

FOREWORD

This booklet was made for you who have recently moved to the City of Lahti. It was made in co-operation with the authorities in charge of immigrant issues and other stakeholders. This is the updated version of the original from 2002. This version is valid from February 1st 2006.

The booklet provides information on the services offered by the City of Lahti, special immigrant services, as well as on the authorities who take care of immigrants' affairs in Lahti and Finland as a whole. More information can be found on the following internet site: www.lahti.fi (in Finnish)

Immigrant Services in Lahti has launched an information service February 1st 2006 for all immigrants who have moved Lahti. The information service is a trial project and will last for six months. The service provides general information on, for example, the registrar's office, employment office, KELA - the social insurance institution, health care services, the police, how to fill in forms, etc.

The service is provided mainly in Finnish, English and Russian, but interpreters for as many languages as possible will be provided. Whether the service will continue in the future will be decided later on depending on the experience and feedback.



Immigration Coordinator
Special Social Services
Social and Health Care Services



TRACK for Immigrants Project
Social and Health Care Services

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WELCOME TO LAHTI!

Lahti is the seventh largest city in Finland, with its slightly more than 98,000 inhabitants, some 2700 of whom, 2.7 per cent, are foreigners. Immigrants represent approximately 86 different nationalities. In addition, there are many naturalized Finnish citizens with immigrant backgrounds living in Lahti.

The city was founded in 1905 and is located in the Province of South Finland. Lahti is known worldwide for the sports and culture it has to offer. Tidy countryside, clean water and fresh air are also very important to the inhabitants of Lahti.

By promoting social justice the City of Lahti strives to develop and maintain such a living environment that people want to live in, work in and do business in.

1. WHAT YOU SHOULD FIRST DO WHEN YOU HAVE MOVED TO LAHTI

Lahti Registrar's Office
Lahden maistraatti

Salininkatu 3, 15100 Lahti
Tel. (03) 875 0020
Fax (03) 875 0061
Open Mon - Fri 9 a.m. - 4.15 p.m.
www.maistraatti.fi



You should register within three days from the date of entering the country. Registration takes place at Lahti Registrar's Office. You will be given a personal identity number, which will be mailed to you at your home address within a week from registration. The personal identity number is made up of your date of birth, identifying number and checking character, which can be either a letter or a digit.

The persons with a permanent residence in Finland have their vital statistics in the national population register: name, date of birth, citizenship, family status and address. Your municipality of residence will be determined by which city or municipality you are living in here in Finland.

If moving to Finland is permanent and the residence permit has been granted for a minimum of one year, the immigrant is registered a municipality of residence in Finland.

Your personal identity number is used in Finland as a means of identification at banks, hospitals and different official registers. Population register information is used for taxation, health care, statistics and when arranging elections.

What to do when registering?

- Announce yourself at Lahti Register Office.
- Take your passport and residence permit with you.
- Take along your original certificates and their official translations, e.g. marriage certificate and children's birth certificates.
- Fill in and sign a Registration Information on a Foreigner form at the register office.
- Also fill in a notice of moving, which is a pre-condition for registration.

Note! Think about the spelling of your name in Latin alphabet in advance. If you consider it should be different from the spelling used in your passport, tell the authorities about it when registering.

Notice of Moving

Everyone who moves to Finland permanently must submit a notice of moving to the district registrar's office in person. Immigration is reported in writing on the notice of moving. Forms are available at the register office and also at the post office.



Salininkatu 3, 15100 Lahti
Tel. (03) 858 00
Fax (03) 858 2050
Open Mon - Wed, Fri 8 a.m. - 4.15 p.m.
www.poliisi.fi

Office for Foreigners, 1st floor:

- extended residence permit applications
- transferring a residence permit into a new passport
- citizenship applications
- foreigner's ID card applications

When you have registered at the register office, go next to the police department office for foreigners to show your passport and valid residence permit.

Note! A foreign national with a permanent residence in Finland needs a passport when traveling in the European Union. Only a naturalised person with Finnish citizenship can travel in Europe with an ID card.

Public services/permits

At the police department public service office you can handle i.a. matters relating to your driving licence. Additional information available at the public service office.

Banking
Pankkiasiat

You need a bank account in Finland. You can connect a cash card to your bank account with which you can draw cash from an automatic teller machine and pay your bills at a bill paying machine.

According to the Finnish law the bank must be able to identify the customer. The banks accept a valid passport and a permanent or temporary ID card issued by the Finnish police as proof of identity.

The bank needs the following information for opening an account:

- account opener's and/or holder's name
- personal identity number
- address and home municipality in Finland

The spouses can hold a joint bank account or the account holder can give another person his/her written consent for the use of the account if necessary.



Lahti Office
Kirkkokatu 8
P.O. Box 153, 15141 Lahti
Tel. 020 435 1400
Open Mon - Wed, Fri 9 a.m. - 4 p.m., Thu 8 a.m. - 5 p.m.
www.kela.fi

When you have received your personal identity number, you may go to a Kela office and fill in an application to be admitted into the Finnish social security system, which will be your sickness insurance card application as well. You will receive a written reply from Kela about being admitted into the Finnish social security system. Please note that Kela cannot process your application if you do not have a personal identity number.

Having received a Kela card, you are eligible for the Finnish social security benefits. The Kela card bears your personal data and personal identity number. An application must also be filled in for Kela for each child born in Finland but who is not a Finnish citizen.

The Kela card makes you eligible for compensation on prescription medicine. The card must be presented every time when you visit a health centre, hospital or pharmacy.

A Kela card without a photo is free of charge and one with a photo subject to a fee. A card bearing your picture must be ordered separately and you need a passport photo of yourself for it. With a Kela card bearing your photo you can prove your identity e.g. at the bank but it is not an ID card.

Through a Kela office you can also apply for social benefits, e.g. unemployment allowance, maternity grant, child allowance and housing allowance etc. For more information on the benefits please contact a Kela office.



Employment Office
Työvoimatoimisto

Päijät-Häme Region Employment Office
Immigrant Services
Kirkkokatu 12 A, 2nd floor, 15140 Lahti
Open Mon - Fri 9 a.m. - 3.45 p.m.
Tel. (switchboard) 010 60 40038
www.mol.fi

An unemployed immigrant 17 to 64 years of age can register as an unemployed job seeker at the employment office. The employment office can register you as job seeker if you have been granted a residence permit for Finland with A-status.

You will be registered at the employment office from the date you have left your job seeker's application personally. The Päijät-Häme region employment office's international department is able to offer you services in different languages.

You will be given an appointment card to see an employment consultant. When you come for the appointment, take along any Finnish translations of your work certificates and diplomas, certificates of completed Finnish language courses and other documents that are relevant when applying for a job. You will draw up an integration plan together with the employment consultant.

You must renew your application regularly at the employment office according to the instructions from your employment consultant. The employment office must be notified of any changes during the period of unemployment (e.g. illnesses, trips abroad). The employment consultant will be able to inform you on the process of applying for recognition of a qualification or degree taken abroad.

Tax Office
Verotoimisto

Päijät-Häme Region Tax Office/Lahti office
Kirkkokatu 12 B
P.O. Box 70, 15141 Lahti



Open Mon - Fri 9 a.m. - 4.15 p.m.
Documents accepted 8 a.m. - 4.15 p.m.
Tel. (switchboard) (03) 589 3600
www.vero.fi
www.vero.fi/english

When you start working in Finland, you must give the employer your tax card. Tax office issues these cards. In Finland every employed person pays tax to the state and the municipality. In addition Kela sometimes requires its client's tax card. For more information, please contact your nearest tax office.

2. LAHTI CITY SERVICES

Immigrant Services

Maahanmuuttajapalvelut

Saimaankatu 64, 4th floor

P.O. Box 116, 15101 Lahti

Information tel. (03) 818 3277

Fax (03) 818 3270

Open	Time
Mon	8.30 - 11 a.m. and 1 - 3 p.m.
Tue	make an appointment
Wed	1 - 3 p.m.
Thu	1 - 4 p.m.
Fri	8.30 - 11 a.m.

Lahti has a unit specialised in receiving refugees and returnees where advice and counselling is provided to these immigrants. Immigrant services, i.e. MAMU-palvelut, attend to the reception services, ensure subsistence at first and give general orientation to services and counselling as well as support in crisis situations for refugees and returnees from the former Soviet Union. Immigrant services also participate in drawing up an integration plan together with the employment office and the immigrant him/herself.

The staff at immigrant services helps you in practical matters. The immigrant office notice board provides information on current issues, e.g. new Finnish language courses and clubs. The office arranges lectures for refugees and returnees who have moved recently to Lahti. The lecturers are officials who inform about their activities.

If you are a returnee, you are an Immigrant Services' client for some 6 to 12 months. Refugees go to Immigrant Services for three years.

Immigrant Services in Lahti provides an information service since February 1st 2006 for all immigrants who have moved to Lahti. The information service is a trial project and will last for six months. The service provides general information about (e.g. the registrar's office, employment office, Kela - the social insurance institution, health care services, the police, how to fill in forms, etc). Clients are given assistance in different kinds of crisis. For example, if they are suffering from mental problems or drug and alcohol abuse, they are directed to appropriate treatment. Clients are also given assistance in making phone calls. In special cases, the staff can come and join the client wherever help is needed.

Information service is also provided by the officer of the immigrant services and the officer of the Lahti Region Language Centre, who can, if needed, consult other staff at the immigrant services. The service is provided mainly in Finnish, English and Russian, but interpreters for as many languages as possible will be provided.

Lahti Region Language Centre Lahden seudun tulkkikeskus

Interpretation and translation services are necessary for anyone using immigrant services and associating with officials. They are often of vital importance to officials and the legal protection of the clients.

Lahti region interpreter centre offers interpretation services in various languages.

Interpreter services

Tel. (03) 818 3282

Translation services

Tel. (03) 818 3286

Advice on the use of interpreter services:

You cannot call for an interpreter. Officials take care of reserving an interpreter.

When settling matters with officials you have the opportunity to request that an interpreter is called to the place. Please inform the officials in advance, e.g. when making the appointment, that you need an interpreter.

When the officials have called for an interpreter, remember to come at the time agreed. Arranging interpreter services is costly to society. The interpreter's task is to interpret the discussion between you and the official. The interpreter is neither a friend nor an assistant; (s)he makes the discussion possible. The interpreter interprets everything that is said. (S)he is bound to professional secrecy.

Speak as clearly as possible. Do not talk to the interpreter but to the official. If you feel that you do not understand the interpreter or the matter to be dealt with, make it known immediately.

Equal rights regardless of language and legal protection are best ensured when using professional interpreter services.

Social Services Centres Sosiaaliasemat

Statutory social services are child welfare, substance abuse treatment, child care and visiting rights, child support agreements, services for the disabled, living allowance and paternity confirmation.

Social services will help clients by giving them support in difficult situations and encouraging them to gain increasing independence. Child care, living allowance and other social services for adults have been re-organised since January 1st 2005.

Residents in Ahtiala and Laune districts may use the social services centre in their own area. Other districts (former Jalkaranta-Metsäkangas, Mukkula and Central district offices) are now re-organised into 3 new units: social services for adults, child welfare, and living allowance.

The district division of social services for adults has faced quite a few alterations. The biggest change concerns Saksala district (postal code 15520) and Hennala district (postal code 15700). Instead of visiting Laune social services centre, the clients in these districts should go

to the following address: Aleksanterinkatu 18 A, 4th floor. The same office should be contacted in urgent new cases of living allowance.

The headquarters of social services for adults is now located in Aleksanterinkatu 18, 4th floor. Clients in Ahtiala district should, however, keep using the social services centre in their area. Other clients (except those in Saksala and Hennala) may continue to visit Laune social services centre. Immigration services and help for the homeless can be found under special social services in their separate offices.

Major tasks in social services for adults are carefully-planned social work with adults, crisis work, guidance and counseling in how to deal with other everyday services, activation plans according to the work rehabilitation act and the charting of each client's individual need for living allowance and possible preventive living allowance. In general, living allowances are handled in a special unit.

If you want to talk to a social worker, you have to make an appointment. Appointments can be made by telephone with a social worker in your own district between 11-12 a.m. Those, whose applications are processed based only on written documents, will be sent a notice if and when the social workers would like to see them in person.

In urgent cases, clients should call between 11-12 a.m. and discuss the matter with a social worker in their own district, or contact the info at the social services centre for adults.

Telephone numbers to the info in Aleksanterinkatu are 050 398 7608 and within Lahti region 808 3252. The info is open 8.30 - 12a.m. and 1 - 3 p.m. Laune district social worker can be reached by calling the info phone number 818 3111 during 8a.m. - 3 p.m. In Ahtiala the number is 818 3316 and the info is open 8.30 - 12a.m.

Social Services for Adults and info on Living Allowance:

Aleksanterinkatu 18 A 4th floor, P.O. Box 116, 15101 Lahti
Open Mon - Fri 8.30 - 12 a.m. and 1 - 3 p.m.
Information service - Caretaker, tel. (03) 818 3209
Head of social services for adults, tel. (03) 818 5581
Officer, tel. (03) 818 3294
Social workers' phone hour in social services for adults
Mon - Fri 11 - 12 a.m.

Districts of the Social Services for Adults:

Ahtiala Social Services Centre (will be closing its doors 4/2006)

Alasenkatu 2, 15300 Lahti
Open Mon - Thu 8 a.m.- 4 p.m.
Fri 8 a.m. - 3 p.m.
General info, tel. (03) 818 3310
Social workers' phone hour Mon - Fri 11 - 12 a.m.
Social services for adults
Social worker, tel. (03) 818 3356
Social worker, tel. (03) 818 3360
Child welfare
Social worker, tel. (03) 818 3358
Social worker, tel. (03) 818 3359
Social worker, tel. (03) 818 3360

Specially appointed sociologist
specialized in child welfare tel. (03) 818 3361
Info on living allowance
Officer, tel. (03) 818 3316
Mon - Fri 8 -12 a.m.

Jalkaranta-Metsäkangas Social Services Centre

Social worker, tel. (03) 818 3450
Social worker, tel. (03) 818 3452
Social worker, tel. (03) 818 3454

Central District Social Services Centre

Social worker, tel. (03) 818 3250
Social worker, tel. (03) 818 3252
Social worker, tel. (03) 818 3254

Kivimaa-Kytölä Social Services Centre

Social worker, tel. (03) 818 3350

Mukkula Social Services Centre

Social worker, tel. (03) 818 3352
Info on Living allowance
Officers, tel (03) 818 3219 and (03) 818 3251

Laune Social Services Centre

Launeenkatu 74, P.O. Box 116, 15101 Lahti
Open Mon - Thu 8.00 a.m. - 4 p.m., Fri 8.00 a.m. - 3 p.m.
General info, tel. (03) 818 111
Mon - Fri 8 a.m. - 3 p.m.
Social workers' phone hour Mon - Fri 11 - 12 a.m.
Social Services for Adults
Social worker, tel. (03) 818 3151
Social worker, tel. (03) 818 3156
Social worker, tel. (03) 818 3158
Child welfare
Social worker, tel. (03) 818 3360
Social worker, tel. (03) 818 3358
Social worker, tel. (03) 818 3359
Living allowance
Officer, tel. (03) 818 4114
Mon - Fri 8.30 - 12 a.m. and 1 - 3 p.m.

Child welfare

Kirkkokatu 8 B (In the same building with KELA, Lankapolku) 3rd floor
Open Mon - Fri 8.30 - 12 a.m. and 1 - 3 p.m.
Information service - Caretaker, tel. (03) 818 3409
Head of child welfare, tel. (03) 818 5551
Chief social worker, tel. (03) 818 3402
Officer, tel. (03) 818 3415
Office clerk, tel. (03) 818 3304

Child welfare duty 8.30 - 12 a.m. and 1 - 3 p.m.

Tel. 050 398 7610

Child welfare social worker's phone hour

Mon - Fri 11 - 12 a.m.

Jalkaranta-Metsäkangas Social Services Centre

Social worker, tel. (03) 818 3451

Social worker, tel. (03) 818 3453

Social worker, tel. (03) 818 3455

Central District Social Services Centre

Social worker, tel. (03) 818 3255

Social worker, tel. (03) 818 3256

Social worker, tel. (03) 818 3257

Kivimaa-Kytölä Social Services Centre

Social worker, tel. (03) 818 3351

Mukkula Social Services Centre

Social worker, tel. (03) 818 3353

Social workers of Children's Private Care

Ahtiala-Mukkula: tel. (03) 818 3448

Laune: tel. (03) 818 3447

Jalkaranta-Metsäkangas and Central District,

Tel. (03) 818 3446

Living allowance

Living allowance is a part of social services and intended to cover all living expenses and facilitate independent life. The allowance is based on basic supplementary social allowance and covers necessary expenses. You are entitled to living allowance when you are in a situation where you cannot manage on your own. The allowance provides you the minimum amount you need to get by a difficult phase in your life. Meanwhile alternative ways to improve the situation are sought out.

Applying for living allowance and contact information:

Living allowance can be applied for in all social services centres in Ahtiala and Laune and also at the information service in Aleksanterinkatu 18 A, 4th floor (check out the information below). You can also print out any forms needed and fill them in by hand. Completed and signed forms should be submitted to the following address: (Sosiaali- ja terveystieteiden keskus/Toimeentulotuki, PL 116, 15101 Lahti) or handed in personally at the social service centre of your district or at the living allowance information service. All forms must be submitted in paper form. The application must have all the necessary appendixes and receipts enclosed. The application will then be processed and a written decision will be posted to the applicant's home address. It is possible to appeal to the Social and Health department within 14 days of the announcement. The municipal official, who makes the decision, may then correct any errors or inaccuracies in the decision. Living allowance will be paid to the applicant's bank account and can be withdrawn the day after (not Saturday or Sunday) the decision has been made.

Living allowance customer service and process,
personal service and new clients:

Living allowance customer service – Aleksanterinkatu 18 A, 4th floor

Open 8.30 - 12 a.m. and 1 - 3 p.m.

Info, tel. 818 3209

Personal service and info for new clients within the opening hours:

Officer, tel. 818 3219

Officer, tel. 818 3251

Ahtiala Social and Health Centre, Alasenkatu 2

Open Mon - Thu 8 a.m. - 4 p.m. and Fri 8 a.m. - 3 p.m.

Info, Caretakers, tel. 818 3310

Personal service and info for new clients

8.30 a.m. - 12.00 p.m.

Officer, tel. 818 3316

Laune Social and Health Centre, Launeenkatu 74

Open Mon-Thu 8 a.m. - 4 p.m. and Fri 8 a.m. - 3 p.m.

General info, tel. 818 3111

Personal service and info for new clients 8.30 - 12 a.m. and 1 - 3 p.m.

Officer in charge, tel. 818 4114

Living allowance process (customer service only by phone)

Submitting applications:

Applications for living allowance and living allowance extensions should be submitted by mail to the following address: Lahden kaupunki/Sosiaali- ja terveystoimiala, Toimeetulotuki, PL 116, 15101 Lahti, or alternatively, delivered to one of the aforementioned customer service desks or nearby boxes.

Customer service:

Customer service only by phone and preferably 8.30 - 12 a.m. and 1 - 3 p.m. You can also send e-mail and ask us to contact you. The addresses are all in the following form:

firstname.surname@lahti.fi

Fax numbers: Oikokatu, 818 3300

Laune: 818 4100

Ahtiala: 818 3398

Workforce service centre Lyhty

Saimaankatu 64, 3rd floor

15140 Lahti

Workforce service centre Lyhty is an expert and service network comprised of Päijät-Häme employment office, the city of Lahti, KELA and service producers.

Clients are directed to the service centre through employment office or social services centres depending on their evaluated need for service. The main goal of the centre is to promote and advance employment, activity, work ability and rehabilitation of the long-term unemployed.

Each client can take part in the drafting of a personal set of services that would best meet their needs.

There are many professionals involved; workforce advisers, social workers, work planners, public health nurses and rehabilitation psychologists. Each client has a special support person (workforce adviser and social worker) who is in charge for the clients' plan and its execution.

Additional information:

Workforce Service Centre Lyhty, Saimaankatu 64, 3rd floor, 15140 Lahti

Social worker in charge, tel. (03) 818 4030, 050 383 6384

Assistant head of office, tel. 010 60 76019, 050 396 3019

Officer for social affairs

The task of the officer for social affairs is to advise social welfare clients and monitor the development of their rights and status in the municipality. Officer for social affairs helps the client in making a complaint, if need be. Officer for social affairs takes care that the clients are aware of their rights and assists them in maintaining and enacting them.

Contact: Mon - Thu 9 – 12 a.m. tel. (03) 8182030, Lahden sosiaali- ja terveystyö P.O. Box 15101 Lahti.

Health Care Services

Terveydenhuoltopalvelut

Public health nurse for immigrants

Paavola Health Centre

Kauppakatu 14, 3rd floor

Tel. (03) 818 4366 or GSM 050 559 7998

Refugees and returnees are arranged a health inspection as soon as possible upon their arrival in Finland. Other immigrants go to the local health centres when the need arises.

You should have your personal identity number with you if you have already received one from Lahti Registrar's Office. The public health nurse carries out a health interview and directs you to a doctor's consultation if necessary. Take your vaccination certificates with you as well as the diagnosis made in your former home country. If you have had ultra sound examinations in your home country or if you have x-ray pictures, take them with you as well.

Tell the public health nurse if you have a chronic disease or you are on regular medication. The public health nurse hopes that you have the courage and desire to tell about your health problems in order that you can receive the best possible care. In Finland the officials deal with your matter with confidentiality.

Through the public health nurse it is possible to make an appointment to the dental clinic. If you are a living allowance client, ask if you have the right to dental care as part of your living allowance.

The public health nurse advises you on the use of the Finnish health care services. You will learn where to go for first aid, how to get medication and how to use medicines.

You deal with the public health nurse and doctors with the help of an official interpreter if your own language skills are not good enough. The health care officials arrange for the interpreter.

Refugees and returnees first all are Paavola Health Centre's clients for about six months, after which they start to use the health care services of the area they live in.

Health Centres Terveysasemat

P.O. Box 116, 15101 Lahti
Tel. (03) 818 11

Patient Adviser
Tel. (03) 818 4571

Ahtiala Health Centre, postal codes 15300, 15320 and 15340

Alasenkatu 2

Information service tel. (03) 818 4343

Nurses tel. (03) 818 4345

Mukkula Health Centre

Paavola Health Centre, Kauppakatu 14, 3rd floor

Kivimaa district, postal codes 15200, 15230 and some parts with postal codes 15140 and 15210

Information service tel. (03) 818 4383

Nurses tel. (03) 818 4321

Mukkula district, postal code 15240 and some parts with postal code 15210

Information service tel. (03) 818 4341

Nurses tel. (03) 818 4320

Jalkaranta - Metsäkangas Health Centre

Paavola Health Centre, Kauppakatu 14, 4th floor

Jalkaranta district, postal codes 15900, 15950 and some parts with postal codes 15110 and 15140 up to Lahdenkatu and Niemenkatu

Information service tel. (03) 818 4441

Nurses tel. (03) 818 4421

Metsäkangas district, postal codes 15800, 15810 and the areas north of the railroad with postal codes 15820, 15830, 15840, 15850

Information service tel. (03) 818 4442

Nurses tel. (03) 818 4422

Central District Health Centre

Paavola Health Centre, Kauppakatu 14, 2nd floor

Harju / district 1

Information service tel. (03) 818 4241

Nurses tel. (03) 810 4215

Central Lahti / district 2

Information service tel. (03) 818 4242

Nurses tel. (03) 810 4232

Kiveriö / district 3

Information service tel. (03) 818 4243

Nurses tel. (03) 818 4244

Laune Health Centre

Launeenkatu 74

Postal codes 15610, 15680, 16999 and areas south of the railroad with postal codes 15150

Information service tel. (03) 818 4141

Nurses tel. (03) 818 4121

Postal code 15500

Information service tel. (03) 818 4142

Nurses tel. (03) 818 4122

Postal code 15520, areas south of the railroad with postal code 15100

Information service tel. (03) 818 4143

Nurses tel. (03) 818 4123

Postal code 15700, areas south of the railroad with postal code 15820

Information service tel. (03) 818 4144

Nurses tel. (03) 818 4120

Emergency Health Care
Äkilliset sairaustapaukset

Health Centre Emergency Ward

Tel. (03) 818 4200

Phone service

Tel. (03) 818 9120

Mon - Fri 7.30 a.m. - 9 p.m.

Sat 9.30 a.m. - 5 p.m.

Sun 1p.m. - 9p.m.

Local health centres close at 4 p.m. in Lahti, except on Fridays at 3p.m. After that outpatients go to the City Hospital. The emergency ward is open from 4 to 11 p.m. on weekdays and from 8 a.m. to 11 p.m on weekends and national holidays. After 11 p.m. patients go to Päijät-Häme Central Hospital.

Hospitals:**City Hospital**

Harjukatu 48, 15100 Lahti

Tel. (03) 81 811

Päijät-Häme Central Hospital

Keskussairaalankatu 7, 15850 Lahti

Tel. (03) 81 911

Emergency clinic tel. (03) 819 2385

Maternity ward tel. (03) 819 2357

General Emergency Number 112

Tell first what has happened and where.

Answer the questions put to you.

Act as instructed.

Finish the call only when told to do so.

The phone call is free of charge. In Finland an ambulance is called only in acute and serious cases. Generally a patient is expected to go to hospital by bus or in his/her own car. If you have to call a taxi, ask the driver for a fare receipt and a certificate from the hospital which states that the use of a taxi had been necessary.

You can later apply to Kela for reimbursement of the taxi fare. You need the receipt and the certificate to make the application.

**Children's Day Care
Lasten päivähöito****Day Care and Pre-School Services**

Vapaudenkatu 12

15140 Lahti

Day care inquiries tel. (03) 818 1054

The city offers day care in kindergartens and in private families.

Day care supports the development of the child. The child acquires new friends to play with and learns the Finnish language and way of life. A well-adopted mother tongue is the best basis in order to learn Finnish.

Municipal day care is not free of charge. The fee depends on the parents' income. The law requires that the municipality arranges day care for any child under the school age either in a day care centre or family care. Day care can be either full or part time care. If the day care of a child under 3 years of age is arranged elsewhere than in municipal day care, a child home care allowance or private day care allowance can be applied for at Kela.

Before going to school 6-year-olds usually attend pre-school education at a day care centre or school. At pre-school children get training in the basic knowledge and skills they need at school. Pre-school education lasts for at least four hours a day for a whole year. A day care

application can be submitted directly to the nearest day care centre. Refugees and returnees can also hand in their application at Immigrant Services.

Going to school Koulunkäynti

**School Education Centre
Vesijärvenkatu 11 A
P.O. Box 141, 15141 Lahti
Tel. (switchboard) (03) 81 412
Fax (03) 814 4000
Open 8 a.m. - 3 p.m.**

Education of immigrant children, Pasi Salmi, coordinator Tel. (03) 814 4030 or 050 387 8724 E-mail: firstname.surname@lahti.fi

Each child living in Finland has the right to study at comprehensive school free of charge. Children usually start comprehensive school at the beginning of the autumn term in the year that the child turns seven. At comprehensive school the pupils receive one free meal a day. Schools also offer extracurricular activities in the afternoons.

Comprehensive school lasts nine years in Finland. Kärpänen Comprehensive School offers a voluntary 10th grade, where it is possible to improve one's grades. After comprehensive school most pupils continue their studies at upper secondary school or a vocational institute. Boys and girls have equal opportunities to study.

All under 17-year-old immigrant children, whose Finnish is not adequate for studying in a group, are offered tuition at a preparatory class before they are integrated into Finnish classes. When a pupil changes over to a Finnish class, (s)he can receive tutoring. The pupil's mother tongue will also be taught. Pasi Salmi, the coordinator, is in charge of guiding the children to the preparatory classes and arranging tuition in their own mother tongue.

The school nurse and doctor follow the child's development. Dental care, vaccinations, eye-sight and hearing tests and matters related to upbringing are attended to through the school nurse.

Any questions you may have dealing with going to school, tuition, etc. can be addressed to Pasi Salmi, even if you have entered the country a long time ago.

Lahti Multicultural Centre Multi-Culti Lahden Monikulttuuriskeskus Multi-Culti

**Päijänteenkatu 1, 15140 Lahti
Tel. (03) 814 4634
Open Mon - Thu 9 a.m. - 5 p.m. and Fri 9 a.m. - 2 p.m.
At other times as per agreement
Email: multi-culti@lahti.fi
www.nuorilahti.net/multi-culti**

Multi-Culti is an operative unit of City Youth Department welcoming all the inhabitants of Lahti into its premises. Multi-Culti is an excellent place for interaction between different people. The function is based on volunteer work together with the assistance and support of a coordinator and an apprenticeship trainee.

Multi-Culti is a meeting place and activity centre for all immigrants and Finns. It aims at increasing tolerance and internationalisation in Lahti, promoting immigrants' social integration while preserving their own culture.

At Multi-Culti immigrants and Finns contribute to the creation of a multiethnic, socially equal and tolerant Lahti by working together.

Anyone interested in different cultures is welcome to join the activities. There are no age limits or other restrictions and the centre is politically and religiously uncommitted. Multi-Culti is open for new people and ideas, so you are welcome to join our international and friendly atmosphere in the heart of Lahti.

Multi-Culti offers:

- a coffee machine
- magazines, multilingual library with dictionaries
- brochures and information
- board games
- a tv, a vcr, a cd player, a piano
- a sewing and a seaming machine
- a play room for children

Activities provided by Multi-Culti volunteers:

- hobby and activity groups
- courses and lectures
- cultural evenings
- education in tolerance and multiculturalism
- events and excursions

Youth Services in Lahti

Youth work provided by the city of Lahti for 10–25-year-olds:

- guided activities on afternoons, evenings, weekends and holidays
- hobbies
- work and training for young people
- products made by the youth in various workshops
- answers to any questions you may have – even the difficult ones
- facilities and financial aid for the groups
- ground-breaking international and multicultural atmosphere
- events from Christmas parties to concerts
- co-operation with schools and nearby municipalities
- opportunities for the youth to get their voices heard
- room for ideas and projects suggested by the youth
- camping activities in the woods, on the beach, abroad
- adults who are always there
- drug-free and safe activities

Outlets:**Youth Service Office**

Sammonkatu 8 B

Tel. 814 4600

Mon - Fri 8 a.m.- 3 p.m.

- youth service administration
- information and advice
- training programs and work-related issues
- grants and subsidies
- sign-ups for camps and field trips

Youth Centre

Sammonkatu 8

Tel. 814 4614 and 814 4615

Mon - Tue 8 a.m. - 4 p.m.,

Wed - Fri 8 a.m.- 6 p.m.

On special events 8 a.m. - midnight

Saturdays and Sundays depending on reservations

- activities organised by youth organisations and groups
 - concerts, exhibitions, events for all ages
 - training space for bands, public performances
 - counselling for beginner-level groups and event planners
 - afternoon group for over 13-year-olds on Wednesdays
- Kasi-Hall, Fillari Café, smaller rooms for groups

Internet Cafè Hurina

Vapaudenkatu 12

Tel. 814 4624

Closed on Mondays, Saturdays and Sundays

Tue 2 - 7 p.m.

Wed 2 - 8 p.m.

Thu 2 - 7 p.m.

Fri 2 - 8 p.m.

- free of charge Internet Cafè for 14-year-olds and older
- computers
- board games, magazines
- theme weeks, events, training
- activity groups organised by the youth themselves

Naumi Campsite, Sysmä, Karilanmaa

Campsite reservations available from March to November

Reservations: youth services in Lahti, Sammonkatu 8 b: Campsite reservations for March-May period need to be booked with a written reservation by December 15th

June - August period by February 28th

September - November by May 31st

Afterwards, bookings can be made through the youth services office, tel. 814 4600

A campsite for summer use on the shore of Lake Päijänne:

- indoors fireplace, canteen, sauna building and outdoor sanitary facilities
- camping primarily in tents
- shallow sandy beach
- boats, jolly boats, canoes
- targeted for youth organisations or groups
- private, the site does not function as a public campsite

Lahti Youth Services in local youth clubs

Youth Services offers activities, hobbies, opportunities to make an impact, support and guidance for 4-6-graders (*nappulat*, the young ones) and for 7-graders and older (*isot*, the old ones) in youth clubs. You need a Euro<26 youth club card to be able to attend. The card costs 5 euros and can be purchased at any youth club. With one card you can take part in any youth club event even in the nearby municipalities.

Ahtiala Youth Club
 Arvonkatu 14, 15320 Lahti, tel. (03) 783 0036

Youth club personnel
 Saara Lappalainen, GSM 050 518 4491
 Mika Rokka, GSM 050 387 8791

Open

Tue	5 - 8 p.m.	Old ones (7th-graders and older)
Wed	4 - 7 p.m.	Young ones (4 th -6-graders)
Thu	5 - 8 p.m.	Old ones
Fri	4 - 5.30 p.m. 6 - 10 p.m.	Young ones, gym club Old ones

Helmi Space for Girls
 Harjukatu 26 B
 15110 Lahti
 Tel. (03) 814 4621

Youth club personnel
 Annina Kallioma, GSM 050 387 8790
 Sari Tuominiemi, GSM 050 387 8797

Various activity groups for girls over 12 years

Joutjärvi Youth Club
 Tenavankatu 19
 15170 Lahti
 Tel. (03) 814 4622

Youth club personnel
 Hanna Merivirta, GSM 050 518 4495
 Heli Väisänen, GSM 050 383 6454

Open

Tue	5 - 9 p.m.	Old ones
Wed	5 - 8 p.m.	Young ones
Thu	5 - 9 p.m.	Old ones
Fri	4 - 6 p.m.	Young ones

Disco

Fri	7 - 11 p.m.	Old ones
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Entrance fee 3,50 euros/2 euros with a youth club card, cloak room 0,50 euros

Kasakkamäki Youth Club

Matkamiehenkatu 36
15810 Lahti
Tel. (03) 753 6704

Youth club personnel
Anu Kärkkäinen, GSM 050 387 8799
Ulla-Riitta Moilanen, GSM 050 559 4125

Open

Mon	5 - 8 p.m.	Old ones
Tue	3 - 5 p.m.	Young ones, arts and crafts
Wed	3 - 6 p.m. 6 - 8 p.m.	Young ones, gym hall shift Old ones, gym hall shift
Fri	3 - 6 p.m. 6 - 10 p.m.	Young ones Old ones

Mukkula Youth Club

Huvikatu 4
15240 Lahti
Tel. (03) 730 5088

Youth club personnel

Tommi Aaltola, GSM 050 387 8796
Tatu Kettunen, GSM 050 383 6457

Open

Wed	5 - 7 p.m. 7 - 10 p.m.	Young ones Old ones
Thu	4 - 5 p.m. 5 - 6 p.m.	Young ones, gym hall shift in Mukkula elementary school Old ones, gym hall shift in Mukkula elementary school
Fri	6 - 8 p.m. 6 - 11 p.m.	Young ones Old ones (7th-graders until 10 p.m.)
Sun	6 - 10 p.m.	Old ones

Youth Club Profilli

Apilakatu 5
15610 Lahti

Tel. (03) 814 4625

Youth Club personnel

Tomi-Jukka Panttila, GSM 050 383 6451

Maarit Taipalinen, GSM 050 559 4120

Open

Tue	5 - 9 p.m.	Old ones
Wed	5 - 8 p.m.	Young ones
Thu	2 - 4.30 p.m.	Afternoon café for secondary schoolers
Fri	4 - 7 p.m. 7 - 10 p.m.	Young ones Old ones

Other services:

Multiservice Youth Centre Domino

Domino is a service centre for young people. It is located in Hämeenkatu 9. There you can find many different instances which deal with young people. In the same address can be found information service for young people, a youth worker, a specialised youth worker, a family worker, and a service station and a café by Mono. In Domino young people can find information about many aspects of their lives; for example, studying, getting a job, leisure, sexuality, relationships, different services the city has to offer, etc. There is also an internet connection. Domino stands for support, guidance and counselling – all confidential and free of charge. Domino is open Mon - Thu from 8 a.m. to 4 p.m.

Akseli, workshops for young people

Sammonkatu 8 c

Akseli is a workshop for young people aged 17-24, which gives work and training in five different groups: Liina&Ekoakseli (cloth&ecological axis), Teräsakseli (steel axis), Puuakseli (wooden axis), Lounasakseli (catering axis) and Media-akseli (media axis).

The most important interest groups of Akseli are:

The city of Lahti/workforce issues

Lahti employment office

State Provincial Office

Ministry of Education

Companies and businesses in Päijät-Häme region

Lahti City Library

Lahti City Library offers books, magazines, CD's, DVD's and music notes to be borrowed or used in the library. There is an information service at the library, which is there to help you find what you are looking for. In all libraries, there are also computers with which you can go through the library data base yourself or surf in the Internet and check your e-mail. For children, there are storytelling hours and puppet theatre shows. The books and other material can be borrowed and used in the library for free.

Within its means, the library also offers material for immigrants in their native language. Mainly Russian language literature is gathered to the library's collections. Other immigrant

languages can be found in the smaller movable collections from Foreign library. The books are mainly fiction for both children and grown-ups.

There are also some magazines in the main library that have been specially ordered for the immigrants. It is also possible to read magazines and other material in the Internet in one's own language. Finnish language can easily be studied with the aid of Finnish language books, CD-ROMs and dictionaries specially ordered for immigrants.

In addition to the main library, there are eight other smaller libraries around the city, as well as the library bus Wilhelmiina, and a bus for children, Samuli.

Contact information:

<http://kaupunginkirjasto.lahti.fi/index.htm>

Main library
Kirkkokatu 31
tel. 812 511

Ahtiala library
Purorinteenkatu 4
tel. 756 1224

Jalkaranta library
Sarvikuja 1
tel. 753 3544

Kiveriö library
Hirsimetsäntie 64
tel. 812 5401

Kärpänen library
Kasakkamäentie 16
tel. 812 5403

Laune library
Aurakatu 11
tel. 812 5404

Liipola library
Ostoskatu 3
tel. 812 5405

Mukkula library
Huvikatu 4 B
tel. 730 3529

Renkomäki library
Orimattilankatu 103
tel. 812 5406

Immigration Coordinator
Maahanmuuttajatyön koordinaattori

Kari Kuusinen
Immigration co-ordinator
GSM 050 383 6444
E-mail kari.kuusinen@lahti.fi
www.lahti.fi

Lahti City Office
Social and Health department
Special services of the Social department
Rauhankatu 2, 5th floor
P.O. Box 116, 15101 Lahti

Immigration coordinator is in charge of the whole scope of immigration coordination of Lahti city and is responsible for internal and external information dissemination of Lahti City immigrant work. The coordinator deals with all residents in Lahti with immigration issues.

Immigration coordinator:

- is partly in charge of the planning and implementation of Lahti City Immigrants' Integration Programme
- drafts annual follow-up reports of the Immigrants' Integration Programme together with a follow-up committee
- acts as the secretary of the committee
- stays in contact with similar organisations in charge of immigrant work from other municipalities and promotes regional co-operation
- is responsible for informing the network inside the immigration work and those outside of it, and also updating immigration statistics
- develops co-operation between authorities and non-governmental organisations
- contributes to the implementation of the Government Action Plan to Combat Ethnic Discrimination and Racism at local level.

TRACK for Immigrants Project
LATU maahanmuuttajille -projekti

Aleksanterinkatu 18 A, 5th floor
P.O. Box 116, 15101 Lahti
Tel. (03) 751 1260
www.lahti.fi



Anne Saloranta
Project Manager
GSM 050 539 1639

Tuula Virtanen
Project Assistant
GSM 050 539 1646

Svea Hietalahti
Project worker
GSM 050 539 1649

Shilan Galal
Project worker
GSM 050 539 1650

Email addresses of the form name.surname@lahti.fi

The TRACK Project is functioning from 1 October 2000 to 31 December 2006. The project is partly financed by European Social Fund and co-ordinated by Lahti City Social and Health Care Office.

The objectives of the project include improving immigrants' employment opportunities and quality of life. Immigrants in Lahti form the project target group.

For each person participating in the project an individual plan is drawn up, which includes e.g.:

- † Finnish language studies
- † rehabilitation
- † practical training and work experimentation
- † subsidised employment
- † training and other activation measures.

The project also has sub-projects. Project objectives include developing networking and association activities. The attendants can take part in different kinds of clubs, theme days, field trips and such.

How can one participate in the project?

If you are interested in the project, please contact the project workers directly. Immigrant Services, local social services centres, employment office and other partners can direct immigrants to the project.

3. OTHER LOCAL SERVICES

Lahti Parish Union Lahden seurakuntayhtymä

**Service Centre
Mariankatu 16, 15110 Lahti
Immigrant worker, Ulla Taipale
Tel. (03) 891 263 or GSM 044 719 1263
Office hours: Wed - Thu 9.00 - 12.00 a.m.**



**Information for returnees tel. (03) 891 301
Returnee worker, Katri Tatti
Tel. 044 719 1487
Office hours: Tue 9 - 12 a.m.**

Lahti Parish Union immigrant services support the integration of refugees, asylum seekers, returnees and other immigrants into a new life in Lahti. The principles of this work include respecting human rights, freedom of religion and difference.

Lahti Parish Union immigrant services support e.g. immigrants' voluntary group activities, arrange Finnish language courses and train voluntary tutors. A tutor can help you to integrate into Finnish society and Lahti. Your tutor will give you practical help in everyday situations.

Contact the parish if you e.g. want to know more about the activities of the church, become a member of the Evangelic-Lutheran Church, want a religious ceremony e.g. a church wedding, Christian burial, baptism or attend confirmation classes.

The parish service centre is open for immigrants on Wednesday and Thursday from 9.00 a.m. to 12.00 noon. If you need an interpreter, please make an appointment with the parish immigrant worker in advance.

You can also turn to the parish immigrant services if you have a difficult life situation, crisis or problems in the family.

TAKATASKU - multi-activity centre for changing life situations Muuttuvan elämän monitoimikeskus TAKATASKU

**Huovilankatu 4, 15100 Lahti
Tel. (03) 781 9919
Email: takatasku@gmail.com
www.phnet.fi/public/ttk**



The multi-activity centre TAKATASKU is a project coordinated by the city of Lahti and Lahti Parish Union.

TAKATASKU info and employment services provide information, advice and counselling on employment, practical training, work experimentation, places of study and volunteer work in a variety of fields.

At TAKATASKU's canteen on the 6th floor you may have an inexpensive lunch on weekdays from 11 a.m. to 2 p.m.

Study groups provide you an opportunity to acquire basic computer and manual skills as well as study languages and culture together with developing your communication and social skills. Theme days and event weeks introduce different themes and topics.

TAKATASKU publishes a weekly bulletin, which is available at the library, employment office or TAKATASKU.

Finnish Red Cross's Kotopolku Project Suomen Punaisen Ristin Kotopolku -projekti

Contact person:

Integration Adviser Ljudmila Musakka, tel. 040 821 3733

Finnish Red Cross, Lahti-Salpausselkä Branch, Vuorikatu 24, 15110 Lahti

Email address of the form name.surname@kotopolku.redcross.fi

Red Cross's Kotopolku Project:

Yliopistonkatu 58 B, 33100 Tampere

Integration Advisers: Angela Pohja, Hilma Bukareva and Paiman Karim

Project Manager: Johanna Matikainen

Finnish Red Cross's Kotopolku Project supports immigrants' integration, arranges events and group activities in co-operation with other local stakeholders. The project is nationwide. In Lahti, the basis has been to create various group activities (e.g. discussion group in Finnish language, cooking group, youth group). The integration leader is also involved in customer service and cooperates with schools.

Where can one learn Finnish in Lahti?

Missä voi opiskella suomen kieltä?

For an immigrant learning Finnish is a key to Finnish society and working life.

1. Unemployed job seekers can apply for labour market Finnish language courses through the employment office. For the illiterate Finnish language studies are arranged in a group of their own.

2. The following organisations offer Finnish language courses:

Koulutuskeskus Salpaus (Salpaus Further Education)

Svinhufvudinkatu 13, 15110 Lahti

Tel. (03) 828 3701

Education secretary tel. (03) 828 3715

Fax (03) 828 3710

www.salpaus.fi/kvopinnot

Salpaus Further education provides Finnish language courses in the language and culture unit. In addition to other courses, there are different level courses (1-3) which you can take while completing your integration training. Different training periods include study counselling and further education planning which offer a flexible way to enter the working life. If you want to improve your Finnish, you can apply for evening courses of Finnish, in case you want to pass the The Finnish National Foreign Language Certificate (FNFLC).

KSL

Lahten seudun opintojärjestö (Lahti Region Study Association)

Tietotupa – Adult Education Institution

Hämeenkatu 15, 15110 Lahti

Tel. (03) 589 7521

Regional Director: Seppo Huttunen

Email addresses of the form name.surname@lahdentietotupa.fi

www.lahdentietotupa.fi

We offer the possibility to learn Finnish and computer skills independently, that is, by creating a group of your own. For a small fee we provide the facilities and tuition. Tuition and materials exist in Russian and Arabic as well.

Lahten työväenopisto (Lahti Adult Institute)

Kirkkokatu 16, 15140 Lahti

Tel. (03) 814 4734, (03) 814 4736

During tuition weeks Mon - Thu 8 a.m. - 7 p.m. Fri 8 a.m. - 6 p.m.

Other times 8 a.m. - 3.45 p.m.

Homepage: www.lahti.fi/tyovaenopisto

Finnish language courses (beginner, basic/advanced level) for foreigners starting from autumn semester or spring semester. No tuition during summer.

Lahden kansanopisto (Lahti Folk High School)

Harjukatu 46, 15100 Lahti

Tel. (03) 878 10

Fax (03) 878 1234

www.lahdenkansanopisto.fi

Lahti Folk High School Finnish language and culture program:

The main goal of this program is to provide the student with proficiency for further education and adequate skills of Finnish language so that (s)he can succeed in secondary level studies. During his/her studies, the student will adopt everyday skills and abilities and learns how to survive in Finnish society.

This program is suitable for a young immigrant who has received a basic education in his/her home country, but is lacking vocational training and further education qualifications in Finland. In order to be accepted to the program, the student must be able to read and write and be familiar with Western writing system.

Joining the program means full-time studying, approximately 30 hours a week. Subjects include, for example, Finnish language and culture, history, environmental studies, mathematics, education and working life studies, computer studies, physical education, home economics and handicrafts. There are two groups in the Finnish language course, 0-1 and 2-3, beginner level and advanced level. During the program, it is also possible to attend comprehensive school tuition and complete either the whole syllabus or some parts of it.

Students are entitled to meals and tuition that are free of charge. There are also shared flats to let in the student dormitory. Students are entitled to financial aid, which is in concordance with the integration plan. The integration plan must be drawn up in the employment office prior to the beginning of the studies.

The program starts in August and applications must be submitted by the end of July. Application forms are available on our website where they can be printed out.

Additional information about the studies: maria.suoraniemi@lahdenkansanopisto.fi

3. Lahti also has Finnish language clubs, which you can ask about at Immigrant Services, Employment Office, Lahti Parish Union and Multi-Culti.

Housing Asuminen

Renting accommodation

Immigrants must find accommodation themselves. Social Services and the Social Insurance Institution (Kela) have norms according to which they pay a housing allowance and living allowance. You should inquire in advance what size and price of an apartment you may rent if you need your living expenses subsidised. We have listed organisations through which you can rent an apartment in Lahti here below:

Lahden Talot Oy

Mariankatu 19, 15110 Lahti

Open Mon - Fri 9 a.m. - 4 p.m.
Tel. (03) 814 14
Fax (03) 814 2722
www.lahdentalot.fi

VVO-kotikeskus

Aleksanterinkatu 7, 15110 Lahti
Open Mon - Fri 8.30 a.m. - 3.30 p.m.
Call time 8.30 a.m. - 1 p.m.
Tel. 020 508 4300
Fax 020 508 4319
www.vvo.fi

Sato-Asuntopalvelu

SKV

Aleksanterinkatu 11
15110 Lahti
Tel. 787 7783
www.sato.fi

You can also rent an apartment directly from a private landlord or through a rental agency.

Moving Checklist

1. Electricity

Lahti Energia
Kauppakatu 31
P.O. Box 93, 15141 Lahti
Tel. (switchboard) (03) 82 300
Contracts and notices of moving: customer service tel. (03) 823 2017

Sign an electricity contract for the new address. In Lahti you can sign a contract with different energy suppliers depending on the housing association your house belongs to. Most people sign a contract with Lahti Energia.

2. Post Office

Inform the post office in advance of your new address in order that your mail will not be lost.

3. Notice of moving in

Hand in your notice of moving in to the janitor or person in charge of your apartment. The notice should be made not later than a week from the date of moving in, only after that your and your family's name will be put on the door.

4. Home and other insurances

For your own legal protection it is recommended that you take out a home insurance.

5. TV licence

In Finland you need a licence to watch television. Licence applications are available at the post office. One licence per household is enough. In Finland inspectors visit apartment buildings and private houses to check if the licence has been obtained. According to the law the inspector has the right to impose a fine for watching TV without a licence and even confiscate the receiver if you have not bought a licence.

6. Satellite antenna

You need a permission from the housing association for a satellite antenna. You can install one on your own balcony with the housing association's consent. Please do not install a satellite antenna without permission.

7. Paying the rent

It is recommended that the housing allowance received from Kela is paid directly into the landlord's account. It is also recommended that you use direct debiting to pay your own part of the rent into the landlord's account.

8. Moving out

Give notice of the termination of your rental agreement in time. It must be made in writing. Normally you must give one month's notice. Do an official notice of moving at the register office and a change-of-address notice at the post office. Clean the apartment before moving out. Leave the keys at the place agreed. If any keys are missing, the lock may be changed and you will have to cover the costs.

4. ASSOCIATION ACTIVITIES IN LAHTI

Lahden Inkerinsuomalaiset r. y.

Contact person Olga Ivanova
GSM 040 547 6567

The association was registered in 1999 and it arranges different events, e.g. theme evenings and trips to different parts of Finland.

Lahden venäjänkielen tuki ry **Lahti Russian Language Support**

Contact person Silja Lappalainen
Aunenkatu 2 a 2
15150 Lahti
Tel. (03) 734 6601 or 874 7830

Lahti Russian Language Support concentrates on making the Russian language and culture more widely known. The association works in co-operation with immigrants, schools, Russian language students and their families. The association co-operates closely with the Lahti branch of the Finnish–Russian Society.

The association works together with other stakeholders that promote and support Russian language studies among Finns and the integration of immigrants. For information on the activities arranged by the association please contact the office directly.

Päijät-Hämeen Tuglas-Seura ry
Päijät-Häme Tuglas Association

Contact person:
Leili Kujanpää, chairperson
(03) 751 2498

Tuglas Association was founded by the Finns interested in the Estonian language and culture. The Päijät-Häme branch was founded in 1998. The association arranges get-togethers as well as trips in Finland and Estonia together with various theme days.

Mamuset Martat ry
Mamuset Martat Association

Contact persons:
Katja Virén, chairperson
Tel. (03) 818 3272, GSM 050 383 6434
Camka Tahic, secretary
GSM 040 530 7314

Mamuset Martat is an open multicultural association for all Finnish and immigrant women. It was founded and registered in the autumn of 2003. The board of the association consists of both Finnish and immigrant women. Every first Monday of the month we organise a special theme evening. Exercise evenings are organised monthly.

5. AUTHORITIES AND OTHER STAKEHOLDERS IN CHARGE OF IMMIGRANT AFFAIRS IN FINLAND

Ombudsman for Minorities **Vähemmistövaltuutettu**

The office of Ombudsman for Minorities
Mikonkatu 4, 5th floor, Helsinki
P.O. Box 34, 00023 Finnish Government
Customer service tel. 010 60 47048 (Mon - Fri 9 a.m. - 3 p.m.)
www.vahemmistovaltuutettu.fi

Ombudsman for Minorities is an authority with the basic task of advancing the status and legal protection of ethnic minorities and foreigners as well as equality and non-discrimination and good ethnic relations in Finland.

Tasks of the Ombudsman for Minorities include:

- supervise compliance with the legal prohibition of ethnic discrimination
- promote good ethnic relations
- advance the status and legal protection of ethnic minorities and foreigners in society
- monitor the realisation of equality
- provide information and reports

Together with other authorities, the ombudsman supervises that everyone is treated equally regardless of his/her ethnic background.

The primary means used by the Ombudsman include recommendations, instructions and advice. The Ombudsman can also take initiatives related to the status of different ethnic groups or foreigners or social injustice. The Ombudsman enjoys an extensive right to access information.

Whenever necessary – although very exceptionally – the Ombudsman may also provide more extensive assistance to a person subjected to ethnic discrimination if the case is of great consequence. In most cases, however, legal assistance is only provided in the form of legal advice.

Ombudsman for Minorities is an independent official. Administratively, the Office of the Ombudsman for Minorities works in connection with the Ministry of Labour. The Office employs five senior officers, a designer and a secretary.

Act on the Ombudsman for Minorities (660/2001)
Decree on the Ombudsman for Minorities (687/2001)
Non-Discrimination Act (21/2004)

Directorate of Immigration Ulkomalalaisvirasto

Panimokatu 2 A, 00580 Helsinki
Customer service
Lautatarhankatu 10, 00580 Helsinki
Postal address
P.O. Box 18, 00581 Helsinki
Tel. (09) 476 5500
Fax (09) 4765 5858
www.uvi.fi



Customer service in Helsinki is open for visitors Mon - Fri 9 a.m. - 3 p.m.

Documents are accepted from 8.00 a.m. to 4.15 p.m.

Note! Applications are to be left at the Finnish embassy abroad, or to the police in Finland. The directorate of immigration does not take in applications.

Telephone inquiries Tue - Thu
Immigration affairs 10 - 11 a.m.
Refugee and asylum affairs 2 - 3 p.m.
Naturalisation affairs 2 - 3 p.m.

General information is given on the phone weekdays from 8 a.m. to 4.15 p.m. Tel. 03 0044300 (charge 0,08 euros/minute + local call charge)

The functions of the Directorate of Immigration are as follows:

† to process and resolve immigration, residence and refugee matters

- † to process and resolve matters related to Finnish citizenship
- † to provide information services for the authorities and international organisations
- † maintain a register of aliens.

What is the register of aliens?

It is a personal register that comprises five components. These contain information on decisions relating to immigration, residence and work permits in Finland, removal from Finland and citizenship. In addition to the Directorate of Immigration also the police, the Frontier Guard, the Customs and the Ministry of Foreign Affairs enter data into the register.

Finnish Red Cross Suomen Punainen Risti

Tehtaankatu 1 A
P.O. Box 168, 00140 Helsinki
Switchboard Tel. (09) 12 931
Fax (09) 129 3321
www.redcross.fi



One can turn to the Finnish Red Cross when one wants to find one's lost family member. The search is started by contacting the Finnish Red Cross central office. The organisation also advises asylum seekers and refugees and monitors the realisation of their rights.

The Red Cross also supports and facilitates the reunification of family members who were separated from each other. It takes care of travel arrangements related to the reunification of family members and other practical matters. The organisation helps refugees and other immigrants to integrate into Finland. The Red Cross e.g. trains volunteer tutors for them, arranges multicultural camps, courses and other events as well as contributes to the activities of international meeting places set up in some municipalities.

Kontti is a recycling supermarket run by the Finnish Red Cross. Lahti's Kontti is located in Rauhankatu 10, 15140 Lahti, tel. (03) 878970. These second hand shops sell clothes and assorted paraphernalia donated by the general public. They also work as practical training posts for immigrants and Finns.

Refugee Advice Centre Pakolaisneuvonta ry

Helsinki office

Mannerheimintie 40 D 79, 00100 Helsinki
 Tel. (09) 251 9000
 Fax (09) 251 90020
 Email: pan@pakolaisneuvonta.fi
 www.pakolaisneuvonta.fi

Kouvola office

Kauppamiehenkatu 1 A 6, 45100 Kouvola
 Tel. (05) 4205 7777
 Fax (05) 371 3115
 Email: pan.kouvola@pakolaisneuvonta.fi

The lawyers and legal advisers of Refugee Advice Centre provide free help and advice to asylum seekers, refugees and other foreigners. The Refugee Advice Centre first of all helps in matters related to seeking asylum, but advice can also be asked in questions concerning the position of a foreigner.

Make an appointment in advance. Advice is also given on the phone. The Refugee Advice Centre has several offices in different parts of the country. The central office is in Helsinki and the one nearest to Lahti is located in Kouvola.

Finnish League for Human Rights Ihmisoikeusliitto

Döbelninkatu 2, 8th floor, 00260 Helsinki

Tel. (09) 4155 2500

Fax (09) 4155 2520

Information tel. (09) 4155 2552

Thu 3 - 5 p.m.

Email: info@ihmisoikeusliitto.fi

www.ihmisoikeusliitto.fi

Finnish League for Human Rights is a religiously and politically uncommitted, general non-governmental organisation for human rights. It continues the work of the Finnish League for Human Rights founded in 1935, the human rights conventions of the United Nations and the European Commission treaty of human rights as the ideological foundations for its activities.

Human rights belong to everyone but not everyone necessarily knows his/her rights or how to claim them. The Finnish League for Human Rights aims at making human rights known and objecting to their infringement. The objectives of the Finnish League for Human Rights also include opposing racism and discrimination in all its forms.

The Finnish League for Human Rights also arranges discussions and training as well as gives legal counselling and advice to those in need of it.

Centre for Torture Survivors Kidutettujen kuntoutuskeskus

Mäkelänkatu 58- 60, 4th floor

00510 Helsinki

Tel (switchboard) (09) 7750 4584

Fax (09) 7750 4502

Email: kitu@hdl.fi

www.hdl.fi

Centre for Torture Survivors has been functioning at Helsinki Deaconess Institute since 1993. The centre has established its position as part of Helsinki Deaconess Institute drug abuse and mental health services, it operates as an independent psychiatric special nursing unit and is the only one of its kind in Finland. The activities are based on the international agreements Finland has signed on the treatment of refugees and asylum seekers.

The Centre for Torture Survivors provides mental health services for immigrants. It is a national service unit whose task is to assess, treat and rehabilitate refugees and asylum seekers who have been tortured in their home country, as well as their family members.

The unit is an out-patient unit. The patients are sent to the unit by public health nurses, doctors and social workers of the reception centres or by municipal refugee and health care authorities. In order to avoid any problems, we ask you to enclose the details of the person in charge of the interpreter service in the assessment.

Our needs assessment is available at: www.hdl.fi/maahanmuuttajat/kidutettujen_kunt2.htm

To be admitted to the treatment one must have undergone torture or had a similar traumatising experience. Experienced interpreters are used at the consultations. During assessment calls and long-term treatment the personnel try to use the same interpreter for each patient.

**SOS-Centre/Foreign department
SOS-keskus/Ulkomaalaisyksikkö**

**Maistraatinportti 4 A, 4th floor
00240 Helsinki
Tel. (09) 4135 0501, 9 a.m. - 3 p.m.
Fax (09) 4135 0570
E-mail: sos-keskus@mielenterveysseura.fi**

The task of the Crisis Prevention Centre is to promote immigrants' psychic well-being and integration into Finnish society. The centre supports municipalities' readiness to serve foreigners in mental health matters and diversify public services.

At the crisis prevention centre clients can explain their life situations in their own language with the help of an interpreter or in a language common to the client and the official. The objective is to provide help as soon and flexibly as possible. The service is free of charge. An appointment should be made in advance.

ACT ON THE INTEGRATION OF IMMIGRANTS AND RECEPTION OF ASYLUM SEEKERS

Act 493/1999 and Decree 511/1999 (can be found on the Ministry of Labour website www.mol.fi).

Integration is stipulated in the so called Integration Act, which came into force on 1 May 1999. Its objective is to promote immigrants' integration, equality and freedom of choice through measures that support the acquisition of the essential knowledge and skills needed in society.

Integration is taken to mean that **the immigrant** acquires such knowledge and skills that will help him/her to manage in Finland and be active in working life and social activities as an equal member of society. This presupposes first of all Finnish language skills, knowledge of the Finnish society as well as such professional skills that will enable the immigrant to provide for him/herself and the family. One's own language and culture, earlier studies and work experience are significant capital which should be found use for in the new home country, too.

Integration support activities are directed to persons who have moved to Finland permanently and have a domicile in Finland and whose livelihood is guaranteed by society.

An integration plan is drawn up for an immigrant who registers as an unemployed job seeker or who applies for living allowance. Such a plan is made for an unemployed job seeker at the employment office together with an employment officer, social worker and the immigrant him/herself.

A plan must be made at the latest when the customer has received unemployment or living allowance for five months. An immigrant has the right to an integration plan for a maximum of three years from the date (s)he was first entered into the home municipality population register. It is drawn up for a maximum of twelve months at a time.

For over 65-year-olds, house wives and the disabled the plan is drawn up at the social office. The plan is personal but children can be entered into their parents' plans.

The plan is an agreement on the measures that support the immigrant and his family in their efforts to acquire the knowledge and skills needed in order to cope in society and working life. The measures can include e.g. Finnish language studies and acquiring knowledge of Finnish culture.

The immigrants income is ensured for the duration of the integration plan with integration allowance. Observing the integration plan is a prerequisite for receiving the integration allowance.

Integration means all the measures taken by the **authorities** to promote an immigrant's integration into the Finnish society. According to the Integration Act the task of the municipality is to draw up an integration programme, which sets clear objectives, measures and resources to integrate immigrants in the municipality concerned. The municipality draws up the programme in co-operation with employment and other authorities, as well as the Social Insurance Institution.

When drawing up and implementing the programme, the parties to be heard include immigrants, civic organisations, representatives of working life and when possible, other local stakeholders such as religious communities.

The Immigrants' Integration Programme of the City of Lahti was completed on December 13, 1999. The Follow-up Report on the Integration Programme was completed in February 2002.