card** (verokortti) to your employer. The employer withholds income tax (**withholding tax/ennakonpidätysvero**) and other contributions from your wages before paying you.

Your tax card indicates your **tax rate** (veroprosentti). If you do not have a tax card, you can get one from the **tax office** (verotoimisto).

If you are paid wages without a tax card, the tax will be much higher (60%). The tax office will calculate your tax rate. For this purpose, you must know how much you are paid in wages. If your income changes in the middle of the tax year, the tax office can calculate a new tax rate for you. If your wage earnings are less than EUR 1,210 per year (2011), you do not need to pay tax on them.

If you have a secondary job in addition to your primary job, you must use your **secondary income tax card** (sivutuloverokortti).

If you have not paid enough tax, you will need to pay more in the following year (**back taxes/jäännösvero**). If you have paid too much in taxes, you will be refunded in the following year (**tax refund/veronpalautus**).

| The following are also deducted from an employee's wages:

- ▶ employment pension contribution (työeläkemaksu/TEL)
- ▶ unemployment insurance contribution (työttömyysvakuutusmaksu)

The unemployment insurance contribution contributes to the costs of unemployment.

The purpose of the employment pension contribution is to contribute to your pension. This is important because it will ensure that you get a pension when you reach retirement age.

TAX RETURN (VEROILMOITUS)

You must check your tax return (veroilmoitus) every year.

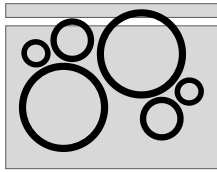
Everyone is sent a pre-completed tax return (esitäytetty veroilmoitus/ veroehdotus) in April. The purpose of the tax return is to calculate your income and taxes for the previous year.

Check the pre-completed tax return to see whether your income, taxes paid and deductions have been correctly entered.

Commuting expenses (työmatkakulut) and professional expenses (tulohankkimiskulut), for example, are not pre-entered on your tax return. Interest you have paid on a housing loan and study loan is pre-completed based on information given to the tax administration by banks.

If the information is incorrect or incomplete, correct the tax return and submit it to the tax office by the deadline specified. You do not need to append receipts to your tax return. However, you must keep all receipts and documents for 6 years after the end of the tax year.

Giving false information or concealing income from the tax authorities is punishable by law.



THE FINNISH EDUCATION SYSTEM

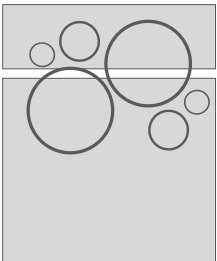
CHILDREN'S DAYCARE (LASTEN PÄIVÄHOITO)

In Savonlinna, daycare is provided by town daycare centres, family daycare or private daycare.

You must apply for a daycare place 4 months before the beginning of the daycare.

If you are starting a job or you are accepted to study, you must apply for a daycare place 2 weeks in advance.

Daycare application forms are available at the daycare office, at daycare centres and at the City website. Submit your daycare application to the daycare office.



SAVONLINNAN KAUPUNGIN SIVISTYSVIRASTO/PÄIVÄHOITO

Olavinkatu 27 B tel. 044 417 4303
57130 Savonlinna

[www.savonlinna.fi/asukas/kasvatus ja opetus/paivahoito ja varhaiskasvatus](http://www.savonlinna.fi/asukas/kasvatus_ja_opetus/paivahoito_ja_varhaiskasvatus)

EDUCATION SYSTEM

Finland has compulsory education (yleinen oppivelvollisuus).

This means that every child must attend 9 grades of **comprehensive school** (peruskoulu). Finnish citizens are subject to compulsory education from the age of 7 to the age of 16. Compulsory education also applies to foreign children permanently resident in Finland.

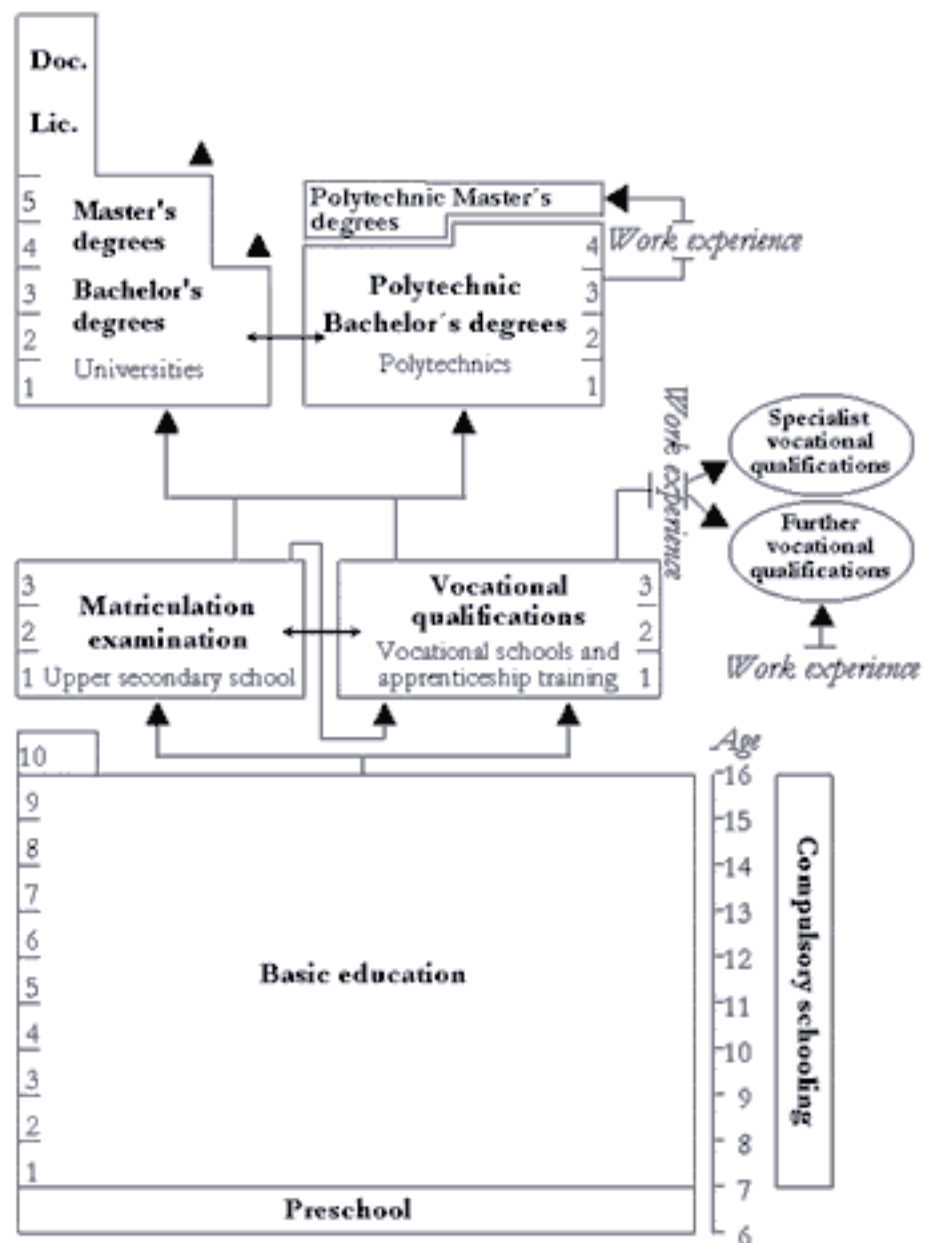
Local authorities ensure that all children have the opportunity to go to school. In Finland, all children have equal opportunities for receiving a basic education.

In comprehensive school, the teaching, food, school materials and travel are free of charge.

Completing comprehensive school is generally not enough for getting a job.

Most young people go on to study at a **general upper secondary school** (lukio) or a **vocational upper secondary school** (ammattillinen oppilaitos) after leaving comprehensive school. Many study even further at a **university** (yliopisto) or **university of applied sciences** (ammattikorkeakoulu).

At general and vocational upper secondary, students must buy their books and materials themselves.



At universities and universities of applied sciences, the teaching is free of charge. University students pay a term fee to the student body, in exchange for which they are given discounts on student canteen food, travel, study materials, etc. Students also have a health care system.

Education is highly valued in Finland. The central government aims to provide equal training opportunities for all. Girls and boys have equal study opportunities.

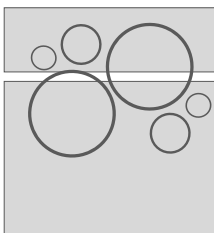
PRE-PRIMARY EDUCATION (ESIOPETUS)

Pre-primary education is one year of school-like education for 6-year-old children before comprehensive school begins.

Pre-primary education is voluntary and free of charge. If a child needs a full daycare place in addition to pre-primary education, a fee will be charged.

In Savonlinna, pre-primary education is organised at daycare centres and at schools, for 4 hours a day for one school year. The purpose of pre-primary education is to practice the skills that will be needed at school and to make it easier for children to start school.

Sign up for pre-primary education by filling in a daycare application form. Application forms are available at the Education Department, daycare centres, schools providing pre-primary education and the City website. Submit the application to the Education Department.



SAVONLINNAN KAUPUNGIN SIVISTYSVIRASTO/PÄIVÄHOITO

Olavinkatu 27 B tel. 044 417 4303

57130 Savonlinna

www.savonlinna.fi/asukas/kasvatus_ ja_opetus/esiopetus

COMPREHENSIVE SCHOOL (PERUSKOULU)

In Finland, children generally begin comprehensive school in the August of the year when they have their 7th birthday. Children may begin school earlier (at the age of 6) or later (at the age of 8), but permission for this must be applied for separately.

Comprehensive school comprises 9 grades. Grades 1 to 6 are primary school (alakoulu), and grades 7 to 9 are secondary school (yläkoulu).

There are several primary schools in Savonlinna. Most children go to the school that is nearest to their home.

There are two secondary schools in Savonlinna: in Talvisalo and in Mertala. A voluntary 10th grade is also available in Savonlinna.

There is a preparatory class (valmentava luokka) for immigrant pupils in Savonlinna which they may attend in their first year after moving to Finland. This class is at Mertala School.

Comprehensive school is free of charge for everyone. The school pays for books, pencils, school meals and also travel to and from school if the pupil lives far away.

In the first grades of comprehensive school, the days are short. As the pupils get older, the school days get longer. There is school for five (5) days a week. There is no school at weekends. There are 190 school days in a year. The school year begins in August and ends at the beginning of June. The autumn term ends in December with a winter holiday. The spring term ends at the beginning of June with a spring holiday.

Pupils are given interim assessments during the school year and a school report in the spring. The interim assessments and school reports have either verbal assessments or number grades.

School children have a summer holiday (about 2.5 months), an autumn break in October (5 days), a winter holiday in December (1 to 2 weeks) and a ski holiday in February (5 days).

The curriculum of comprehensive school is specified by law. For example, the Swedish language and one foreign language (most commonly English) are compulsory subjects in comprehensive school. Immigrant children may receive teaching in their native language if there are at least 4 of them in the same school.

Children who are members of the Lutheran or Orthodox Church have compulsory religious instruction at school. All other children study ethics

instead. This is a subject that includes, for example, moral and philosophical topics.

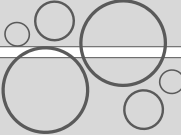
Immigrant children can be provided with instruction in their own religion if the parents of at least 3 children from the same religious community request it.

A child with learning difficulties may receive remedial teaching. Immigrant children may receive remedial teaching in the Finnish language, for example.

There is also a school social worker (koulukuraattori) who can help in all matters related to school.

It is important that the parents work with the teacher to make sure that the child does well at school.

If you need to enrol your child at school in Savonlinna, contact the City of Savonlinna Education Department.

	<p>SAVONLINNAN KAUPUNGIN SIVISTYSVIRASTO</p>
	<p>Olavinkatu 27, 57130 Savonlinna tel. 044 417 4209 044 417 4201 www.savonlinna.fi/asukas/kasvatus_ ja_opetus/perusopetus/kouluun ilmoittautuminen</p> 

| AFTERNOON ACTIVITIES (ILTAPÄIVÄTOIMINTA)

1st and 2nd grade pupils and pupils with special needs may apply for a place in afternoon activities, for which a fee is charged. Afternoon activities are organised at or near the school.

These activities are intended for schoolchildren after school. Afternoon activities involve having a snack, doing homework, playing and exercising. For more information on afternoon activities, contact the Town education department.

	<p>SAVONLINNAN KAUPUNGIN SIVISTYSVIRASTO</p>
	<p>Olavinkatu 27 tel. 044 417 4201 57130 Savonlinna www.savonlinna.fi/asukas/kasvatus_ja_opetus/iltapaivatoiminta</p>

ADULT BASIC EDUCATION (AIKUISTEN PERUSOPETUS)

If you are an adult and have not attended or completed comprehensive school (peruskoulu), in Savonlinna you can do so at the Christian College (Kristillinen opisto) or at Savonlinna adult upper secondary school (aikuislukio).

Classes at the Christian College are in the daytime, and school takes 1 to 3 years to complete.

Classes at Savonlinna adult upper secondary school are in the evenings.

	<p>SAVONLINNAN KRISTILLINEN OPISTO</p>	<p>SAVONLINNAN AIKUISLUKIO</p>	
	<p>Opistokatu 1 57600 Savonlinna tel. 015 572 910 www.sko.fi</p>	<p>Kirkkokatu 1 57100 Savonlinna tel. 044 417 4596 http://edu.savonlinnaseutu.fi/aikuislukio</p>	

UPPER SECONDARY SCHOOL AND VOCATIONAL EDUCATION (UPPER SECONDARY EDUCATION) (TOISEN ASTEEN KOULUTUS)

Upper secondary schools (lukio) and vocational upper secondary schools (ammattillinen oppilaitos) can be applied for in spring and autumn through the nationwide joint application system (yhteishaku).

Students are selected on the basis of their school leaving certificates (koulutodistus). Some vocational schools also have entrance examinations (valintakoe).

Immigrants usually have school certificates from their home countries that differ from Finnish ones. Immigrants must therefore submit a different kind of application in the joint application system. This is known as flexible selection, and application forms are available at the TE office.

At upper secondary and vocational schools, the teaching is free of charge, but students must buy or borrow their school books.

Students are eligible for a study grant (opintotuki) and a student loan (opintolaina).

A foreign student is eligible for a study grant after being resident in Finland for 2 years. Refugees and returnees are eligible for a study grant immediately when they receive a study place.

UPPER SECONDARY SCHOOL (LUKIO)

Upper secondary school is a general-education school. It concludes with the matriculation examination (ylioppilastutkinto). Upper secondary school does not qualify a person for any particular occupation, but it provides a lot of information on various subjects.

Adults can also complete upper secondary school. There is a separate adult upper secondary school (aikuislukio), which has classes in the evenings. Adult students can also complete subject studies only. A fee is charged for these services.

Anyone with a comprehensive school leaving certificate (peruskoulun päättötodistus) can apply for upper secondary school. Schools decide on their student selections themselves. Generally, the selection process is based on the grade averages on comprehensive school leaving certificates.

The majority of students complete upper secondary school in 3 years, but it is also possible to do so in 2 or 4 years.

Learning in upper secondary school is organised into courses. Some courses are compulsory. There is a wide range of optional courses available.

Generally, completing upper secondary school requires the completion of at least 75 courses. One course is about 38 hours of study.

Upper secondary school concludes with the matriculation examination (ylioppislaskirjoitukset). This is held at the same times nationwide (in spring and autumn). The assignments in the tests in this examination are the same at all upper secondary schools in Finland. Candidates must complete at least four tests in the matriculation examination.

Candidates whose mother tongue is not Finnish may replace the mother tongue test with the 'Finnish as a second language' (S2) test.

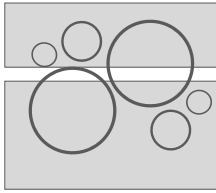
The matriculation examination (ylioppilastutkinto) qualifies students to apply for tertiary education (korkea-asteen opinnot). Matriculation examination certificate holders may apply to any university (yliopisto) or university of applied science (ammattikorkeakoulu).

There are three upper secondary schools (lukio) in Savonlinna:

	LYSEON LUKIO	SAVONLINNAN TAIDELUKIO
	Kirkkokatu 1 57100 Savonlinna tel. 044 417 4506 www.savonlinna.fi/lyseo	Sotilaspojankatu 3 57100 Savonlinna tel. 044 417 4551 www.taidelukio.fi
	SAVONLINNAN AIKUISLUKIO	
	Kirkkokatu 1 57100 Savonlinna tel. 044 417 4596 http://edu.savonlinnaseutu.fi/aikuislukio	

UPPER SECONDARY VOCATIONAL EDUCATION (TOISEN ASTEEN AMMATILLINEN KOULUTUS)

Vocational schools (ammattillinen oppilaitos) are upper-secondary level institutions. Anyone with a comprehensive school leaving certificate or above can apply. Completing a vocational qualification usually takes 2 to 3 years.

**SAVONLINNAN AMMATTI- JA AIKUISOPISTO (SAMI)**

Pohjolankatu 4-6, PL 12
57201 Savonlinna

tel. 015 550 6000
www.samiedu.fi

At Savonlinna Vocational College (Savonlinnan ammatti- ja aikuisopisto/SAMI) students can complete a vocational upper secondary qualification (ammattillinen perustutkinto), a further vocational qualification and a specialist vocational qualification (ammatti- ja erikoisammattitutkinto). SAMI also organises apprenticeship training (oppisopimuskoulutus) and vocational further training (ammattillinen lisä- ja täydennyskoulutus). There are also courses especially for immigrants. SAMI operates at four locations.

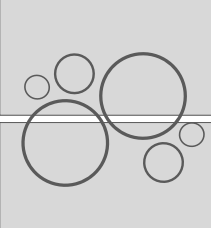
SAMI offers training leading to qualifications in the following: the culture sector; technology and transport; natural resources and the environment; social sciences, business and administration; natural sciences; social services, health and sports; and tourism, catering and domestic services.

HIGHER EDUCATION (KORKEA-ASTEEN KOULUTUS)

Higher education is offered at universities (yliopisto) and universities of applied sciences (ammattikorkeakoulu).

Students in higher education are selected on the basis of their certificates (todistus) and entrance examinations (pääsykoe). Different universities have different requirements. If you wish to apply, you should contact the university or university of applied sciences directly in good time.

UNIVERSITY OF APPLIED SCIENCES (AMMATTIKORKEAKOULU)

	MIKKELIN AMMATTIKORKEAKOULU (MAMK) SAVONNIEMEN KAMPUS	
	Savonniemenkatu 6 57100 Savonlinna	tel. 015 355 61 www.mamk.fi/savonlinna

Universities of applied sciences offer higher vocational education (amatillinen korkea-asteen koulutus) and co-operate a lot with businesses.

In Savonlinna, there are university of applied sciences programmes available, for example, in tourism, design, business administration and health care.

It normally takes 3.5 to 4 years to complete a qualification (tutkinto). A qualification completed at a university of applied sciences generally comprises 210 to 240 credits/cr (opintopiste/op). One credit is equivalent to about 27 hours of study. One year of study equals 60 credits.

In order to apply for a university of applied sciences, applicants must either have completed upper secondary school and the matriculation examination or have a vocational upper secondary qualification. Students are selected on the basis of their certificates and entrance examinations. Applications for universities of applied sciences must be submitted in the joint application system in the spring or the autumn.

Immigrants usually have certificates from their home countries that differ from Finnish ones. The application process for immigrants for universities of applied sciences is thus different. It is known as discretionary admission (harkinnanvarainen valinta).

Ask for application forms at the TE office or at the university of applied sciences to which you wish to apply.

UNIVERSITIES (YLIOPISTOT)

Universities undertake scientific research, on which their teaching is based. Universities include general universities, universities of technology, schools of economics and business administration, and arts universities. Universities have many faculties (tiedekunta).

There are some 20 areas in which a university degree may be completed. The largest numbers of students are in the technical, humanities and natural sciences faculties.

A Bachelor's degree (Alempi korkeakoulututkinto, kandidaatin tutkinto) comprises 180 credits. A Master's degree (ylempi korkeakoulututkinto, maisterin tutkinto) generally comprises 300 credits. Students may then go on to post-graduate studies (jatko-opinnot) to complete a licentiate or doctorate.

University education is organised by the central government.

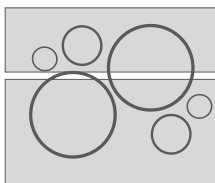
The university online application process takes place in the spring. You can fill in and submit an application form at www.yliopistohaku.fi. Generally all universities have entrance examinations (pääsykoe).

University studies are very independent. Students must accumulate a certain number of credits per year in order to be eligible for a study grant and a student loan in the following academic year. Students plan their schedules themselves and decide how much to study during the year.

Immigrants who have completed a university degree in their home country may apply to the National Board of Education (Opetushallitus) to have their degree recognised in Finland.

More information available at www.oph.fi.

In Savonlinna, there is university-level training available at the Savonlinna Department of Teacher Education, which is part of the University of Eastern Finland.



SAVONLINNAN OPETTAJANKOULUTUSLAITOS

Kuninkaankartanonkatu 7
PL 86, 57101 Savonlinna

tel. 015 511 70
www.uef.fi

OPEN UNIVERSITY AND OPEN UNIVERSITY OF APPLIED SCIENCES (AVOIN YLIOPISTO JA AVOIN AMMATTIKORKEAKOULU)

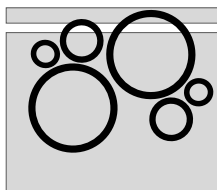
Open university courses are courses organised by universities and universities of applied sciences for anyone who is interested. You can take single courses or entire modules.

A fee is charged for open university studies, and they do not entitle you to a study grant.

Students study independently and are themselves responsible for their learning.

Further information on open university studies in Savonlinna:

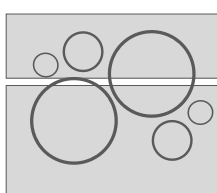
	MIKKELIN AMMATTIKORKEAKOULU (MAMK)	
	tel. 015 3556 636 www.mikkeli.mamk.fi/avoin	sari.kilkki@mamk.fi
	SAVONLINNAN KESÄYLIOPISTO	
	Puistokatu 5 57100 Savonlinna tel. 015 555 0853	kesayliopisto@savonlinna.net www.savonlinnankesayliopisto.com www.kesayliopistot.fi



STUDYING THE FINNISH LANGUAGE

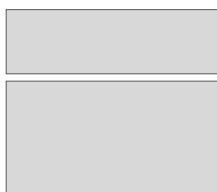
Several educational institutions provide Finnish language teaching in Savonlinna.

For current information on language teaching, contact the Navigaattori guidance and service point (Ohjaus- ja palvelupiste Navigaattori).



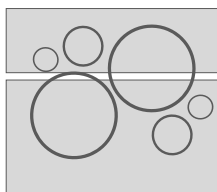
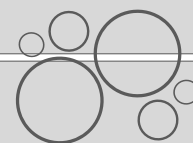
SAVONLINNAN AMMATTI- JA AIKUISOPISTO (SAMI)

Pohjolankatu 4-6, PL 12 tel. 015 550 6000
57201 Savonlinna www.samiedu.fi



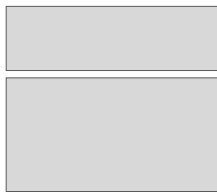
SAVONLINNAN KRISTILLINEN OPISTO

Opistokatu 1 tel. 015 572 910
57600 Savonlinna www.sko.fi



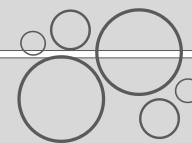
SAVONLINNAN AIKUISLUKIO

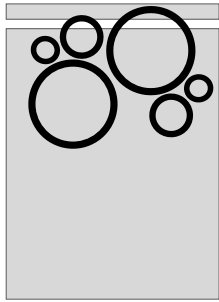
Kirkkokatu 1 tel. 044 417 4596
57100 Savonlinna <http://edu.savonlinnaseutu.fi/aikuislukio>



LINNALAN OPISTO

Sotilaspojankatu 7 tel. 015 51 180
57100 Savonlinna www.linnala.fi





MOBILE PHONE, INTERNET, PRESS, TV, LIBRARY

Nearly everyone in Finland has a mobile phone (known as a kännykkä in Finnish).

To use a mobile phone, you need to get a subscription (liittymä); you can get this when you buy a phone, or you can get it from various service providers online. Mobile phone call costs are different depending on when you make the call and to where.

When you make a call from a mobile phone, you must always enter an area code. The Savonlinna area code is **015** (alueen suuntanumero).

If you do not know someone's phone number, you can ask directory inquiries if you know the name and address of the phone or company in question. The number for directory inquiries is **118**.

| General emergency number (yleinen hätänumero) 112.

If you have an emergency – for example an acute sickness, a fire, or you need the police – call the general emergency number **112**.

When you call the emergency number, give your name, the address and explain what the emergency is; then wait for instructions.

INTERNET AND E-MAIL

You can use the Internet for example at the library, at City youth venues, in some cafés and at the NAVIGAATTORI guidance and service point at Olavinkatu 40 A, 57130 Savonlinna.

TELEVISION (TV)

If you have a TV set, you will have to pay the **TV fee** (TV-maksu) each year, even if you only watch foreign TV channels.

You can submit a **TV notification** (TV-ilmoitus) by mail, online at www.tv-maksu.fi or by phone, tel. **09 613 161**.

A TV fee inspector (TV-tarkastaja) may visit your home to check if you have paid your TV fee. If not, you will have to pay a fine.

NEWSPAPERS

You can read newspapers and magazines for free in the reading room of the library (kirjaston lukusali).

The local newspapers SAVONMAA and ALUELEHTI SAIMAA, as well as advertisements, are delivered for free to every household in the city.

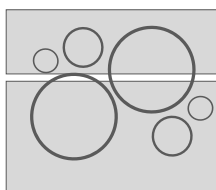
To have other newspapers or magazines delivered to your home, you need to get a subscription and pay for it.

LIBRARY

In Finland, nearly every adult can read.

Books are easy to borrow from the library, where you can get a **library card** (kirjastokortti). The same card can be used both at the main library and at branch libraries, and in the mobile library (kirjasto-auto).

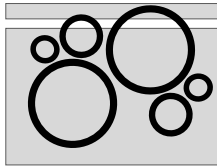
The **loan period** (laina-aika) is 1 month for books and 1 week for CDs and DVDs. If you exceed the loan period, you will have to pay a fine; and if you lose or damage a book or disc, you will have to pay compensation.



SAVONLINNAN PÄÄKIRJASTO

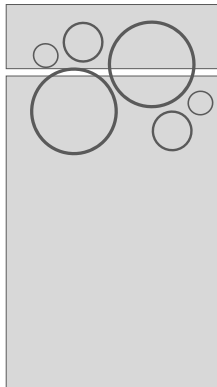
Tottinkatu 6 A, 57130 Savonlinna
tel. 044 417 4429

www.savonlinna.fi/kirjasto



TRANSPORT

BUSES (BUSSIT)



MATKAHUOLTO

Bus station
Tulliportinkatu 1
57100 Savonlinna
tel. 0200 4000
EUR 1,71/min + local
network rate
www.matkahuolto.fi

TRAINS (JUNAT)

VALTION RAUTATIET (VR)

tel. 0600 419 00
EUR 1/call + local network rate

www.vr.fi

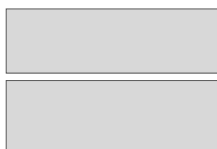
If you use local buses regularly, you should buy a town ticket with unlimited travel for 30 days or a series ticket with 22 or 44 trips. Town tickets and series tickets are available at Matkahuolto.

Local public transport timetables are available at Matkahuolto or online
www.savonlinna.fi/asukas/kadut_ja_liikenne/liikenne_ja_pysakointi/paikallisliikenne

Students and pensioners can buy discounted bus and train tickets.

TAXI

Taxis are rather expensive. The fare depends on the length of the trip. To order a taxi, phone:



TAKSI

tel. 015 1060 100



When ordering, state your name and the address where you want the taxi to pick you up. You may also be able to catch a taxi at a taxi rank (taksitolppa).

CAR (HENKILÖAUTO)

If you drive a car in Finland, you must have a valid **driving licence** (ajokortti).

A driving licence issued in an EU or EEA Member State is valid in Finland. A driving licence issued in the USA, Canada or Australia is valid for 1 year after arrival.

If you have a Russian driving licence, you can exchange it for a Finnish one. Submit the following to the police:

- ▶ driving licence application
- ▶ 2 photos
- ▶ medical certificate
- ▶ statement that you have been driving a car in Finland for at least 6 months
- ▶ your Russian driving licence

Your car must be **inspected** (katsastettu) and **registered** (rekisteröity).

Your car must also have **statutory motor liability insurance** (pakollinen liikennevakuutus). You may also take out a voluntary car insurance policy if you wish.

Every car owner in Finland must pay **car tax** (autovero) each year.

Cars are often expensive to maintain and repair.

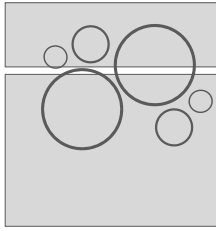
If you are not used to driving in winter, you should take time to practise winter driving.

Cars must have winter tyres in Finland in the winter.

Public parking spaces are closely regulated in Savonlinna, and most of them involve a parking charge. If you exceed your parking time or park incorrectly, you will be given a parking ticket (with a fine of about EUR 30).

The local police can assist you in matters related to driving and your driving licence.

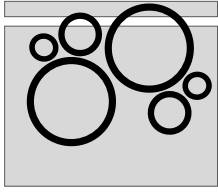
Please note that in Finland you need a driving licence to operate any motor vehicle (moottoriajoneuvo) including mopeds. You can get a driving licence for cars and motorcycles by going to driving school and passing a written test and a driving test. A moped card (mopokortti) can be obtained by passing a written test.



ETELÄ-SAVON POLIISILAITOS

Savonlinnan poliisiasema
Tottinkatu 9
57130 Savonlinna

tel. 071 8750 121
www.poliisi.fi



LEISURE TIME AND HOBBIES

Savonlinna has good opportunities for leisure activities.

Clubs for people of various ages are run, for example, by societies, associations, parishes, sports clubs and educational institutions.

Examples of activities include cultural, exercise and sports activities and courses on various topics.

A fee is usually charged for leisure activities.

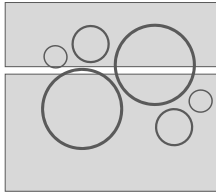
Local newspapers (Itä-Savo, Aluelehti Saimaa, Savonmaa) carry advertisements about events and leisure activities.

For more information on events and organisations, see www.savonlinnaseutu.fi.

A selection of leisure activities:

- ▶ **Linnalan opisto**, Sotilaspojankatu 7, 57100 Savonlinna
tel. 015 51 180, www.linnala.fi
- ▶ **Savonlinnan musiikkiopisto**, Sotilaspojankatu 1, 57100 Savonlinna
tel. 0440 518 253, www.sln-musiikkiopisto.fi
- ▶ **Taidekoulu Hyrrä**, Puistokatu 3, 57100 Savonlinna
tel. 050 552 8481, www.taidekouluhyrra.fi
- ▶ various sports clubs, on which information is available from the **Savonlinnan seudun liikunta** association
tel. 044 321 6383, www.savonlinnanseudunliikunta.fi
- ▶ other organisations

ACTIVITIES FOR YOUNG IMMIGRANTS



LINNALAN NUORET RY

Pappilankatu 3
57100 Savonlinna

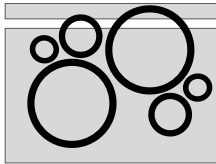
tel. 044 077 1832
www.linnala.fi

Youth clubs (nuoristotila) are places where you can spend time with other young people.

Youth clubs in Savonlinna include the following:

- ▶ Haka-alue: Kangasvuokontie 13, 57220 Savonlinna
- ▶ Liikennemyymälä ABC: Suuri Savontie 1, 57510 Savonlinna
- ▶ Café Seepra, a youth café in the centre of town
Olavinkatu 42, 57100 Savonlinna

There are instructors at youth clubs who can help for instance with homework. The Linnalan nuoret association also organises excursions, camps and other activities.



RELIGION

Finland has freedom of religion (uskonnonvapaus). This means that every adult can freely choose to which, if any, religious community (uskontokunta) he/she wishes to belong.

Christianity is the majority religion in Finland. Some 78,2% of Finns are members of the Evangelical-Lutheran Church of Finland, while 1,1% are members of the Orthodox Church of Finland.

There are also Catholic, Jewish and Muslim congregations and other smaller religious communities. About 17,7% of Finns are members of no religious community.

Savonlinna has, among others, the following parishes:

	SAVONLINNA-SÄÄMINGIN SEURAKUNTA	
	Kirkkokatu 17 57100 Savonlinna	tel. 015 576 800 www.evl.fi/srk/savonlinna-saaminki
	VARKAUDEN ORTODOKSINEN SEURAKUNTA	
	Savonlinnan kirkko Erkonkatu 11 57100 Savonlinna	www.ort.fi tel. 0206 100 348, 0206 100 345
	SAVONLINNAN VAPAASEURAKUNTA	SAVONLINNAN HELLUNTAISEURAKUNTA
	Lemminkäisenkatu 52 57200 Savonlinna tel. 015 510 550 www.savonlinna.skv.fi	Tottinkatu 4 57130 Savonlinna tel. 015 533 016 www.helluntaikirkko.org
	MYÖHEMPIEN AIKOJEN PYHIEN JEESUKSEN KRISTUKSEN KIRKKO	JEHOVAN TODISTAJAT
	Savonkatu 10 57100 Savonlinna tel. 015 531 458 www.mormonit.fi	Pohjolankatu 5 57200 Savonlinna tel. 044 777 5268

WELCOME TO SAVONLINNA!

GUIDE FOR IMMIGRANTS

This guide is intended for immigrants living in Savonlinna. It is a collection of information that an immigrant needs for starting life in a new country. To make this guide easy for foreigners to understand, we have written it using simple English. The guide is also available in Finnish and Russian.



The first version of this guide was prepared by employees of the International Meeting Point managed by the Linnala Settlement Association and funded by the Finland's Slot Machine Association in 2005 and updated by employees of the POINTTI project (Immigrants on the way to employment in South Savo) funded by the European Social Fund in 2009-2011.

The 2nd edition, edited June 2011