FOREWORD

The City of Lahti Guide for Immigrants provides information that will help you to settle in your new home town of Lahti. This version of the Guide was updated in October 2010. The first version of this Guide was created in 2002 in co-operation with the City of Lahti Immigration Coordinator and the TRACK for Immigrants project. The Guide was then updated in 2006 with the help of immigration authorities and other relevant parties. The information in this version was valid on 1 October, 2010.

This Guide contains information on the services provided by the City of Lahti and special services available for immigrants. It also provides information on various other organisations providing services for immigrants in Lahti and elsewhere in Finland.

This Guide was updated by the ALIPI project (Regional Integration Service Point). The ALIPI Service Point provides help, guidance and advisory services for immigrants. It strives to increase the integration of immigrants and help them enter the labour market through employment support initiatives. All immigrants moving to the Päijät-Häme region, regardless of the reason behind the move, are welcome to use the services. Guidance and advisory services are also offered to the authorities, employers, organisations and other relevant parties. Services are available in English, Finnish, Georgian, Russian and Swedish, and an interpreter is available, if necessary.

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Lahti is the 8th largest city in Finland in population with just over 100,000 residents. Approximately 4.3% of the residents speak some other language than Finnish as their mother tongue. Immigrants in Lahti come from a variety of backgrounds and represent about 100 different nationalities. Lahti is also a home for a number of immigrants who have been granted Finnish citizenship.

Lahti was established in 1905. It is one of the local authorities in Päijät-Häme. Lahti is known in Finland and across the world as a city of sports and culture. As well as sports and music, Lahti residents cherish and enjoy clean nature, water and air.

The City of Lahti promotes social justice by creating and providing an environment where people want to live, work and engage in business.

100000
satatuhatta lahtelaista
1. THINGS YOU NEED TO DO IMMEDIATELY AFTER MOVING TO LAHTI

Lahti Registrar's Office (Lahden maistraatti)

Salininkatu 3, 15100 Lahti
Tel. 07187 31080
Fax: 07187 31118
Opening hours: Mon–Fri from 9:00 to 16:15
E-mail: kirjaamo.lahti@maistraatti.fi
http://www.maistraatti.fi

Registration of foreigners

Basic data on all persons residing in Finland must be entered into the Population Information System, including name, date of birth, nationality, family relations and address.

If you move to Finland permanently, also your domicile information is registered, and you receive a Finnish personal identity code. Your residence permit must be valid for at least a year before you can obtain a personal identity code.

If you are a Nordic citizen, you do not need a residence permit.

If you are a citizen of the European Union, you do not normally need to register at the police if you intend to stay in Finland for less than three months. However, if you intend to stay longer, you must register your right of residence at the local police station.

According to Finnish legislation, foreign citizens must submit the same information to the Population Information System as Finnish citizens if they live in Finland for at least a year. This information is registered at the local Registrar’s Office. The information is used for various purposes, including the election, taxation, healthcare, judicial administration and statistics.

In order to register, you must visit the Lahti Registrar’s Office in person. You must provide a valid residence permit and your passport. Other necessary documents include applicable marriage, divorce and death certificates and birth certificates of your children.

You must fill in the Registration of Foreigners form in person and sign it at the Registrar’s Office. You must also complete the Change of Address Form for the Population Information System.

When any family data of foreign citizens is entered into the Finnish Population Information System, a so-called Apostille Certificate must be attached to all documents issued aboard if the country in question is a member of the Hague conference.

More information on the Hague Conference and a list of member states in English is available on the Internet at:


If the country is not a member of the Hague Conference, the certificate is delivered to the Ministry for Foreign Affairs of the applicable country where it is then officially confirmed to be a genuine public document.

After this, the document is delivered to the Finnish diplomatic mission which then officially confirms the Ministry for Foreign Affairs’ official’s certificate.
Temporary residence
If you are a foreign citizen but only reside in Finland temporarily, you may be eligible for a Finnish personal identity code, for example if one is required for work. In this case, your domicile information is not registered, and you may not necessarily have the same rights as permanent residents in Finland. You can register at your local Registrar’s Office, tax office or Kela (the Social Insurance Institution of Finland). If you are an EU citizen, you will need your passport, official photo identification and registration certificate for registration. If you are not an EU citizen, you will need your passport and residence permit.

Registration for Nordic citizens
The Nordic registration agreement applies to all Nordic citizens, that is, citizens of Denmark (including the Faroe Islands and Greenland), Finland, Iceland, Norway and Sweden.

The agreement ensures that all Nordic citizens moving from one Nordic country to another are always registered but only in one population information system at a time. The registration authorities of the country to which you are moving make the necessary decisions on whether registration is required.

Note! Before registering, consider how you want your name to be spelled in Latin letters. If you think that it should be spelled in a different way from your passport, please let the authorities know when you register.

Päijät-Häme Police Department (Päijät-Hämeen poliisilaitos)

Public services and permits
Salininkatu 3, P.O. Box 50, 15101 Lahti
Tel. 071 8730 341
Fax: 071 8734 360
Opening hours: Mon–Wed, Fri from 8:00 to 16:15
Thu from 8:00 to 17:00 (extended opening hours not applicable during the summer months from 1 June to 31 August)
www.poliisi.fi

If you have any issues related to permits, such as a driving licence, you need to visit the public service point of your local police department. They will provide you with further information.

Service Office for Foreigners (Ulkomaalaisasioiden osasto)
Salininkatu 3, 1st floor:
Opening hours: Mon–Fri from 9:00 to 12:00 and 13:15 to 15:00
Tel. 071 8737 327
Fax: 071 8734 361

- Residence permit applications, residence permit extensions/transfers
• Registration of EU citizens with permanent residence in Finland
• Citizenship applications
• Personal identity card applications for foreign citizens

Once you have registered at the Lahti Registrar’s Office, you need to present your passport and valid residence permit at the Lahti Police Department’s Service Office for Foreigners.

Note! Foreign citizens with permanent residence in Finland must carry their passports when travelling within the European Union. Only naturalised Finnish citizens can use a personal identity card when travelling within the European Union.

Banking

You need to open a bank account in Finland. You can link a debit card to your bank account, and then use the card to withdraw money from cash machines or pay bills.

Under Finnish legislation, banks must be able to identify the customer reliably. Banks accept valid passports and permanent and temporary personal identity cards issued by the Finnish Police as reliable proof of identity.

When opening a bank account, you must provide the following information to the bank:
• Your name and/or the name of the account holder
• Your personal identity code
• Your address and domicile in Finland

You can have a joint account with your spouse, and as an account holder, you may also grant other persons access to your bank account with a written consent.

Kela, the Social Insurance Institution of Finland (Kansaneläkelaitos)

Visiting address: Kirkkokatu 8, 15140 Lahti
Tel. 020 692 203 (Kela card issues)
Tel. 020 692 207 (immigration and emigration issues)
Weekdays from 8:00 to 18:00
Fax: 020 635 1672
Opening hours: Mon–Wed and Fri from 9:00 to 16:00, Thu from 8:00 to 17:00
Postal address: P.O. Box 32, 15871 Hollola
www.kela.fi

After receiving your personal identity code you can apply for registration into the Finnish social security system by filling out the applicable form at a Kela office. The application form is also your Kela card application. Once Kela has made a decision on your application, they will send you a letter informing you whether you have been accepted into
the Finnish social security system. Kela cannot process your application unless you have a Finnish personal identity code.

Once you have received your Kela card, you are entitled to Finnish social security services and benefits. The Kela card includes your personal data and identification code. You must also file an application for your children born in Finland who are not Finnish citizens.

The Kela card makes you eligible for reimbursement of your prescription costs. You must present your card every time you visit a health centre, hospital or pharmacy.

You can apply for social security benefits, such as Unemployment Allowance, Maternity Allowance, Child Benefit and Housing Benefit, through Kela. For more information on the services and benefits provided by Kela, please visit www.kela.fi or the local Kela office.

Päijät-Häme Employment and Economic Development Office (Päijät-Hämeen työ- ja elinkeinotoimisto)

Päijät-Hämeen Häme Employment and Economic Development Office
Kauppankatu 11 and Kirkkokatu 12
P.O. Box 84, 15141 Lahti
Customer service: Mon–Fri from 9:00 to 15:45
Tel. (switchboard) 010 19 4038, 010 60 40038
Mon–Fri from 8:00 to 16:15
www.mol.fi

After settling in Finland permanently and qualifying for unrestricted employment, you are entitled to the standard employment services provided by the Employment and Economic Development Office as well as the provisions specified under the Act on the Integration of Immigrants and Reception of Asylum Seekers (Laki maahanmuuttajien kotouttamisesta ja turvapaikanhakijoiden vastaanotosta 493/1999). The Employment Services for Immigrants provides you with personal employment, job and other training services as well as services that help your integration process.

All immigration services are located on the 2nd floor of the Lahti Governmental Building (Lahden virastotalo). Services are provided in a number of languages, and also an interpreter can be used to help with communication. Help is available through the duty service during weekdays from 9:00 to 15:45.

For your first visit, you will need at least the following documents:
- References and certificates
- Your passport

You can enter your details in the customer register at www.mol.fi before your first visit.

After you have registered as a jobseeker, a personal appointment with an employment counsellor is arranged for you so that you can work together to create an integration plan for you and assess your need of employment benefit.
EURES – The European Job Mobility Portal

EURES Employment Service
Työnhakukeskus@pesti
Kauppakatu 11, Lahti
Tel. switchboard 010 19 4038 or 010 60 40038

For more information, please visit

The European Job Mobility Portal EURES helps people to find jobs in 31 European countries with its more than 800 advisers. The EURES network strives to facilitate the free movement of workers and help employers find competent workers from European countries.

All EU citizens can look for jobs in all the 27 member states of the European Union and in Iceland, Liechtenstein, Norway and Switzerland. EU citizens also have the right to come to Finland to look for a job for three months.

As well as jobs, the EURES portal provides information on living and working conditions in various European countries and professional guidance on mobility. You can also create an online CV in the EURES portal for potential employers.

The EURES Employment Service in Lahti is located in the Päijät-Häme Employment Office (Päijät-Hämeen Työnhakukeskus) @pesti on Kauppakatu 11 (ground floor). You do not need to make a reservation, but if you are an EU citizen, you can make an appointment for your first visit.

Päijät-Häme Tax Office (Päijät-Hämeen verotoimisto)

Päijät-Häme Tax Office
Kirikkokatu 12 B
P.O. Box 70
15141 Lahti
Tel. (03) 589 3600
Fax: (03) 589 3664
Opening hours: weekdays from 9:00 to 16:15
Document reception: weekdays from 8:00 to 16:15
www.vero.fi/
www.vero.fi/english

When you start working in Finland, you must provide your employer with a tax deduction card that shows how much tax your employer should deduct from your pay. The tax office will issue you a tax deduction card once you have a personal identity number.

In Finland, everyone in paid employment must pay tax to the state and local authorities. Sometimes you may also need to submit your tax deduction card to Kela.
Note! If you do not provide your employer with a tax deduction card, your employer will deduct 60% of your pay for taxes.

For more information on issues associated with taxation, please contact the tax office.
2. SERVICES PROVIDED BY THE CITY OF LAHTI

SOCIAL AND HEALTHCARE SERVICES

ALIPI (Regional Integration Service Point)

City of Lahti
Social and Healthcare Services
ALIPI project
P.O. Box 116, 15101 Lahti
Visiting address: Vapaudenkatu 1
Opening hours: Mon–Fri from 9:00 to 12:00 and 13:00 to 15:00
Fax: (03) 818 3197
www.alipi.fi

Development Manager, Immigration Affairs, tel. (03) 818 3196, mobile: 050 539 1639
(English, Finnish and Swedish)
Employment Coordinator, tel. (03) 751 1260, mobile: 050 539 1646 (English and Finnish)
Job Trainer, mobile 050 539 1649 (Finnish and Russian)
Job Trainer, mobile 050 539 1650 (English, Finnish and Russian)
Adviser, tel. (03) 818 3195, mobile: 050 539 1604 (Finnish, Georgian and Russian)

The Regional Integration Service Point is funded by the City of Lahti, the Häme Centre for Economic Development, Transport and the Environment (ELY Centre) and the European Social Fund. All customer services are provided free of charge.

The ALIPI Service Point provides help, guidance, advisory services and job training opportunities for immigrants. The objective is to enhance the integration and employment of immigrants in Päijät-Häme.

The Service Point is open for all immigrants in the Päijät-Häme area, regardless of the reason behind their relocation and the duration of their stay. Guidance can also be provided before you move to the area. The Service Point also serves the authorities, employers, organisations and other parties that require further information or consulting services in immigration-related matters.

Immigration Services (Maahanmuuttajapalvelut)

Salininkatu 64, 4th floor
P.O. Box 116, 15101 Lahti
Help and guidance, tel. (03) 818 3277
Fax: (03) 818 3270
Opening hours:
Mon from 8:30 to 11:00 and 13:00 to 15:00
Wed from 13:00 to 15:00
Thu from 13:00 to 16:00
Fri from 8:30 to 11:00
Lahti has a special service unit for refugees and returnees. The Immigration Services provide a wide range of services for refugees and returnees from the former Soviet Union, including reception services, securing livelihood during the initial settling period, general guidance on available services and support in a crisis. The Immigration Services also helps to create integration plans for jobseekers with the Employment and Economic Development Office. Integration plans for young people, stay-at-home mothers and pensioners are created at the Immigration Services.

The Immigration Service staff helps you in various practical matters while the bulletin board displays important notices on current events, such as commencing Finnish language courses and clubs.

The Immigration Services organises meetings between City officials and refugees and returnees recently located in Lahti in which the officials give information on their organisations and operations.

Returnees usually use the services provided by the Immigration Services for 6 to 12 months, while the period for refugees is approximately 3 years.

ru.lahti.fi – Russian site

Lahti Regional Centre for Liaison Interpreting (Lahden seudun tulkkikeskus)

Salininkatu 64, 4th floor
P.O. Box 116, 15101 Lahti
Reception/caretaker (03) 818 3277
Fax: (03) 818 3270
Lahti Regional Centre for Liaison Interpreting

Opening hours:
Mon from 8:30 to 11:00 and 13:00 to 15:00
Wed from 13:00 to 15:00
Thu from 13:00 to 15:30
Fri from 8:30 to 11:00

Interpreter bookings, tel. (03) 818 3282
Translation bookings, tel. (03) 818 3286

Bookings by telephone: Mon–Fri from 8:00 to 15:30
At other times, please leave a message in the voice mail, and someone will get in touch with you as soon as possible.

Interpreting and translation services are provided to overcome language barriers with the authorities and to ensure that immigrants have access to the services intended for them. Interpreting and translation services often play a vital role in ensuring that the legal rights of immigrants are not infringed as well as providing smooth interaction with the authorities.
The Lahti Regional Centre for Liaison Interpreting provides interpreting services in a wide range of languages, including Albanian, Arabic, Bosnian, English, French, Kurdish, Russian, Serbo-Croatian, Turkish and Vietnamese.

About using an interpreter

You cannot bring your own interpreter, as interpreters are always booked by the authorities.

You are entitled to request for an interpreter in your dealings with the authorities. If you do require the services of an interpreter, you must mention this as soon as possible, for example when making your appointment with the authorities.

If the authorities have arranged an interpreter for you, you must come to the meeting at the agreed time, as interpreting services are very expensive to the society. The role of the interpreter is to interpret the discussion between you and the authorities. The interpreter is not your friend or adviser – he/she is only there to facilitate communication. The interpreter interprets everything that is said, and treats your affairs in strict confidence.

Always speak as clearly as possible when communicating through an interpreter. Do not talk to the interpreter but to the applicable official.

If neither party understands what is being said or discussed, this must be communicated immediately. Using professional interpretation services ensures linguistic equality and the legal rights of both parties.

Social Services

Child protection services, substance abuse care, child custody and visitation rights, child maintenance agreements, services for physically disabled people, income support and paternity confirmation are all statutory social services. Social services support you during the rough times in your life and support you in your efforts to lead an independent life.

The Laune Social Services Centre provides adult social care and income support services to all Laune residents. The residents of all other areas (Jalkaranta, Metsäkangas, Mukkula and the City Centre) are served by special adult social care (address: Aleksanterinkatu 18 A, 4th floor) and income support units. All services will move to new premises on Vapaudenkatu 23 A in April 2011. All child protection services are available from Vapaudenkatu 23 B, 6th floor.

Immigration services and services for the homeless are still provided at separate locations.

The key focus areas of adult social care include systematic social care for the adult population, crisis services, advice on available social services, activation plans in accordance with the Finnish act on rehabilitative work (Laki kuntouttavasta työtoiminnasta 189/2001), income support assessment based on individual need and decisions on
preventive income support. The Income Support units are the primary places for handling all income support related matters.

You need an appointment to see an adult social care worker. You can make an appointment by calling the social worker of your area during weekdays between 11 am and noon. If you have made a written claim for income support, your social worker will send you details of your appointment by letter.

In urgent situations when you cannot wait for an appointment time you can discuss your situation with the social worker of your area over the telephone by calling between 11 am and noon, or you can contact the duty social worker on Mondays, Wednesdays and Fridays from 8:30 to 12:00 and from 13:00 to 15:00.

Social Services Centres (Sosiaaliasemat)

Tel. (03) 81811

Postal address: P.O. Box 116, 15101 Lahti

Visiting address:
NOTE! All Social Services Centres will move to new premises during spring 2011. The new address, Vapaudenkatu 23 A, will be effective from April 2011. Please note that the opening times may also change.

City Centre Social Services Centre (until April 2011)
City Centre Social Services Centre
Aleksanterinkatu 18 A, 4th floor
Opening hours: Mon–Wed, Fri from 8:30 to 12:00 and 13:00 to 15.00, Thu from 10:00 to 12:00 and 13:00 to 15:00

Laune Social Services and Health Centre (until April 2011)
Launeenkatu 74
Opening hours: Mon–Fri from 8:30 to 12:00 and 13:00 to 15:00

Income support

Income support is a last resort financial benefit that ensures the minimum level of income for an individual or family and promotes independent living. You can claim for income support if your financial circumstances are dire and you cannot cope without financial help. When you claim for income support, also solutions to improve your situation are actively sought.

Claiming for income support and contact details

Income support claim forms are available from the income support customer service point at the Laune Social Services Centre and Aleksanterinkatu 18 A, 4th floor. From April 2011, the claim forms are only available from Vapaudenkatu 23 A, 4th floor. You can also print
the claim form from the Internet and fill it in by hand. All completed forms must be signed and returned in paper format by post to Social and Healthcare Services / Income support P.O. Box 116, 15101 Lahti or in person to the income support customer service point.

You must include all the required appendices and receipts with your claim form. Once your claim has been processed, the written decision on your claim will be sent to you by post. If you disagree with the decision, you can appeal against it within 14 days of receiving the decision. The appeal is made to the Social and Healthcare Services Department. The official who made the decision may correct possible factual errors. Income support is paid to the bank account of the claimant.

**Submitting claim forms:**
Income support claim forms and continuation claims are posted to the following address: City of Lahti/Social and Healthcare Services, Income support, P.O. Box 116, 15101 Lahti or delivered to the customer service point or the associated drop box.

**Customer service:**
Customers are served at customer service points. No appointment is needed. In the written process, consultation is by phone only on weekdays from 13:00 to 15.00. The consultation number is available from the General Advisory Services, tel. 818 3209.

You can also ask for a consultation by e-mail. The e-mail addresses of the City of Lahti officials are in the following format: firstname.lastname@lahti.fi.

**Services for Physically Disabled People (Vammaispalvelut)**

Aleksanterinkatu 18 A, 5th floor (from April 2011: Vapaudenkatu 23 A, 4th floor)
P.O. Box 116, 15101 Lahti
Tel. (03) 818 11
Opening hours: Mon–Fri from 8:30 to 12:00 and 13:00 to 15:00
Telephone hours: weekdays from 10:00 to 12:00

The City of Lahti Services for Physically Disabled People provide a range of support services that enhance the wellbeing of physically disabled people and help them live independent lives with equal opportunities.

**Child Protection Services (Lastensuojelu)**

Vapaudenkatu 23 B, 6th floor

Child Protection Services’ duty hours: Mon–Thu from 8:00 to 16:00, Fri from 8:00 to 15:00, tel. 050 398 7610.

Emergency cover during evenings and weekends is provided through the emergency services, tel 112.
All families and children go through tough times. Most problems can be solved in the child’s home environment, but sometimes the problems cannot be resolved without help from the Child Protection Services.

All children have the right to care, play, learning and participation. Parents are responsible for ensuring that their children’s rights are upheld in everyday life. The role of the Child Protection Services is to support parents and carers in their efforts to raise their children and care for them.

Anyone who thinks that a child or young person needs help can contact the Child Protection Services, including parents, relatives, neighbours, the authorities as well as the children or young people themselves. Reporting child abuse or neglect does not automatically place the child under the care of the Child Protection Services. This will not happen until a decision has been made to investigate the need for child protection within seven business days or the child is placed into local authority accommodation under emergency measures. Emergency measures are carried out it the child is in immediate danger, for example because of the intoxicated state of the parents, or if the child’s own behaviour puts him/her at risk.

**Ombudsman for Social Services Clients (Sosiaaliasiamies)**

The Ombudsman for Social Services Clients gives guidance to the clients of public and private social services in matters associated with the application of the Finnish act on the status and rights of social welfare clients (Laki sosiaalihuollon asiakkaan asemasta ja oikeuksista 812/2000) and assists the clients if they need to make a complaint. The Ombudsman gives information on the rights of clients, strives to ensure that clients know their rights and that these rights are followed throughout the care process. The Ombudsman also monitors the development of the rights and status of social services clients in Lahti.

Ombudsman for Social Services Clients, tel. 050 388 0673
Telephone hours: weekdays from 9:00 to 11:00
Personal appointments: Tue from 9:00 to 15:00
or according to prior arrangement. Address: Saimaankatu 11, Helsinki University Palmenia Centre for Continuing Education, Päijät-Häme and Itä-Uusimaa Centre for Excellence in Social Services, Verso.

**Healthcare Services (Terveydenhuoltopalvelut)**

**Päijät-Neuvo**

Tel. 03 818 9120
Päijät-Neuvo service hours: **Mon–Fri from 7:30 to 20:00, Sat–Sun and public holidays from 7:30 to 15:00.**
The PÄIJÄT-NEUVO nurses give advice on issues related to sickness and health, assess the need for treatment and refer clients for further consultation.

**Health Centres (Terveysasemat)**

**Immigrants are served by their local health centres.**

**Health Centres**  
P.O. Box 116, 15101 Lahti  
Opening hours:  
Mon–Thu from 8:00 to 16:00  
Fri from 8:00 to 15:00  
On Maundy Thursday, Mid-Summer’s Eve, Christmas Eve, May Day’s Eve and New Year’s Eve all health centres close at 15:00.

Telephone hours: **Mon–Thu from 8:00 to 15:00 and Fri from 8:00 to 14:00.**

Call the service number of your local health centre if you need general information on the available health services, want to make an appointment for a check-up, further treatment or laboratory, need a prescription or medical certificate or wish to book a telephone consultation with a doctor or nurse.

Laune Health Centre, service number, tel. (03) 410 89428  
Launeenkatu 74

City Centre Health Centre, service number, tel. (03) 410 89427  
Paavola Health Centre,  
Kauppakatu 14, 3rd floor

Ahtiala Health Centre, service number, tel. (03) 410 89422  
Alasenkatu 2

Mukkula Health Centre,  
Mukkula and Kivimaa residents, service number, tel. (03) 410 89422  
Paavola Health Centre,  
Kauppakatu 14, 2nd floor

Jalkaranta Health Centre  
Jalkaranta and Metsäkangas residents, service number, tel. (03) 410 89426  
Paavola Health Centre  
Kauppakatu 14, 2nd floor

**Prescription renewal**

If you need to renew your prescription, you can leave it at the customer service point or the drop-box for prescriptions in your local health centre. You can collect your renewed prescription from the customer service point at the agreed time. Doctors renew prescriptions at their discretion, and may ask you to visit them. If there are any problems with your prescription, please contact the customer service point.
Health centre charges

A visit to see a health centre doctor costs €13.70 per visit in 2010. This sum is charged a maximum of three (3) times a year for visits to the same health centre during the calendar year. The charge does not apply to children under 18 years of age.

Separate charges apply to medical certificates. If you are over 15 and fail to keep your appointment without cancelling it in advance, you must pay a penalty charge of €33.80.

The out of business hours charge is €18.80 per visit. This sum is charged for visits on weekdays between 20:00 and 8:00 as well as on Saturdays, Sundays and public holidays.

Healthcare services for refugees and returnees

All refugees and returnees undergo a health check once they arrive in Finland. All refugees and returnees visit the Paavola Health Centre for the first six months or so, after which they start using the services of their local health centres.

Public health nurse for immigrants (refugees and returnees)
Paavola Health Centre
Kauppkatu 14, 4th floor, 15140 Lahti
Tel. (03) 818 4366 or mobile 050 559 7998

The public health nurse conducts a health interview with you and refers you to a doctor, if necessary.

If you have already received your personal identification number from the Lahti Registrar’s Office, be sure to bring it with you to the interview.
Also bring any vaccination certificates and medical diagnoses given to you in your former home country as well as any ultrasound scan or X-ray images taken of you. Please let the public health nurse know if you are suffering from a chronic illness or are on regular medication.

You should tell the public health nurse openly about any medical problems you may have, so that you can receive the best possible treatment. The authorities in Finland are bound by professional secrecy, so all your affairs are treated in strict confidence.

The public health nurse refers you to a dentist, if necessary. If you are on income support, you may be entitled to help with dental charges. Please contact the income support customer service for details.

The public health nurse also gives you information on the Finnish healthcare services and how to use them, so that you know where to go or call for help in an emergency and how to obtain and use medication.
An official interpreter can be used to ensure fluent communications with the public health nurse or doctor. The applicable health care centre books you an interpreter, if necessary.

### Hospitals

**Lahti City Hospital (Kaupunginsairaala)**  
Harjukatu 48, 15100 Lahti  
Tel. (03) 81 811

**Päijät-Häme Central Hospital (Päijät-Hämeen keskussairaala)**  
Keskussairaalantie 7, 15850 Lahti  
Tel. (03) 81 911  
Emergency Department (Päivystyspoliklinikka)  
Tel. (03) 819 2357

### Accidents and emergencies

Appointments only, tel. (03) 818 9120  
The Emergency Department at the Päijät-Häme Central Hospital treats serious illnesses that require immediate treatment during night time from 23:00 to 8:00, tel. (03) 819 2385

All Lahti health centres close at 16:00, after which emergency care is provided by the Lahti City Hospital on weekdays from 16:00 to 23:00 and on weekends and public holidays from 8:00 to 23:00. After 23:00, emergency care is provided by the Päijät-Häme Central Hospital.

### SERIOUS INJURIES AND ILLNESSES REQUIRING IMMEDIATE MEDICAL ASSISTANCE

**Genuine emergencies that require immediate medical help:**

**Call the emergency number 112.**

- Start by stating what has happened and where.  
- Answer any questions the call handler may ask you.  
- Act as instructed by the call handler.  
- Do not hang up until the call handler tells you to do so.

Calls to the emergency number are free of charge. Ambulances in Finland are called only in serious accidents or genuine emergencies. Usually patients are expected to go to the hospital by bus or car. If you need a taxi to take you to the hospital, ask the driver for a receipt and a certificate from the hospital stating that the use of a taxi was justified. You can then claim for fare reimbursement from Kela. Please note that you need both documents for this.
**Less urgent accidents and illnesses**

**HEALTH CENTRES**
Mon–Thu from 8:00 to 16:00 and Fri from 8:00 to 15:00

**LAHTI CITY HOSPITAL**
Harjukatu 48

Evenings from 16:00 to 23:00 and weekends and public holidays from 8:00 to 23:00. City Hospital, Emergency Department, Harjukatu 48

Night time from 23:00 to 8:00 Päijät-Häme Central Hospital, Emergency Department Keskussairaalankatu 7

**Dental emergencies (03) 818 4910**

*For Lahti residents with sudden dental emergencies and trauma patients*
Weekdays Mon–Fri from 8:00 to 16:00 and public holidays and the days before public holidays from 9:00 to 12:00.

Emergency dental treatment is provided at the Lahti City Hospital, Harjukatu 48.

**Walk-in Health Centre (Terveyskioski)**

The Walk-in Health Centre is located on the 2nd floor of the Trio Shopping Centre, Aleksanterinkatu 18. It provides the services of three healthcare professionals: physiotherapist/deputy head nurse, public health nurse and nurse. The Walk-in Health Centre is open from Monday to Friday from 10:00 to 20:00 and on Saturdays from 9:00 to 18:00.

**EDUCATION SERVICES (SIVISTYSTOIMI)**

**Early Childhood Education Services (Varhaiskasvatuspalvelut)**

**Early Childhood Education Services**
Vesijärvenkatu 11A, 3rd floor, 15140 Lahti

**Daycare enquiries**
Tel. (03) 818 1054
Weekdays from 9:00 to 11:00

Daycare means caring for children outside the home. Early Childhood Education Services support the development of small children. Children in daycare learn Finnish and about the Finnish culture. The mother tongue learned at home before your child enters daycare supports the learning of Finnish.
Municipal daycare is not free, and charged fees depend on the income of the parents. According to Finnish law, local authorities must provide daycare for children under school age either in a daycare centre or through family daycare.

Daycare options include daycare centres, family daycare, preschool education, daycare clubs or special daycare and afternoon activities for school children. Both part-time and full-time daycare is provided.

If you have a child under the age of 3 who is not in municipal daycare, you can claim for Child Home Care Allowance from Kela. To qualify, your child must be under the care of either of the parents or some other carer (for example a relative) or a private childcare provider (for example a private daycare centre).

Child Home Care Allowance comprises a care allowance and care supplement. The amount of the care supplement depends on the monthly income of the family, whereas the care allowance is not affected by the family income. It is, then, possible for the parents to work or enjoy paid annual leave from work and still qualify for the Child Home Care Allowance.

Before starting school, 6-year-old children in Finland can attend pre-primary school in a daycare centre or school. In pre-primary school, children practise the skills needed in school. Pre-primary school lasts for four hours a day and runs during normal school terms. You can submit your daycare application at your nearest daycare centre. If you are a refugee or a returnee, you can also submit the application at the Immigration Services.
comprehensive school (yläkoulu or yläaste), which covers classes 7 to 9. The Kärpänen Comprehensive School has a voluntary 10th grade in which pupils can improve their grades. After comprehensive school, most children continue their education in general upper secondary schools or vocational institutes. Girls and boys have equal opportunities for schooling and education.

All children who are under the age of 17 when they move to Finland who have not completed comprehensive school in their own country and whose Finnish is not fluent enough for mainstream education start their basic education in a preparatory class before being transferred to their local school. Once they are transferred into mainstream education, educational support is provided, if necessary. Some schools also provide mother tongue education for immigrant children.

The Immigrant Education Coordinator is responsible for placing new pupils into preparatory classes and organising mother tongue education. If you have any questions regarding schools or education, you can contact the Immigrant Education Coordinator directly, regardless of how long you have lived in Finland.

The school health nurse and doctor monitor the development of pupils. The school health nurse handles all matters related to dental care, vaccinations, hearing and vision tests and supports parents with the upbringing of the children.

**Mother-tongue education for immigrant children**

Mother-tongue education can be arranged if at least four (4) pupils enrol in the classes. However, local authorities are free to decide whether to organise this kind of education. Lessons take place twice a week and follow the national curriculum.

Mother-tongue lessons take place after normal school hours, and every effort is made to ensure that children do not have unnecessary free periods before the lessons. Unfortunately this is not always possible, and some classes may take place later in the day. Parents must arrange transportation for their children to the mother-tongue classes themselves. The City of Lahti usually provides mother-tongue lessons in schools across the city for the most widely spoken immigrant languages, which are Albanian, Arabic, Estonian, Russian, Spanish and Thai.

**Morning and afternoon activities for school children**

Contact details:
**Basic Education Services (Perusopetuspalvelut)**
Vesijärvenkatu 11 A
P.O. Box 141
15141 Lahti
Tel. (03) 81 415
Fax: (03) 814 4000
Opening hours: from 8:00 to 15:00
Service number: (03) 814 4008
Coordinator for Morning and Afternoon Activities
Tel. (03) 814 4061
Further information and forms:
www.lahti.fi => Education and libraries => Basic education => Morning and afternoon activities

Eligible children
The City of Lahti provides morning and afternoon activities for children in classes 1 and 2 as well as those pupils in other classes who require extra support. The activities are administered by the City of Lahti Basic Education Services.

Times of operation
Morning and afternoon activities are organised only on school days, and no activities are provided during school holidays or on school Saturdays. Pupils join the afternoon activities when their school day ends, and activities are available until 4 or 5 pm on weekdays. Depending on the service provider, afternoon activities are provided for 4 to 5 hours a day. The only exception is morning and afternoon activities provided in accordance with the Finnish act on special care for mentally handicapped people (Laki kehitysvammaisten erityishuollosta 519/1977) that ensures full time care for pupils also during holidays.

Application process
You can apply for afternoon activities one school year at a time. The application period for the next school year (which starts in the autumn) is in the previous spring term. The City of Lahti Basic Education Services communicates on the morning and afternoon activities provided by the City in January by an advertisement on the Etelä-Suomen Sanomat newspaper and by letter to pupils in classes 1 and 2 and the parents of pupils with special needs. Pupils in class 1 receive the letter by post, while pupils in class 2 are handed it in school. The letter includes an application form for the activities.

Application forms, as well as further information, are also available from the Basic Education Services, the City of Lahti website and the premises where the activities are organised. The completed application form must be delivered to the Basic Education Services during the application period and to the service provider after the application period has closed. Places are allocated once the application period has closed. The Basic Education Services sends a letter to successful applicants by the end of June. You must inform the service provider if you do not want to accept the place for your child.

Monthly fee
Morning and afternoon activities are subject to a monthly fee. Information on the fee and fee exemptions is available on a separate bulletin.

If morning and afternoon activities are mentioned in the special care programme of a mentally handicapped pupil, all activities are provided free of charge. The parent/guardian of a special needs pupil is responsible for letting the City know of the child’s need for morning and afternoon activities.

Pupils enjoy a snack during the afternoon activities, and the service provider has insured all pupils against accidents.
Objectives
Afternoon activities provide children with a safe place to spend time after school. The objective is to support the educational work done at school and home and to promote the emotional and ethical development of children by providing planned, high-quality and safe learning and growing environments for children where they are always supervised by adults. The activities strive to enhance the well-being and equality of children and help their social development.

Content of activities
What do children do during the afternoon activities?
What kind of activities are on offer?
The content of the activities varies according to the local circumstances, instructors and practical matters. Pupils play together and engage in various activities both indoors and outdoors. The wishes of pupils are considered as well as possible when the activities are planned. Afternoon activities include indoor and outdoor play, games, crafts, reading and excursions. Children also get a snack. Afternoon activities provide children with opportunities for social interaction, give them aesthetical experiences, refreshing exercise and outdoor play as well as opportunities for individual pursuits, relaxation and rest.

City of Lahti Youth Services (Lahden kaupungin nuorisopalvelut)

YOUTH SERVICES, Sammonkatu 8 B, 15140 Lahti

The Youth Services office is open on weekdays from 8:00 to 15:00.
Tel. 050 398 5665, fax: (03) 783 0036
nuorisopalvelut@lahti.fi
Updated contact details are available at: www.nuorilahti.net.

The youth services provided by the City of Lahti strive to promote the well-being of young people by offering social and individual support and activities. The Youth Services provide a wide range of activities across Lahti, promote social participation and provide employment opportunities and special services for young people.

Support and advice

Hurina 3.0 provides information on current issues affecting young people and helps young people to find a way forward in difficult situations. If you have something on your mind, you can find help face-to-face at Hurina or online through the Problem Corner (Pulmakulma) service at www.nuori-x.net.

The outreach project Etsin is intended for young people aged 17 to 25 who have not found their vocation yet, do not know where to go next or feel at a loss. They help you find the right place to study, practical training opportunity or job. They strive to find a suitable placement for every young person who turns to them with the help of their extensive network.
The **Domino Service Centre for Young People** helps everyone aged 15 to 25 who needs help in a crisis, has mental health issues or problems with alcohol and drugs. They also help if you have completed comprehensive school but have not found a further education place yet.

**Jobs and practical training**

The **Akseli Workshops** are intended for unemployed people aged 17 to 24 who want to learn new things and gain work experience. As well as learning professional skills, you will also learn workplace rules and routines, extend your social networks and process your future plans in the workshops. Akseli provides work opportunities in the following workshops: car and metal workshop Teräsakseli, handicraft workshop Liina & Ekoakseli, furniture and carpentry workshop Puuakseli, catering workshop Lounasakseli, media workshop Media-akseli and Reppupaja outdoor workshops.

The **Horisontti job training unit** provides supported and goal-oriented on-the-job training in various organisations and businesses. If you are unemployed, aged 17 to 24, live in Lahti and want to find a career through job training, contact Horisontti.

The **regional workshop Dynamo** is intended for young people aged 17 to 24 who live in Lahti or the surrounding areas and do not have any professional training. If you are interested in gaining five months of work experience, apply for one of the Dynamo workshops: drama, renovation, interior design or media. As well as on-the-job training you also find help with everyday routines and career advice.

**Professional training** at the Youth Services is ideal for students whose study programmes require practical work experience in youth work, social services or handicrafts. The various Youth Services units provide tailored and guided work experience for each student.

**Premises, events and activities for young people**

The **Ahtiala Youth Centre** welcomes all pupils from classes 5 to 9. Club activities include cooking, playing games, listening to music and browsing the Internet. You can also join excursions and band events and the activities of the many handicraft and sports clubs.

The **Kasakkamäki Youth Centre** organises a variety of activities, themed events, sports and camps for 11 to 17 year olds on their terms. Come and enjoy the relaxed atmosphere – and bring your friends too!

The **Lahti Youth Centre** provides a selection of premises for various groups. The Fillari club and the legendary 8-sali club are ideal for both small and large events. Other premises for young people include band rehearsal rooms and a demo studio. The Youth Centre staff also provides help and support, and you can turn to them if you want to stage your own event, for example.

The **Profiili Youth Centre** is full of opportunities, ranging from handicrafts to band rehearsal rooms and cooking to camping for all young people from class 5 upwards. At Profiili, you can be yourself – whether happy, sad or mad.
The Paristo Youth Centre caters for young people from class 5 upwards who enjoy being surrounded by lots of people and want to do things – or not! Come and join us in our camps, excursions or activities. You are welcome as you are!

The Plaza Youth Centre is intended for all 13 to 20 year olds. It provides a range of activities and is also a great place just to hang out and enjoy a coffee. Join the dance club, visit the gym, participate in the events, play games or just enjoy the relaxed atmosphere. There are also band rehearsal rooms for young people.

Girls’ House (Tyttöjen tila) is for all girls and young women aged 12 to 20 who are looking for friends, support and activities. At the Girls’ House you are warmly welcomed the way you are, on your own terms.

During the Ice-Breaker Days (Toimintakokemuspäivät) all the class 7 pupils, new at the upper comprehensive school, get to know each other through group assignments. The days help create and foster team spirit among the pupils and enhance social skills.

International and multicultural activities

Multicultural youth work organises activities that promote equality and diversity, including themed events, small groups for young people and school visits that help influence the attitudes of pupils in a positive manner. You do not need to be an immigrant to participate in these multicultural activities for 13 to 25 year olds, all you need is a multicultural outlook.

City of Lahti Multicultural Centre Multi-Culti

Päijänteenkatu 1, 15140 LAHTI
Activities Coordinator, mobile 050 387 8759
Multicultural Youth Work Coordinator, mobile 050 518 4499
E-mail: multi-culti@lahti.fi
www.nuorilahti.net/multi-culti

The Multicultural Centre Multi-Culti, which is run by the City of Lahti Youth Services, is a centre for a variety of multicultural activities and an international meeting place for people of all ages. All people, both Finns and immigrants, are welcomed without any restrictions or requirements.

Multi-Culti strives to create a multi-ethnic and equal opportunities Päijät-Häme by bringing people together through a variety of activities. Activities are organised by Multi-Culti staff with volunteers, which makes Multi-Culti a unique reflection of the people it represents.

Multi-Culti activities include:
• Hobby and study groups
• Courses and lectures
• Cultural events
• Training that promotes intercultural understanding, equality and attitude change
• Parties and trips
Multi-Culti provides:
- Magazines, a library with resources in various languages, dictionaries
- Brochures and information
- Games, a television, VCR, DVD and CD player and electric piano
- Playroom for children

Café Multi-Culti is open during weekdays from 10:00 to 16:00. The cafe serves hot and cold drinks and sweet and salty snacks. Lunch is served from 11:00 to 14:00. The cafe is run by the Koti ja Kuusi co-operative.

Lahti City Library and Regional Library (Lahden kaupunginkirjasto- maakuntakirjasto)

Lahti City Library and Regional Library
www.kaupunginkirjasto.lahti.fi

Lahti City Library provides services through the main library at the city centre and the branch libraries located across the city. The Pegasos mobile library serves areas without a nearby local library. The Wilhelmiina mobile children’s library visits schools and daycare centres. Pupils learn library use at schools and get to borrow books.

You are free to come to the library to read newspapers and magazines, listen to music, use the computer and join the story times and public events. You need a library card to borrow library resources and use the computers. You can obtain a library card by providing photo identification. If you are under 15, your need consent from your guardian.

Basic library use is free, as is the borrowing of library resources. The library has a wide selection of books, newspapers and magazines, films, language courses and audio books for everyone. The main library’s Music Department has CDs, sheet music and books, listening rooms and piano studios. You can use the library resources to learn about Finnish literature, culture and society. Books, dictionaries and CDs and other recordings are provided to help you in your efforts to learn Finnish. Various resources for learning other languages are also provided. The library also has books for both children and adults in a variety of languages to support mother tongue development and proficiency.

Newspapers and magazines in different languages are available in the main library Reading Room. The library computers also provide access to a diverse selection of newspapers in electronic format.

The library provides advanced self-service facilities online, and users have access to a computer in the main library and all the branch libraries. You can copy and print materials, but charges apply to all copying and printing.

The library provides free advice to all users on how to use the library and the Internet and how to find resources and information. Also help on computer use is provided, and you can use the Computer Room to practise basic computer skills.
Always ask for help if you have a problem. The library staff is there to help.

LASTU online library www.lastukirjastot.fi/lahti
You can use the LASTU online library to search for library resources.

To access the “My information” section and to reserve library materials, you need to enter your library card ID and personal password.

Main library Kirkkokatu 31
Branch libraries:
  • Ahtiala library Purorinteenkatu 4
  • Jalkaranta library Sarvikuja 1
  • Kiveriö library Hirsimetsäntie 64
  • Kärpänen library Kasakkamäentie 16
  • Laune library Aurakatu 11
  • Liipola library Ostoskatu 3
  • Mukkula library Tuhtokatu 2
  • RENKI – Renkomäki library Orimattilankatu 103

Swimming pools in Lahti

Lahti has three public swimming pools and an outdoor swimming pool open during the summer months for all water lovers.

Lahti Swimming Pool
Ticket counter, tel. (03) 816 8210
Swimming supervisors, tel. (03) 816 8214
Svinhufvudinkatu 8, 15110 Lahti

Kivimaa Swimming Pool
Ticket counter, tel. (03) 816 8341
Swimming supervisors, tel. (03) 816 8344
Katajapolku 4, 15210 Lahti

Saksala Swimming Pool
Ticket counter, tel. (03) 816 8248
Swimming supervisors, tel. (03) 816 8247
Pyökkipolku 2, 15520 Lahti

As well as providing water activities, all swimming pools have a gym. You can visit the gym during the swimming pool opening hours. Please note that the Lahti and Saksala Swimming Pools charge a separate gym fee.
## Swimming pool prices

<table>
<thead>
<tr>
<th>PRICES</th>
<th>Single visit</th>
<th>Loyalty card top-ups</th>
<th>Annual cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>€4.40</td>
<td>€40/10 visits</td>
<td>€260/12 months</td>
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<tr>
<td></td>
<td></td>
<td>€170/50 visits</td>
<td>€160/6 months</td>
</tr>
<tr>
<td>Children under 4 in groups</td>
<td>€1.20/perso n</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4 to 15 year olds, students, conscripts, unemployed, pensioners and special groups</td>
<td>€2.20</td>
<td>€20/10 visits</td>
<td>€110</td>
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<td></td>
<td></td>
<td>€85/50 visits</td>
<td></td>
</tr>
<tr>
<td>Loyalty card deposit</td>
<td>€2</td>
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### Rental/sales prices, incl. VAT 23% (at the Saksala Swimming Pool)

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
<th>Deposit</th>
<th></th>
</tr>
</thead>
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<tr>
<td>Swimwear</td>
<td>€2</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Towel</td>
<td>€2</td>
<td>+</td>
<td>-</td>
</tr>
<tr>
<td>Swimming cap and goggles</td>
<td>€1/pcs</td>
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<td>-</td>
</tr>
<tr>
<td>Sauna seat cover</td>
<td>€0.50/pcs</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Valuable storage at the ticket counter</td>
<td>€0.50/pcs</td>
<td>-</td>
<td>-</td>
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### Swimming pool gyms

<table>
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<tr>
<th>Item</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>Adults, students, conscripts, unemployed, pensioners and special groups</td>
<td>€2.00/visit + swimming pool fee</td>
<td>€15/10 visits + swimming pool fee</td>
</tr>
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Note! Weekdays from 6:00 to 14:00: swimming pool fee + €1 (vouchers from season ticket books not accepted)
Laune Family Park (Launen perhepuisto)

Kaarikatu 26, 15100 Lahti
Mobile 050 398 5465

The Laune Family Park (established in 1989) is a well-known tourist attraction in Lahti. The park attracts some 100,000 visitors every year. The busiest time is in May, as the park is a popular destination for school field trips. The green and spacious park covers an area of approximately 3 hectares.

Broken and worn equipment are repaired or replaced every year to ensure the safety of visitors. The park is full of things to see and do. The playground has several large and smaller slides and climbing frames as well as challenging and fun tube slides. The fascinating red fortress with its moats can even be accessed by boat, and the children's traffic park is a great way to learn about road safety by whizzing around on bikes and push scooters.

Small children can enjoy water play behind the park building where there is a stream and pool. The new interactive SmartUs games show the future of play and encourage playful learning and activities.

Admittance to the Laune Family Park area is free.
3. OTHER LOCAL SERVICES

Lahti Parish Union (Lahden seurakuntayhtymä)

Service Centre
Mariankatu 16, 15110 Lahti
Tel. (03) 89111
Immigrant Adviser, tel. 044 7191 263 or (03) 891 263

Reception at the Service Centre (Mariankatu 16): Wed from 9:00 to 12:00 and Thu from 12:30 to 15:00
Returnee Adviser, tel. 044 7191 487
- Reception and home visits
- Russian confirmation classes and other congregational work

The immigration services at the Lahti Parish Union help immigrants, refugees, returnees and migrants to settle and start a new life in Lahti. Human rights, freedom of religion and diversity are honoured in all services targeted at immigrants.

Immigrant services provided by the Lahti Parish Union include various group activities and Finnish classes. Volunteers are also trained to act as advisers. Your personal adviser helps you to settle down in Finland and Lahti, and gives assistance in everyday routines.

Do not hesitate to contact the Lahti Parish Union, if you want to find out more about various church activities, join the Evangelical Lutheran Church of Finland, need to book a church ceremony, such as a wedding, funeral of christening, or want to attend confirmation classes.

If you need an interpreter, please make an appointment with the Immigrant Adviser in advance. The Lahti Parish Union is also there to help you during a family crisis and when you are experiencing difficult times.

Takatasku Community Outreach Centre (Monitoimikeskus Takatasku)

Huovilankatu 4, 15100 Lahti
Tel. (03) 781 9919
info@takatasku.net
www.takatasku.net

The Takatasku Community Outreach Centre is run by the Lahti Parish Union and City of Lahti. Takatasku provides job training for unemployed jobseekers of all ages, including immigrants. Details of job openings at Takatasku are displayed at the Employment and Economic Development Office and the Takatasku website. Immigrants must have the necessary language skills for the job to be considered.

Takatasku provides a range of services open for all. Takatasku customers are mostly pensioners and unemployed people. The Takatasku cafeteria serves affordable lunches.
during weekdays from 11:00 to 14:00. You can also learn basic computer skills at Takatausk. The Leisure Activities team runs exercise classes and organises lectures, karaoke sessions, parties, excursions, dances and events, and you can join various language, dance and singing groups. Takatausk publishes an event schedule, which is available at Takatausk, the Employment and Economic Development Office and city libraries.

Come and see what’s on offer!

Learning Finnish in Lahti

Learning Finnish is essential for immigrants, as it provides you access to the society and employment.

1. Labour market language training

Unemployed jobseekers can apply for so-called labour market language training through the Employment and Economic Development Office. There is also a special Finnish group for illiterate immigrants.

2. Organisations providing Finnish courses

Salpaus Further Education (Koulutuskeskus Salpaus): Culture and language training services
Svinhufvudinkatu 13, 15110 Lahti
Tel. (03) 828 3701, fax: (03) 828 3710
Student Affairs Secretary, tel. (03) 828 3715
www.salpaus.fi/kvopinnot

At the Salpaus Further Education’s Language, Culture and Immigrant Training Department you can study Finnish on four different levels (1–4) during or after your integration training. All training courses include guidance and help for choosing further training alternatives. This helps you towards the final goal of finding employment.

You can also apply for Finnish evening classes if you want to improve your Finnish skills in order to take the National Certificate of Language Proficiency in Finnish or if you need support in learning the necessary language skills needed at work. The evening classes at Salpaus have different modes and include online sessions and guidance. Salpaus also provides cultural awareness training for organisations and businesses. Training can be tailored to meet the needs of specific companies. As well as the study of Finnish, you can also enrol in various preparatory programmes at the Salpaus Further Education’s Language, Culture and Immigrant Training Department. These include preparatory training for specific business sectors as well as preparatory training for vocational training (VALKO) that helps you improve your language and study skills. You can also take the National Certificate of Language Proficiency test in Finnish (intermediate level) at Salpaus.
Details on commencing courses are available on the Salpaus website and at the Päijät-Häme Employment and Economic Development Office.

**Lahti Folk High School (Lahden kansanopisto)**
Harjukatu 46, 15100 Lahti
Tel. (03) 878 10
Fax: (03) 878 1234
www.lahdenkansanopisto.fi

Lahti Folk High School organises long-term Finnish language and culture training and ABC training for illiterate immigrants. The programmes start in August every year and last until May. The training is full time, and takes approximately 25 hours a week. Applications are accepted throughout the year, and application forms are available on the Lahti Folk High School website. Successful applicants are selected at the beginning of August.

The study fee is €100 per month. Studying at Lahti Folk High School makes you eligible for a Study Grant. Alternatively, your studies can be considered as a labour market training measure. The training is for immigrants with an active integration plan. The Lahti Folk High School also rents rooms for students.

**Finnish Language and Culture Programme**
This training programme strives to provide students with the necessary eligibility for further education and sufficient Finnish language skills so that they can cope in upper secondary schools or at work. The programme is ideal for young immigrants who are over the age of compulsory education but lack professional training or eligibility for further education in Finland. Entrance requirements include basic literacy skills and knowledge of the Western alphabet. Two proficiency levels are available: starting level 0 and starting level A1.

Students learn and study the Finnish language and culture, history, environmental matters, mathematics, Finnish education system and work life, basic English and computer skills. You can also participate in comprehensive school education and complete the national syllabus or parts of it during the programme.

**ABC Literacy Programme for illiterate immigrants**
The ABC Literacy Programme is targeted at illiterate adults (primary or secondary illiteracy) who cannot read or write Finnish. The objective is to provide the students with sufficient linguistic, social, cultural and life skills so that they can continue to learn Finnish in a basic level language course.

The students learn to read and speak Finnish, understand written and spoken language and how to write. They also gain skills for learning, life and work as well as knowledge of Finnish society and culture.

**The KSL Civic Association for Adult Learning, Lahti Region Study Association’s TietoTupa Adult Learning Centre (TietoTupa aikuisopisto)**
Hämeenkatu 15, 15110 Lahti
Office opening hours: Mon–Thu from 8:00 to 16:00 and Fri from 8:00 to 15:00
Tel. (03) 589 7500
www.lahdentietotupa.fi
TietoTupa offers a wide range of services and options for learning. Alternatives include courses in different modes, contact teaching and distance and online learning, or any combination of these, depending on your needs.

Details on commencing courses are available on the TietoTupa website and at the Päijät-Häme Employment and Economic Development Office.

**Wellamo Community College (Wellamo-opisto)**
Kirkkokatu 16, 15140 Lahti
Tel. (03) 814 4799, (03) 814 4736
Website: www.wellamo-opisto.fi

The Wellamo Community College is run by the City of Lahti. As well as Lahti, it has activities in Artjärvi, Asikkala, Hollola, Hämeenkoski, Kärkölä, Myrskylä, Nastola, Orimattila and Padasjoki.

The Wellamo Community College courses are open to all residents of the area. The College offers a variety of language, arts and crafts, physical exercise and IT courses, as well as courses in various social subjects. The College also provides Open University courses and basic art education (visual arts and music).

You can also take the National Certificate of Language Proficiency tests (basic and intermediate level) at the College.

**Harjula Settlement Open College (Harjulan kansalaisopisto)**
Harjulankatu 7, Lahti
Tel. (03) 872 5121

The Lahti-based Harjula Settlement Open College is a private adult learning institute, monitored by the Finnish National Board of Education, that provides Lahti residents and other people diverse learning opportunities and leisure activities.

Most of the courses are for adults, although there are some music and arts courses for children under 16. Come and start a new and inspiring hobby or continue your studies!

3. Finnish language clubs
Lahti is home to several Finnish language clubs. For more information on these clubs, please contact the ALIPI Service Point, Immigrant Services, Employment and Economic Development Office, your local parish, Multi-Culti or Liipola Community Centre.
Living in Lahti

Renting a home
You must find accommodation yourself when you move to Finland. You may be entitled to housing benefit and income support if you meet the eligibility criteria set by the Lahti Social Services and Kela. If you think that you will need help to cover your housing costs, you should check in advance how large and expensive home you can rent. The following organisations rent homes in Lahti:

**Lahden Talot Oy**
Mariankatu 19, 15110 Lahti
Opening hours: Mon–Fri from 9:00 to 12:00
Tel. switchboard (03) 851 570
Fax: (03) 851 5771
www.lahdentalot.fi

**VVO Home Centre (VVO-kotikeskus)**
Aleksanterinkatu 7, 15110 Lahti
Opening hours: Mon–Fri from 8:30 to 15:30
Telephone hours from 8:30 to 13:00
Tel. 020 508 4300
Fax: 020 508 4319
www.vvo.fi

**Sato Home Services (Sato-Asuntopalvelut)**
Realia Asuntovuokraus Oy
Aleksanterinkatu 11, 15110 Lahti
Opening hours: Mon–Fri from 9:00 to 16:00
15110 Lahti
Tel. 010 228 4080
www.sato.fi

You can also rent a home from a private landlord or through an agency.

Moving checklist

1. **Electricity**
Lahti Energia Oy
Kauppakatu 31
P.O. Box 93, 15141 Lahti
Tel. switchboard (03) 82 300
Contracts and moving notifications
Customer service, tel. (03) 823 2017

Take out an electricity contract for your new home. You can take out a contract with any energy supplier, regardless of where you live in Lahti. The most common energy supplier in the area is Lahti Energia. You can also sign up for a contract online at: www.lahtiene energia.fi
2. Postal services
Notify your new address to the post office as soon as possible, so that your mail can be delivered to you.

3. Moving in notification form
Complete the moving in notification form and deliver it to your building manager. You must complete the form within a week of moving in, after which your name will be changed on the door.

4. Home and other insurance
To protect your home, you should take out home insurance.

5. TV licence
You must have a TV licence (television notification) to watch television in Finland. TV licence applications, that is, television notification forms, are available at local post offices. You only need one licence per household even if you have more than one television. Television fee inspectors make visits to households to check that all television users have submitted a television notification. They have a statutory right to impose fines and even confiscate your television set if you have neglected to submit a television notification.

6. Satellite dishes
You need permission from the housing association to install a satellite dish. With permission, you can install a satellite dish on your balcony. Never install a satellite dish without permission.

7. Paying the rent
The recommended way to pay the rent and/or your share of the rent is by direct debit to your landlord. Any housing benefit paid by Kela should also be paid directly into the account of your landlord.

8. Moving out
When moving out, terminate your tenancy agreement well in advance. You must do this in writing. The usual term of notice is one month. Submit an official moving out notification at the local Registrar’s Office and the post office. Clean the apartment/house before moving out and leave the keys in the agreed place. If you fail to return any of the keys you have received, you may have to pay for the new locks.

4. PROJECTS AND ASSOCIATION ACTIVITIES IN LAHTI

The Samovaari project 1 April 2009–31 May 2012
Lepolankatu 14 D, Lahti
Project Manager, tel. 044 0909949
Coordinator, tel. 044 5116146
Careers Advisor, tel. 044 0112823

The Samovaari project is part of the national Intermediate Labour Market Programme funded by the European Social Fund. The Samovaari project is administered by the Koti ja
Kuusi co-operative that specialises in catering, home services and outdoor work (forestry and handymen for homes).

The Samovaari project strives to find employment for immigrant women and youths in particular. Clients receive individual guidance on Finnish working life, jobs in various sectors and available training options. They also learn about Finnish society and the services it provides so that they can lead independent lives.

**Lahti Association for Ingrian Finns (Lahden Inkerinsuomalaiset ry)**
Contact person, mobile 040 719 9133

The Association, registered in 1999, organises a range of events, including evening get-togethers and excursions to other parts of Finland. They also help Ingrian Finns to find traineeship opportunities.

**Finnish-Russian Association (Suomi-Venäjä-Seura ry)**
[www.venajaseura.com](http://www.venajaseura.com)

The Finnish-Russian Association strives to build collaboration between Finnish and Russian people and non-governmental organisations as well as foster cultural, environmental and financial relations between the two countries.

The Association provides diverse services for people and organisations with Russian interests and acts as a partner in civic activities originating in Russia. The Association also organises camps and trips to Russia.

**Liipola Community Organisation/Liipola Community Centre (Liipolan Lähiöseura ry/ Liipolan asukastupa)**

The Community Centre organises Finnish language clubs and other activities for immigrants.

**Päijät-Häme**
**Tuglas Association (Päijät-Hämeen TuglasSeura ry)**
[www.tuglas-seura.fi](http://www.tuglas-seura.fi)

The Tuglas Association was established by Estonians and Finns interested in the Estonian language and culture. The Päijät-Häme branch was established in 1998. The Association organises evening get-togethers, excursions in Finland and Estonia and all kinds of theme days.

**Finnish-Philippine Association**
(Suomalais-filippiiniläinen yhdistys ry)

E-mail: finnphil.assn@yahoo.com

http://www.filippiinit-seura.fi/filippiinat.html (information for Filipinos living in Finland)
5. AUTHORITIES AND OTHER PARTIES INVOLVED IN IMMIGRANT AFFAIRS IN FINLAND

**Finnish Immigration Service (Maahanmuuttovirasto, Migri)**

Postal address: P.O. Box 18, 00581 Helsinki
Customer service: Lautatarhankatu 10, Helsinki
Customer service number: 071 873 3400, Mon–Fri from 9:00 to 15:00
All service numbers are listed per subject on the Migri website at www.migri.fi and lines are open from Tuesday to Thursday from 10:00 to 11:00.
Fax: 071 873 0730
www.migri.fi
The Finnish Immigration Service serves its customers

- through its website
- by telephone
- through the service point in Helsinki

Services are provided in English, Finnish and Swedish.

**Migri’s duties include:**
- Processing and making decisions on matters associated with entry to Finland, living in Finland, deportation from Finland and refugees
- Steering and planning the practical measures related to the reception of asylum-seekers and those granted temporary protection
- Processing and making decisions on matters concerning Finnish citizenship
- Providing information services for various authorities and international organisations
- Maintaining the Register of Aliens

**Residence permits**

If you intend to stay in Finland for more than three months, you need a residence permit. If you are a Nordic, EU or EEA citizen, however, a residence permit is not required. You usually apply for your initial residence permit at the Finnish diplomatic mission in your country. The local diplomatic mission provides you with the necessary information and application forms. The decision to issue a residence permit is made by the Finnish Immigration Service. Permit extensions and any information related to the application process are handled by the local police.

If you have a residence permit, you can live, stay and move freely in Finland for as long as your permit is valid. You may leave and re-enter Finland during the validity period.

You may also visit other Schengen countries and use your residence permit as a visa. You may stay in other Schengen countries for a maximum of 90 days within a six-month period if you have a valid residence permit. However, you must not be on the Schengen entry ban list for the country you want to enter.

The first residence permit is always valid for a fixed term only. It is usually issued for a year or the duration of your employment or studies.
Grounds for issuance of a residence permit
A residence permit may be issued based on the following grounds, for example: family ties in Finland, Finnish origin, remigration to Finland, humanitarian or other specific reasons, studying or working in Finland.

Permanent residence permit
You may be granted a permanent residence permit if you have lived in Finland for four years without interruption (type A residence permit). Permanent residence permits are issued by the local police. You may be refused a permanent residence permit if you commit a criminal offence.

Applying for Finnish citizenship
You may apply for Finnish citizenship if you are aged 18 or over, have held permanent residence in Finland for sufficiently long and still live in Finland. You must be able to provide proof of identity and details of how you and your family make a living. You must also be of good character, as you must report in the application form whether you have been found guilty of an offence or if someone has been granted a restriction order against you. If you are not found to be of good character, your application may be refused. You must also have satisfactory skills in Finnish, Swedish or Finnish sign language. You can provide proof of proficiency, for example, by attaching a copy of your National Certificate of Language Proficiency (minimum level: 3) or your Civil Service Language Proficiency Certificate with your application. For more information on the National Certificate of Language Proficiency, please visit the website of the Finnish National Board of Education.

You must submit your application to your local police. The decision of whether your application for citizenship is granted is made by Finnish Immigration Service.

Ombudsman for Minorities

Office of the Ombudsman for Minorities
Mikonkatu 25, Helsinki
P.O. Box 26, 00023 Valtioneuvosto
Customer service number: 071 878 8666 on weekdays from 10:00 to 12:00
E-mail: ofm@ofm.fi
www.ofm.fi

The Ombudsman for Minorities is an authority whose role is to promote the status and legal protection of ethnic minorities and foreigners as well as equality, non-discrimination and good ethnic relations in Finland. The Ombudsman also reports on human trafficking issues in Finland.

You can contact the Ombudsman for Minorities if you have experienced or observed ethnic discrimination, for example. If you want to report discrimination or you have any questions, you can call the customer service of the Office of the Ombudsman for Minorities. Personal meetings are by appointment only.
The Ombudsman for Minorities only monitors and advises on matters related to ethnic discrimination or the discrimination of foreigners. If necessary, the matter is forwarded to the competent authority.

In discrimination cases based on ethnic origin or foreign background, the Ombudsman for Minorities offers guidance and advice and, if necessary, starts investigations into the case, for example by requesting more details from the party suspected of discrimination and other involved parties. After looking into the matter, the Ombudsman gives her opinion on the case and, if necessary, makes recommendations or devises initiatives to ensure the discrimination is not continued or repeated.

The Ombudsman for Minorities is an independent authority. The Office of the Ombudsman for Minorities is administered by the Ministry of the Interior. The current Ombudsman is Eva Biaudet.

Act on the Ombudsman for Minorities and the National Discrimination Tribunal (Laki vähemmistövaltuutetusta ja syrjintälautakunnasta 660/2001)
Decree on the Ombudsman for Minorities (Asetus vähemmistövaltuutetusta 687/2001)
Non-Discrimination Act (Yhdenvertaisuuslaki 21/2004)

Refugee Advice Centre (Pakolaisneuvonta ry)

**Helsinki office**
Kaisaniemenkatu 4 A, 6th floor
00100 Helsinki
Tel. 075 7575 100
Fax: 075 7575 120
Opening hours: weekdays from 9:00 to 16:00

E-mail: pan@pakolaisneuvonta.fi
www.pakolaisneuvonta.fi

**Kouvola office**
Kauppamiehenkatu 1 A 6
45100 Kouvola
Tel. 075 7575 101
Fax: (05) 371 3115
The Kouvola office is open during weekdays from 9:00 to 12:00 and 13:00 to 16:00.

E-mail: pan.kouvola@pakolaisneuvonta.fi

The Refugee Advice Centre is a non-profit organisation that provides legal counselling for asylum seekers, refugees and other foreigners in Finland. The Centre mainly helps in matters related to the asylum procedure, but also gives advice on any other issues associated with the legal rights of foreigners.
You can make an appointment to see a Refugee Advice Centre lawyer, or you can ask for advice over the phone. The Refugee Advice Centre has five offices in Finland. The head office is located in Helsinki, and the office nearest to Lahti is in Kouvola.

**Helsinki SOS Crisis Centre (Helsingin SOS-kriisikeskus)**

Maistraatinportti 4 A, 4th floor  
00240 Helsinki  
Tel. (09) 4135 0510, crisis prevention for foreigners (09) 4135 0501 (open on weekdays from 9:00 to 15:00)  
Fax: (09) 4135 0570  
http://www.mielenterveysseura.fi/sos-kriisikeskus

Helsinki SOS Crisis Centre provides prompt help in a crisis and early rehabilitation. It is a low-threshold organisation that provides psychological assistance for those in need.

The Centre’s duties include promoting the mental health and integration of immigrants.

At the SOS Crisis Centre immigrants can talk about their problems in their mother tongue through an interpreter or in a language shared by them and the Crisis Centre worker. The objective is to provide help and support as quickly and flexibly as possible. All services are provided free of charge, but prior appointment is required. The SOS Crisis Centre supports local authorities in their efforts to serve and help immigrants with mental health problems and complements available public services.

**Centre for Torture Survivors in Finland (Kidutettujen kuntoutuskeskus)**

Mäkelänkatu 58–60, 4th floor  
00510 Helsinki  
Tel. switchboard (09) 7750 4584  
Fax: (09) 7750 4502  
E-mail: kitu@hdl.fi  
www.hdl.fi

The Helsinki Deaconess Institute has run the Centre for Torture Survivors in Finland since 1993. Although the Centre is part of the Institute’s drug-abuse and mental health services it operates as an independent special psychiatric unit. The operations are based on the international treaties on the care of refugees and asylum seekers signed by Finland.

The Centre for Torture Survivors in Finland is a national service organisation that assesses, treats and rehabilitates Finland-based refugees and asylum seekers and their family members who have been tortured in their home country. The Centre also provides treatment for traumatised refugee children and youths.
The Centre runs as an outpatient ward. Patients are referred to the Centre by healthcare professionals. The referrals must include a commitment to pay for any required interpretation services.

Therapy is only provided for people who have been traumatised by torture. Experienced professional interpreters are used during therapy whenever possible. The Centre focuses on consultation services and short assessment/therapy periods.

**Finnish League for Human Rights (Ihmisoikeusliitto)**

Döbelninkatu 2, 8th floor, 00260 Helsinki
Tel. (09) 4155 2500
Fax: (09) 4155 2520
Helpline for the Kitke! project for eradicating harmful practices based on traditions (Mon–Fri from 9:00 to 15:00)
Mobile 040 760 03 23
info@ihmisoikeusliitto.fi
www.ihmisoikeusliitto.fi

The Finnish League for Human Rights is a non-political and non-religious human rights organisation. It pursues the work of the League for Human Rights, which was established in 1935, and bases its ideology on the UN agreements on human rights and the European Convention on Human Rights.

The Finnish League for Human Rights carries out studies and reports and provides information and training services on current human rights issues. It lobbies the authorities for better human rights and promotes human rights through various working groups.

**Finnish Red Cross (Suomen Punainen Risti, SPR)**

Häme district office
Rautatienkatu 17–19, 33100 Tampere
Postal address: P.O. Box 369, 33101 Tampere
Tel. 040 809 6853
hame@punainenristi.fi
www.redcross.fi

Lahti regional office
Vapaudenkatu 8 A
Mon, Fri from 10:00 to 14:00, Wed from 14:00 to 18:00
Tel. (03) 782 3601
lahti@punainenristi.fi

If you want to trace a missing family member, you can contact the headquarters of the Finnish Red Cross. You can also send messages to your family members in various conflict areas through the Finnish Red Cross. The Finnish Red Cross also provides help and guidance for asylum seekers and refugees and monitors that their legal rights are not infringed.

The Finnish Red Cross supports and facilitates family reunions, makes the necessary travel arrangements and takes care of all the other practical matters. It also helps refugees and other immigrants in their integration in Finland by training volunteers to act as advisers.
and friends, organising multicultural camps, courses and other events. The organisation is also an active participant in the international meeting places established in some Finnish cities.

The Kontti recycling centres are run by the Finnish Red Cross. Kontti in Lahti operates on Rauhankatu 10, tel. (03) 878 970 and the Kontti-Putiikki on Vapaudenkatu 10, tel. (03) 782 2045.

The Kontti centres sell donated clothes and and all kinds of home items. They also provide job training and combined subsidy placements for both immigrants and Finns.

**Info Bank (Infopankki)**

[www.infopankki.fi](http://www.infopankki.fi)

The Info Bank website is targeted at those contemplating a move to Finland as well as those who have already moved here. Also people who work with immigration matters use the website.

The website is available in Albanian, Arabic, Chinese, English, Estonian, Finnish, French, Kurdish (sorani), Persian, Russian, Serbo-Croatian, Somali, Spanish, Swedish and Turkish. The content is identical in all languages.

The Info Bank contains basic information about Finnish society and culture (Welcome to Finland), permits needed by those settling in Finland (Permits), finding housing (Accommodation), studying Finnish (Finnish and Swedish language), finding employment and starting a business (Work), education (Education), healthcare (Health), social services (Social Services), getting help in a crisis (Crises), cultural and leisure services (Culture and Leisure), and non-governmental organisations and associations (Associations), as well as links to websites where you can find additional information.

**FINFO services (FINFO-neuvontapalvelut)**

The personal nationwide FINFO line is intended for people who have moved or are planning to move to Finland from a non-EU country. Services are provided in the following languages: Arabic, English, Finnish, French and Russian.

Service number: 0207 40 11 60

Telephone service hours:

**Tue–Fri from 10:00 to 15:00 (Arabic, English, Finnish and French)**

**Tue–Fri from 12:00 to 15:00 (Russian)**

You can all the FINFO line from anywhere in Finland at the local call charge.

The FINFO e-mail service answers your questions within 2 to 3 days in the above-mentioned languages. You can send your questions to finfo@finfonet.fi.

The FINFO website at [www.finfonet.fi](http://www.finfonet.fi) has video interviews of people already settled in Finland. They provide personal experiences and tips about life in Finland in 17 languages.
6. GLOSSARY

DAYS OF THE WEEK and their ABBREVIATED FORMS

maanantai = Monday  
ma = Mon

tiistai = Tuesday  
ti = Tue

keskiviikko = Wednesday  
ke = Wed

torstai = Thursday  
to = Thu

perjantai = Friday  
pe = Fri

lauantai = Saturday  
lai = Sat

sunnuntai = Sunday  
su = Sun

arkipäivä = weekday, business day (please note that sometimes “arkipäivä” also includes Saturdays)

arkisin = during weekdays, during business days

juhlapäivä = holiday

pyhäpäivä = Sunday, public holiday

pyhäisin = on Sundays, on public holidays

jouluaatto = Christmas Eve, 24 December

uudenvuodenaatto = New Year’s Eve, 31 December

kiirastorstai = Maundy Thursday, the Thursday before Easter

pitkäperjantai = Good Friday, the Friday before Easter

vappuaatto = May Day’s Eve, 30 April

juhannusaatto = Mid Summer’s Eve, the Friday that falls between 19 and 25 June

aamu = morning

keskipäivä = noon, midday

iltapäivä = afternoon

iltta = evening

yö = night
TIME FORMAT AND CONVERSIONS

1.00 = 1:00 = 1 am
2.00 = 2:00 = 2 am
3.00 = 3:00 = 3 am
4.00 = 4:00 = 4 am
5.00 = 5:00 = 5 am
6.00 = 6:00 = 6 am
7.00 = 7:00 = 7 am
8.00 = 8:00 = 8 am
9.00 = 9:00 = 9 am
10.00 = 10:00 = 10 am
11.00 = 11:00 = 11 am
12.00 = 12:00 = noon, midday
13.00 = 13:00 = 1 pm
14.00 = 14:00 = 2 pm
15.00 = 15:00 = 3 pm
16.00 = 16:00 = 4 pm
17.00 = 17:00 = 5 pm
18.00 = 18:00 = 6 pm
19.00 = 19:00 = 7 pm
20.00 = 20:00 = 8 pm
21.00 = 21:00 = 9 pm
22.00 = 22:00 = 10 pm
23.00 = 23:00 = 11 pm
24.00 = 00.00 = 24:00 = midnight

13.15 = hour +15 = 15 minutes past the hour
13.30 = hour + 30 = 30 minutes past the hour, in the example here the time is half past one in the afternoon
13.45 = hour + 45 = 45 minutes past the hour or 15 minutes from the next hour, in the example here the time quarter to two in the afternoon

NUMBERS

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