



Iisalmi

IISALMI GUIDE for immigrants





This guidebook is targeted at immigrants living in Iisalmi.

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

The guidebook also contains contact information for different authorities and officials.

The guidebook is published in Finnish, Russian and English. The guidebook for immigrants in Mikkeli, created by the employees of the South Savo Vocational College's project Pointti – Maahanmuuttajat työvoimaksi Etelä-Savossa, was used as a basis for creating this guidebook.

Immigrant advisor works in 7 municipalities: Iisalmi, Keitele, Kiuruvesi, Lapinlahti, Pielavesi, Sonkajärvi and Vieremä. Immigrant advisor is improving and developing the services of different municipalities targeted at immigrants. One aim is to offer and develop multilingual counselling and information services for immigrants in Upper Savo. Multilingual counselling and information services are available in Iisalmi and, in other municipalities, e.g. via telephone or e-mail. Immigrant advisor also offers help and support for employees of municipalities, e.g. by creating networks of people working with immigration matters, by producing and handing out materials that can be utilized in multicultural work, and by organising education.

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Kuva: Iisalmien kaupunki

1. Welcome to Iisalmi!

Iisalmi is located in Upper Savo. Iisalmi is surrounded by lakes and it has 22,000 inhabitants. The number of immigrants in Iisalmi is around 300. In Iisalmi, people live safely and close to the nature. Iisalmi is easy to get to from all directions by different means of transport. Iisalmi also has versatile cultural and other services. You can find more information on Iisalmi and its services on the town's web pages at www.iisalmi.fi in Finnish and in English.



Information about travelling can be found in Russian at www.iisalmi.ru. Information in Finnish and in English is available at the Tourist Information Office (*Minun Iisalmeni*) in the Market Hall (*kauppahalli*, Kauppakatu 14), which is located in the Market Place in the city centre.

Immigrant advisor offers information to people who have recently moved to Finland about everyday matters such as where and how to find information on living, day care, school, permits etc. The service is available in Upper Savo in Finnish, Russian, Estonian and English, and it is free of charge. The Immigrant advisor work mainly in Iisalmi (Kauppakatu 24, 74100 Iisalmi), but also in other municipalities.



Immigrant advisor

Kaja Rahkema (Finnish, Estonian, English, Russian)
Kauppakatu 24, 74100 Iisalmi
Email: firstname.lastname@iisalmi.fi
maahanmuuttoneuvonta@iisalmi.fi
Tel. 040 674 0179

www.iisalmi.fi/maahanmuuttoneuvonta

 www.facebook.com/maahanmuuttoneuvontaiisalmi

Refugee Work

Iisalmi City Administrative and Economic Development

Director of External Relations
Tel. 017 272 2215 or 0400 596 215

New Home project

Refugee Work Coordinator
Tel. 040 661 9448

Refugee Instructor

Tel. 040 653 0021
www.iisalmi.fi/pakolaisasiat

Important information about living in Finland can also be found at www.infopankki.fi. **Infopankki** or *Info Bank* contains information in 15 languages: Finnish, Swedish, English, Estonian, French, Russian, Somali, Serbo-Croat, Turkish, Spanish, Albanian, Arabic, Persian, Chinese and Kurdish. The links on Infopankki offer information on the services of different officials and authorities, as well as associations. Infopankki can be utilized by both immigrants and people working with them. The English language Infopankki web pages can be found at www.infopankki.fi/en-GB/home



A warm welcome
to the heart of
Upper Savo!

2. Moving to Iisalmi



2.1 REGISTRATION AT THE REGISTER OFFICE

When you move to Iisalmi, it is important to register at the Register Office (*maistraatti*) and submit a notification for the change of your address.

Register in the Finnish Population Information System at the local Register Office (*Poliisitalo*, Virrankatu 2). Fill in and sign the **Registration of Foreigners** form (*ulkomaalaisen rekisteröinti-ilmoitus*) and submit the **Change of Address Notification** (*muuttoilmoitus*).

After registration, you will be issued a **personal identity number** (*henkilötunnus*), which will be mailed to you. Personal identity number is important in Finland. You need it, e.g. at the health centre, Social Insurance Institution (*Kansaneläkelaitos*, *KELA*), bank, and for the payment of your salary to ensure that the salary is paid to the right person.

Bring the following documents with you to the Register Office:

1. Passport
2. Residence permit (if you come outside the EU/EEA area)
3. Other relevant documents and their official translations (the Apostille Certificate, apostille-todistus). For example, if you are married, you need to bring your marriage certificate. If you have children, you need to bring their birth certificates.

Iisalmen Maistraatti

(Iisalmi Register Office)

Virrankatu 2, 74100 Iisalmi

Tel. 071 875 0211

www.maistraatti.fi



2.2 PERMITS

If a foreigner wishes to stay in Finland for more than 3 months, s/he needs a residence permit (*oleskelulupa*). Nordic Nationals, European Union (EU) nationals and nationals of Iceland, Liechtenstein, Norway and Switzerland do not need a residence permit.

EU nationals or EEA nationals may reside, work and practise a profession or study in Finland for 3 months without having to register their right of residency (*oleskeluoikeus*). The right of residency must be registered after 3 months at the police station.

The Police Licence Services (*Poliisin lupapalvelut*, Kuopion pääpoliisiasema, Suokatu 44 B, Kuopio) take care of matters related to permits and licences. At the police station, you can also find out whether your driving licence (*ajokortti*) is valid in Finland.

You can find more information on residence permits in different languages at www.migri.fi, and on the web pages of the Finnish police at www.poliisi.fi in Finnish and in English.



Kuopion pääpoliisiasema

(Kuopio Main Police Station)

Poliisin lupapalvelut

(Police Licence Services)

Suokatu 44 B, P.O.Box 217

70101 Kuopio

Tel. 071 875 6598

www.poliisi.fi/poliisi/

pohjois-savo/home.nsf

Iisalmen poliisiasema

(Iisalmi Police Station)

Poliisin lupapalvelut

(Police Licence Services)

Virrankatu 2, P.O. Box 104

74101 Iisalmi

POLIISI

2.3 KELA

The Social Insurance Institution (*Kansaneläkelaitos, KELA*) handles social security matters in Finland. The social security system in Finland is based on residence in the country. Apart from some exceptions, people with permanent residence in Finland are entitled to the social security benefits by Kela.

Once you have been issued a personal identity number, visit the Social Insurance Institution office (*KELA, Päiviönkatu 14*) to find out whether you are entitled to the Finnish social security.

If you are entitled to the Finnish social security, KELA will send you your sickness insurance card, i.e. **KELA card** (*sairausvakuutuskortti* or *KELA-kortti*), by mail. The card is provided free of charge for everyone residing permanently in Finland. You will need your KELA card, e.g. at the health centre, hospital, pharmacy and when visiting a doctor or a dentist.



You will find more information on Kela's services at www.kela.fi > Moving to or from Finland in English. Information is also available in Finnish and in Swedish.



In other languages www.kela.fi > Other languages



Kansaneläkelaitos Kela
(*Social Insurance Institution*)
Päiviönkatu 14, 74100 Iisalmi
www.kela.fi



2.4 BANK ACCOUNT

In Finland, almost all payment transactions are managed through a bank. Therefore, you will need to have a bank account in Finland. A cash machine card/ATM card (*pankkiautomaattikortti*) can be added to your bank account which will enable you to draw money from a cash machine/ATM and pay your bills. According to the Finnish law, banks must be able to identify their customers. You can prove your identity with a valid passport or a permanent or temporary Finnish ID card (*henkilökortti*) issued by the Finnish police. Spouses can have a joint bank account. The holder of the bank account can also grant another individual permission to use the account with the account holder's written consent.

The bank will need the following information for opening a bank account:

- name of the person opening the bank account and/or bank account holder
- personal identification documents (passport or identity card)
- personal identity number
- address and domicile in Finland

Banks in Iisalmi: Säästöpankki Optia

Savonkatu 15
Tel. 029 041 2500

Danske Bank
Satamakatu 10
Tel. 010 546 0250

Osuuspankki Iisalmi
Savonkatu 17
Tel. 010 257 1202

Nordea, Iisalmi
Kauppakatu 13
Tel. 020 03000



3. Living and housing

3.1 CHANGE OF ADDRESS NOTIFICATION

If you move from one place to another, you must submit a Change of Address Notification (*muutto-ilmoitus*) to the post (*the Post Office, Satamakatu 10*) or at www.muuttoilmoitus.fi. This way you can ensure that your mail continues to find you.

Posti

(Post Office)
Satamakatu 10
74100 Iisalmi
www.posti.fi



Maistraatti

(Register Office)
Virrankatu 2
74100 Iisalmi
www.maistraatti.fi



In Finland, people generally live in rented or owned houses. Homes for rent or sale can be found on the housing offices' web pages and through advertisements in local newspapers or estate agents' listings.

You can find more information about living and housing in Iisalmi on the web pages of Iisalmi at www.iisalmi.fi > **Palvelut** > **Asuminen** in Finnish and at www.iisalmi.fi > **in English** > **Living** in English.



3.2 RENTED HOUSING

You can rent homes from the town, from estate agents and from private individuals. When you rent a home, always make a written tenancy agreement

(*vuokrasopimus*). Tenancy agreement can be made for a fixed period (i.e. *määräaikainen sopimus*) or for the time being (i.e. *toistaiseksi voimassa oleva sopimus*). The amount of rent payable and the date on which it should be paid are stated in the tenancy agreement.

Your landlord/lady may also require you to pay a deposit for the apartment, which will be returned to your account when you move out, in case you have taken a proper care of the apartment and paid your rent on time.

Iisalmi has many options for renting a home. The agent for the Town of Iisalmi rented housing is:

Kiinteistö Oy Petterinkulma

Kirkonsalmentie 12, 74120 Iisalmi
Tel. 0207 439 125
www.petterinkulma.fi

- You can also apply for an apartment by Petterinkulma on the Internet at www.petterinkulma.fi > **Asumnon hakeminen**. The web page is in Finnish. 
- On the Petterinkulma web pages, you will also find a Resident's guide video in Finnish at www.petterinkulma.fi > **Asukasopas**, and in English at www.petterinkulma.fi > **Resident's guide**. 

WVO Vuokra-asunnot

Majalahdenkatu 25, 70100 Kuopio
Tel. 020 508 4700
www.wvo.fi > Hae vuokra-asuntoa

Remember to submit the change of address notification every time you move!

3.3 PRIVATELY OWNED HOUSING

Iisalmi has many estate agents (*kiinteistövälittäjä* or *asunnonvälittäjä*) that can help you find the right apartment if you are looking to buy one.

If you want to build a house, you can rent or buy land from the Town of Iisalmi or from private individuals. You will get more information about building a house from the Technical Services (*Tekninen virasto*) of the Town of Iisalmi.

Tekninen virasto

(*Technical Services*)

Pohjolankatu 14, 74101 Iisalmi

Phone exchange: 017 272 31

Open: Mon - Fri at 8.00 - 15.30

Estate agents

Huoneistokeskus

Jofogo Oy

Kauppakatu 13

74100 Iisalmi

Tel. 017 823 481

Kiinteistömaailma

Satamakatu 10

74100 Iisalmi

Tel. 017 279 8932

Kiinteistönvälitys Kortelainen Oy

Savonkatu 15,

74100 Iisalmi

Tel. 017 812 344

Ylä-Savon OP- Kiinteistökeskus Oy

Savonkatu 17

74100 Iisalmi

Tel. 010 257 1207

SKV Kiinteistönvälitys

Riistakatu 11

74100 Iisalmi

Tel. 010 228 4944

3.4 IMPORTANT INFORMATION ABOUT HOUSING

The mover's list below has important information about things which you need to take care of when you move to a new apartment.

- You can get an **electricity supply contract** (*sähkö sopimus*) by calling a power company and giving them your name and new address. You will find the contact information for power companies in Iisalmi from below.
- Residents have the responsibility to buy and change **light bulbs and fuses**.
- **The tenancy agreement** will state whether water bills (*vesilasku*) are included in the rent or whether they are payable separately each month.
- By Finnish law, every home must have a **fire alarm** (*palohälytín*). The resident must make sure that the alarm works and batteries are changed approximately once a year. If the fire alarm is out of order, home insurance does not cover a fire.
- **Home insurance** (*kotivakuutus*) is provided by insurance companies. Insurance companies will help you to choose the kind of insurance that best meets your needs. Make sure that you know exactly what is covered by the home insurance.
- Taking care of **the household appliances (e.g. refrigerator, freezer, cooker, cooker hood and washing machine)** is the responsibility of residents.
- If you want to put up a **satellite antenna**, you will need permission from your real estate manager (*isännöitsijä*).
- **Balconies** are for the residents' recreational purposes only. Cooking or storing food on the balcony is forbidden.
- **Household waste** is delivered in closed-up bin liners into containers reserved for them.
 - ~ **Toxic materials, electric waste and electronics** are problem waste. It cannot be disposed of in the waste containers of the real estate.
 - ~ **Organic waste bin** (*biojäteastia*), which is brown or green, is for food waste. Plastic or other waste cannot be disposed of in it.
 - ~ Deliver only **newspapers and paper ads** into the paper container, not plastic or other waste.

~ If **household waste** is left outside, it will attract birds and other animals that spread diseases. Therefore, household waste is always disposed of in the containers reserved for them.

Communal areas for residents:

- When you sign an agreement with your real estate manager on the use of sauna, you will have the right to use it at a certain date and time (a so-called *saunavuoro*), and you will get a key for the sauna.
- You must make a reservation to use the laundry room.
- The storage facilities are reserved for belongings which are not needed daily.
- Cars must be parked in allocated areas only. You can sign an agreement on a parking place with your real estate manager.

You will find the **Kodin turvaopas**, a household safety guidebook, on the web pages of the **Rescue Department of the Ministry of the Interior** (*Sisäasiainministeriön pelastusosasto*) at <http://turvaopas.pelastustoimi.fi/index.html>.



The guidebook contains information about, e.g. fire safety and the prevention of accidents. The guidebook is available only in Finnish.

Each estate or building usually has a house committee (*talotoimikunta*) which is connected to the board of the housing association (*taloyhtiön hallitus*). The house committee is a channel for communicating the residents' opinions and wishes. All residents should participate in the house committee meetings. Members of the committee are elected in the meetings and that way they have a say in matters concerning their own building. It is also possible to contact the house committee if housing-related problems occur.

You can familiarize yourself with materials related to housing (instructions on waste disposal and recycling, invitations for residents' meetings and neighbourhood gatherings, instructions on cleaning, comics about using the laundry room and sauna) produced by the the Kotilo project in different languages at www.pakolaisapu.fi > **Suomen pakolaisapu > Pakolaisapu Suomessa > Kotilo > Materiaalipankki.**

In addition to rent, tenants must pay water and electricity bills (*vesi- ja sähkölasku*). Check whether the water bill is included in the rent. You must always make an electricity supply contract (*sähkö sopimus*) for your apartment. You can request tenders from different power companies and choose the one that suits you the best. In Iisalmi, you can make the electricity supply contract with, e.g. Savon Voima.

Savon Voima

Customer Service
Tel. 0800 301 40
www.savonvoima.fi



4. Transport in Iisalmi

4.1 LOCAL PUBLIC TRANSPORT

Iisalmi has three local buss routes. You can find the timetables in Finnish at www.kuopionliikenne.fi > **Aikataulut > Paikallisiikenne > Iisalmi**



The local buss route guide is available at the same address in Finnish.

4.2 LONG-DISTANCE TRAVEL

You can get information on the routes and timetables for local and long-distance buses from the buss station (*linja-autoasema*, Kauppakatu 18, 74100 Iisalmi). You can also buy your ticket there.

More information on long-distance bus transport and timetables can be found at www.matkahuolto.fi in Finnish, Swedish and English.



Iisalmi also has a **railway station** (*juna-asema*). Information on the train time tables is available at the railway station (Savonkatu 38, 74100 Iisalmi) and at www.vr.fi in Finnish, Swedish, English and Russian. You can purchase train tickets from the railway station and online.



The nearest **airport** (*lentokenttä*), called Rissala, is located in Siilinjärvi. (Lentokentäntie 275, 70900 Toivala). Rissala is about 60 kilometres from Iisalmi.



5. Finnish language studies

5.1 STUDYING FINNISH ON YOUR OWN

Finnish language skills will help you to cope with life in Finland. You can study Finnish in many ways.

You can borrow Finnish language study books or cassettes from the Iisalmi Town Library (*Iisalmen kirjasto*, Kirkkopuistonkatu 9) and study on your own at home. The library also has computers that can be used free of charge for searching information and for studying.

Iisalmen kirjasto

(*Iisalmi Town Library*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Tel. 017 272 3500

The opening hours of the Town Library can be found at: www.iisalmi.fi/kirjasto > **Aukioloajat ja yhteystiedot**

Suomioppia www.iisalmi.fi/kirjasto > **tietokantoja**

5.2 FINNISH LANGUAGE COURSES

The **Community College of Iisalmi** (*Iisalmen kansalaisopisto*, Kirkkopuistonkatu 9) organises Finnish language evening courses. Everyone can participate in these courses.

You can ask about the Finnish language courses organised by the **Iisalmi unit of the Summer University of Snellman** from the Summer University (*Snellman kesäyliopisto*, Kirkkopuistonkatu 9).

If you are registered as a jobseeker at the **Employment and Economic Development Office** (*Työ- ja elinkeinotoimisto*), you have a right to participate in labour market (or labour policy) integration training (*työvoimapolitiittinen kotoutumiskoulutus*). In the integration training, you will study the Finnish language and familiarize yourself with the Finnish society and working life. Integration trainings are free of charge for the participants and the number of weekly studying hours is 35. You can get more information on the integration training from the Employment and Economic Development Office (Karjalankatu 3).

Iisalmen kansalaisopisto

(*Community College of Iisalmi*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Tel. 017 272 337

www.iisalmi.fi/kansalaisopisto

Snellman kesäyliopisto

(*Summer University of Snellman*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Iisalmen kulttuurikeskus

(*Cultural Centre*)

Tel. 044 746 2851

www.snellmankesayliopisto.fi

Työ- ja elinkeinotoimisto

(*Employment and Economic Development Office*)

Karjalankatu 3, 74100 Iisalmi

Tel. 0295 043 500

www.mol.fi



TE-palvelut | tjänster
services



6. Work

6.1 SERVICES OF THE EMPLOYMENT AND ECONOMIC DEVELOPMENT OFFICE

The North Savo **Employment and Economic Development Office** or **TE office** (*Työ- ja Elinkeinotoimisto, TE-toimisto*, Karjalankatu 3) offers information about study possibilities and places where you can look for a job. If a person is registered as a jobseeker at the Employment and Economic Development Office, s/he is entitled to an integration plan (*kotoutumissuunnitelma*), has an opportunity to receive personal counselling and participate in labour market training.

Who can register as a jobseeker?

You can register as a jobseeker if your residence permit is:

- a permanent residence permit (*pysyvä oleskelulupa P*) or a long-term resident's residence permit (*pitkään oleskelleen P-EY lupa*)
- a continuous residence permit for gainful employment (*ansiotyöhön myönnetty jatkuvaluonteinen A lupa*) with no employer-related restrictions (*työnantajaa koskeva rajoite*)
- a fixed-term temporary residence permit (*määräaikainen tilapäinen B lupa*), you have the right to be in gainful employment, and the permit does not contain any employer-related restrictions.

You will find the letter for your residence permit on the residence sticker in your passport.

Contact the Employment and Economic Development Office also when you have arrived in Finland from another EU country to look for work (a so-called three-month job seeking period). Bring also the forms (U2 or E303) which you received from your country of departure.

At the North Savo Employment and Economic Development Office, service is available in English, Swedish and Spanish. It is also possible to get some service in German and French. If other languages are needed, the office will book an interpreter.



You will be registered at the Employment and Economic Development Office starting on your personal registration date. You will also be given a new appointment with your personal employment counsellor (*työvoimaneuvoja*).

On your visit, bring with you:

- official Finnish translations of your **work and study certificates**
- Finnish language **course** certificates and other certificates that might help you in finding a job

You have to check in with the Employment and Economic Development Office when required. Your personal employment counsellor will give you more information. Remember to notify the Employment and Economic Development Office immediately of any changes in your situation (e.g. illnesses, foreign travel, change of address). In addition, you can ask about the recognition of foreign qualifications in Finland from the **Employment and Economic Development Office**.

If you are registered as a jobseeker at the Employment and Economic Development Office, you have a right to participate in labour market (or labour policy) integration training (*työvoimapolitiittinen kotoutumiskoulutus*). In the integration training, you will study the Finnish language and familiarize yourself with the Finnish society and working life.

Integration trainings are free of charge for the participants and the number of weekly studying hours is 35. You can get more information on the integration trainings in Iisalmi from the Employment and Economic Development Office (Karjalankatu 3).

Työ- ja elinkeinotoimisto

(Employment and Economic Development Office)

Karjalankatu 3, 74100 Iisalmi
Tel. 0295 043 500
www.mol.fi



6.3 STARTING YOUR OWN BUSINESS

One way to become employed is to start your own business. You will get more information about starting your own business from the Employment and Economic Development Office (Karjalankatu 3) and from the Entrepreneurship advisor (*yrittysneuvoja*) of the Upper Savo Development Ltd. (*Ylä-Savon Kehitys Oy*, Kankaankatu 1 A 6), who can help you with founding a business of your own, with business finances, legislation and permits and licences.

Yrittysneuvoja

(Entrepreneurship advisor)

Kankaankatu 1 A 6, 74100 Iisalmi
Tel. 00 358 400 102 201

Työ- ja Elinkeinotoimisto

(Employment and Economic Development Office)

Karjalankatu 3, 74100 Iisalmi
Tel. 0295 043 500
www.mol.fi

Masuuni

Becoming an Entrepreneur
in Finland Guides
www.masuuni.info



Työlinja national helpline:

Työlinja national helpline offers help in Finnish and in English with matters related to work, education, online services, residence permits and job vacancies. The service is free of charge. Operators collect the phone charges.

Personal counselling:

0295 020 700 (Mon - Fri 8 - 17)
E-mail: tyolinja@te-toimisto.fi



Työlinja helpline in Russian:

Mon - Fri 8.00 - 17.00
Tel. 0295 020 715
E-mail: trud@te-toimisto.fi
www.trud.fi

ETAPPI project offers help in finding work and individual employment paths for jobseekers. Etappi gives information about, e.g. open vacancies, offers education and possibilities for on-the-job-training (*työharjoittelu*).

ETAPPI project

Kauppakatu 24, 74100 Iisalmi
www.etappi.eu

6.2 ACTIVITIES FOR THE UNEMPLOYED

If you are unemployed, you can take part in the activities organised by the Association for the Unemployed (*Työttömien yhdistys*). The association organises courses, trips, events and other fun activities.

Iisalmen työttömät ry

(Iisalmi Association for the Unemployed)

Kunnankatu 6, 74120 Iisalmi
www.iisalmentyottomat.fi/index.html

6.4 TAXATION

If you are planning to work in Finland, you will need a tax card (*verokortti*). You can get your tax card from the local Tax Office (*verotoimisto*) in Iisalmi and you have to submit it to your employer.

You will find more information on taxation on the Internet in English at www.vero.fi/english and in Finnish at www.vero.fi.



Pohjois-Savon verotoimisto,

Iisalmen toimipiste

(North Savonian Tax Office, local Tax Office in Iisalmi),
Luuniemenkatu 3, 74101 Iisalmi
Tel. 017 153 7811

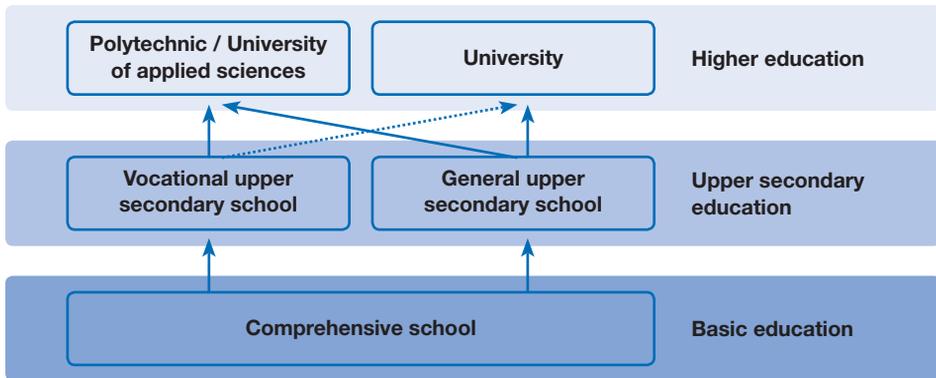


Remember to open a bank account in order to get your salary! In Finland, salaries are paid to bank accounts, not in cash.



7. Education

7.1 EDUCATION SYSTEM



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

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

7.2 DAY CARE

You will find more information on the Finnish day care system on Infopankki at www.infopankki.fi > Sosiaalipalvelut > Lapset ja nuoret in Finnish and at www.infopankki.fi/en-GB/home/ > Social Services > Children and young people in English. 

All children under school age living in the municipality have the right for day care (*päivähoito*). The objective of day care is to support the growth and development of children in close partnership with homes. In day care, children train such skills as working in a group. Day care also supports the development of the child's abilities through play, thus enhancing the child's Finnish language skills.

Day care is provided as part-time or full-time care depending on the family's needs. In Iisalmi, day care is provided by municipal day care centres (*kunnallinen päiväkot*), by group family day care centres (*ryhmäperhepäiväkot*) and by family day care providers (*perhepäivähoitaja*). If parents have to work in the evenings or at weekends, it is also possible to arrange care during these times.

Employees of the day care and parents draw up an early childhood education and care and pre-primary education plan (*varhaiskasvatuksen ja esiopetuksen suunnitelma*) for the child. The implementation of this plan is observed and evaluated at least once a year.

Day care fees are determined by the parents' incomes in accordance with the national grounds. (*Asiakasmaksulaki*, 'client fees act'). Day care offers children free meals (breakfast, lunch, afternoon snack).

You can get information on day care places from:

Päivähoidon toimisto- ja hallintopalvelut

(*Day Care Office and Administration Services*)

Päivähoidon johtaja

(*Director of day care*)

Kulttuurikeskus

(*Cultural Centre*)

Riistakatu 13, 74100 Iisalmi

Tel. 040 543 4982

Perhepäivähoidon ohjaajat

(*Family day care advisors*)

Tel. 040 708 6301

Tel. 040 549 4393

Kirkkopuistonkatu 9, 74100 Iisalmi

For more information, see the web pages of the Town of Iisalmi at: www.iisalmi.fi/paivahoito

7.3 PRE-SCHOOL EDUCATION

Pre-school education (*esiopetus*) is one year of school-like, systematic education for 6-year-old children before compulsory education.

Pre-school education is arranged for all voluntary six-year-old children. The objective of pre-school

education is to prepare children for school. Pre-school education is free of charge.

Pre-school education is offered at the day care centres of Iisalmi and in separate pre-school education teaching groups and combined classes.

You can enquire about a pre-school education place, as well as other day care places, from the Day Care Office and Administration Services.

Päivähoidon toimisto- ja hallintopalvelut

(*Day Care Office and Administration Services*)

Päivähoidon johtaja (*Director of day care*)

Riistakatu 13, 74100 Iisalmi

Tel. 040 543 4982

7.4 BASIC EDUCATION

In Finland, children usually start comprehensive school (*peruskoulu*) in the August of the year they turn seven. All children under 16 years of age have the right for basic education. In Iisalmi, basic education is arranged at 12 comprehensive schools. Children must be enrolled for basic education. Enrolment can be made personally at the school which parents want the child to attend to, over the phone for the school headmaster or the school office during office hours, or online by submitting an electronic registration form (in Finnish) at www.iisalmi.fi/perusopetus > **koulunkäynnin aloittaminen**

You will get more specific information from the Education and Culture Department Office (*Sivistyspalvelukeskuksen toimisto*, Riistakatu 13, tel. 017 272 3365), schools or on the Internet at www.iisalmi.fi/perusopetus

Instruction preparing for basic education

If the Finnish language skills of an immigrant child are poor, it is possible for the child to start school a year later on application. In this case, the child can continue at day care, or s/he can be offered instruction preparing for basic education (*perusopetukseen valmistava opetus*). Preparatory instruction lasts a school year and during that time, the pupil will be offered instruction in Finnish or Swedish language and in basic education subjects. When the preparatory instruction is completed, the

child will move on to a regular class.

In Iisalmi, in addition to instruction preparing for basic education, immigrant children can be offered instruction in their own native language or some foreign language in order to maintain the child's language skills. Immigrant children can also be offered remedial instruction for immigrant children. For more information, please contact **the Education and Culture Department Office** (*Sivistyspalvelukeskuksen toimisto*).

Sivistyspalvelukeskuksen toimisto

(Education and Culture Department Office)

Riistakatu 13, 74100 Iisalmi

Tel. 017 272 3365 or 040 830 920

7.5 STUDYING AFTER BASIC EDUCATION

In the final grade (9th grade) of comprehensive school, pupils usually apply for secondary education. Pupils can apply for a place at vocational upper secondary schools (*ammattillinen oppilaitos*) or at general upper secondary schools (*lukio*) through the nationwide joint application system (*yhteishaku*) in spring. Adults can also study at general upper secondary schools and complete a vocational qualification at a vocational school.

If a young person does not know where s/he wants to study after comprehensive school, or if s/he wants to improve the grades on her/his school leaving certificate, s/he can apply for a place at the additional 10th form education (*10. luokka*). The closest additional 10th form education unit to Iisalmi is at Portaanpää opisto in Lapinlahti.

Portaanpään opisto

Portaanpääntie 63, 73100 Lapinlahti

Tel. 017 272 0900

www.portaanpaa.fi

7.6 UPPER SECONDARY EDUCATION

Upper secondary education (*toisen asteen koulutus*) is offered by general upper secondary schools and vocational upper secondary schools. In upper secondary education, teaching and meals are free of charge, but students have to pay for the

study books. Students apply to upper secondary education through the nationwide joint application system. The joint application process is executed twice a year: in spring and in autumn. However, some school places can be applied for also during other times.

You will find more information in English at www.infopankki.fi/en-GB/home/ > Education > Vocational education institutions and upper secondary schools, and in Finnish at www.infopankki.fi > Koulutus > Ammatilliset oppilaitokset ja lukiot



7.6.1 GENERAL UPPER SECONDARY EDUCATION

General upper secondary schools do not offer students qualifications for any occupation. The objective of general upper secondary education is to provide students with general and all-round information. Towards the end of general upper secondary education, students take the matriculation examination (*ylioppilastutkinto*) which comprises of different tests (*ylioppilaskirjoitukset*). All those who have completed the basic education syllabus are eligible for general upper secondary education.

Iisalmi has two general upper secondary schools (Haukiniemenkatu 12). At the Iisalmi Lyseo General Upper Secondary School (*Iisalmen lyseon lukio*), instruction is arranged during day time, and at the Iisalmi Adult Secondary School (*Iisalmen aikuislukio*), in the evening.

You will find more information on the general upper secondary schools in Iisalmi in Finnish at www.iisalmi.fi/lyseo, and in English at www.iisalmi.fi/lyseo > **Iisalmen lyseo in English**. On the English language pages, you will also find the Iisalmi Lyseo General Upper Secondary School's guide to studies in English.



7.6.2 VOCATIONAL UPPER SECONDARY EDUCATION AND TRAINING

Iisalmi has two schools offering vocational upper secondary education and training: **the Ylä-Savo Vocational College** (*Ylä-Savon ammattiopisto*) and **Savo Vocational College** (*Savon ammatti- ja aikuisopisto*).

At the Ylä-Savo Vocational College (Asevelikatu 4 and Yrittäjätie 23) both young people and adults may complete a vocational qualification. The Ylä-Savo Vocational College offers vocational upper secondary education and training (*ammattillinen peruskoulutus*), preparatory and rehabilitative education and training (*valmentava ja kuntouttava koulutus ja ohjaus*) and preparatory vocational education and training (*ammattilliseen peruskoulutukseen ohjaava ja valmistava koulutus*). However, the school does not offer preparatory vocational education and training targeted at immigrants.

Students can apply for a study place at the Ylä-Savo Vocational College through the joint application system or its supplementary application system (*yhteishaun täydennyshaku*). The applicant may also apply for a study place through the flexible selection procedure (*joustava haku*). In other words, education providers may ignore the order of scores in student admission for individual student-related reasons. The applicant must tick the box "Haen joustavassa haussa" ("I apply through the flexible selection procedure") in the electronic joint application form. The applicant must post the written application with all relevant appendices attached to it to the institution in question by the due date.

Vocational education and training can be completed in 3 years (120 credits). It is also possible to complete shorter studies. In addition, vocational education and training can be completed in the form of apprenticeship training. At the Ylä-Savo Vocational College, it is possible to complete vocational qualifications in various fields: Technology and Transport (e.g. builder); Tourism, Catering and Home Economics (e.g. cook); Natural Resources (e.g. animal attendant).

Applicants who do not have Finnish as their native language are asked to attend an interview and a language test at the Ylä-Savo Vocational College. The purpose is to ensure that the applicant is able to follow instruction taking place in Finnish.

Students apply for preparatory and rehabilitative education and training (*valmentava ja kuntouttava koulutus ja ohjaus*) and preparatory vocational education and training (*ammattilliseen peruskoulutukseen ohjaava ja valmistava koulutus*) with a special form which is returned to the Ylä-Savo Vocational College in written.

You will find more information about educational opportunities at www.ysao.fi in Finnish and in English.



Ylä-Savon ammattiopisto

(*Ylä-Savo Vocational College*)
Asevelikatu 4, 74100 Iisalmi
Johtava opinto-ohjaaja
(*Guidance counsellor in charge*)
Tel. 0400 791 029
Opinto-ohjaaja
(*Guidance counsellor*)
Tel. 0400 793 146
Opintotoimisto
(*Student Affairs Office*)
Tel. 0401 778 518

Apprenticeship training

Apprenticeship training is a flexible, individual and practical form of education which is based on a fixed term employment contract between a student and an employer, on a valid employment relationship or on entrepreneurship. Instruction at the work place forms the central learning environment. This instruction is supplemented with theoretical studies at an institution. Qualifications are acquired through vocational skills demonstrations on the job.

It is possible to complete all vocational upper secondary qualifications (*ammattillinen perustutkinto*), further vocational qualifications (*ammattitutkinto*) and specialist vocational qualifications (*erikoisammattitutkinto*) in the form of apprenticeship training. With regard to vocational upper secondary qualifications, students must demonstrate the skills and knowledge required in working life. Further vocational qualifications require students to demonstrate vocational skills needed for work in a specific field, and specialist vocational qualifications require students to demonstrate skills in the most demanding tasks in the relevant field.

If you are interested in apprenticeship training, you can start off by contacting the Apprenticeship Training Office (*oppisopimustoimisto*, Asevelikatu 4, tel. 0400 793 103), or by familiarizing yourself with the relevant web pages at www.ysao.fi/oppisopimus.

Adults have the possibility to complete approximately 50 different qualifications including vocational upper secondary qualifications, further vocational qualifications and specialist vocational qualifications at the Ylä-Savo Vocational College.

Adult education offers education in the fields of tourism, catering, natural resources, cleaning services, technology, transport and business. It is also possible to study and learn skills, such as computing or languages, on shorter courses.

You will get more information on the studies as well as instructions for applying at www.ysao.fi/koulutuskalenteri

Ylä-Savon ammattiopisto/aikuisopiskelu

(Ylä-Savo Vocational College/ adult education)

Yrittäjätie 23, 74130 Iisalmi

Opintosihteeri

(Study secretary)

Tel. 040 1778 515

www.ysao.fi

At the **Iisalmi unit of the Savo Vocational College** (*Savon ammatti- ja aikuisopisto, SAKKY, Asevelikatu 24*) both young people and adults can complete vocational qualifications and other studies.

The vocational education for young people offers educational opportunities in the fields of, e.g.

- Business and Administration (*e.g. Vocational Qualification in Business and Administration*) (*Yhteiskuntatieteiden, liiketalouden ja hallinnon ala, merkonomi*)
- Natural Sciences (*e.g. Vocational Qualification in Natural Sciences*) (*Luonnontieteet, datanomi*)
- Health and Social Services (*e.g. licensed vocational nurse*) (*Sosiaali-, terveystyö- ja liikunta-ala, lähihoitaja*)

Vocational skills can be improved in adult education on short courses, or by completing parts of the studies required for qualifications in a certain field. Vocational education and training can also be completed in the form of apprenticeship training or labour policy education. Furthermore, it is possible to complete vocational upper secondary qualifications, further vocational qualifications and specialist vocational qualifications.



You will find more information on the educational opportunities at www.sakky.fi in Finnish, English.

Savon ammatti- ja aikuisopisto (SAKKY)

(Savo Vocational College)

Asevelikatu 24, 74100 Iisalmi

Tel. 0400 785 8883

www.sakky.fi

7.7 HIGHER EDUCATION

Higher education (*korkea-asteen koulutus*) is offered at polytechnics / universities of applied sciences (*ammattikorkeakoulu*) and at universities (*yliopisto*). A requirement for admission to higher education institutions is the completion of general or vocational upper secondary education, or a corresponding international or foreign qualification. It is possible to study at a university of applied sciences in Iisalmi. However, Iisalmi does not have a university. The closest university to Iisalmi, the University of Eastern Finland, is located in Kuopio, around 80 kilometres from Iisalmi.

At the **Iisalmi campus of the Savonia University of Applied Sciences** (*Savonia-ammattikorkeakoulu*), you can study to become a Bachelor of Agriculture and Forestry, a Registered nurse or a Bachelor of Social Services. Instruction takes place in Finnish. Requirement for admission is the completion of an entrance examination which is in Finnish.

Savonia – ammattikorkeakoulu

(Savonia University of Applied Sciences)

P.O. Box 72 (Haukisaarentie 2), 74130 Iisalmi

www.savonia.fi

7.8 OPINOVI SERVICES

OpinOvi services operate in the Northern Savo region. The service aims at helping adults with all matters related to studying.

OpinOvi can give you information about, e.g. educational opportunities in the region, financing your studies or living arrangement possibilities during your studies.

OPINOVI-PALVELUT /

Ylä-Savon ammattiopisto

(OPINOVI SERVICES / Ylä-Savo Vocational College)

Yrittäjätie 23, 74130 Iisalmi

www.akkuna.eu

Appointments:

ohjaajat@akkuna.eu

Tel. 0400 793 025

7.9 OTHER STUDY POSSIBILITIES

The Community College of Iisalmi (*Iisalmen kansalaisopisto*) offers courses which are available for everyone. At the community college, you can attend courses related to, e.g. languages (the Finnish language included), arts, handicrafts, music or computers. Most courses have participation fees and they start in autumn or in spring.

The community college courses are listed in the syllabus which can be viewed on the Internet at  www.iisalmi.fi/kansalaisopisto in Finnish. You can pick the courses that you want to participate in and enrol for them in the section **Internet-ilmoittautuminen** (*Internet enrolment*). You can also enrol for the courses at **the Community College office**. The office is located on the second floor of the Cultural Centre (*Kulttuurikeskus*).

Iisalmen kansalaisopisto

(Community College of Iisalmi)

Kulttuurikeskus

(Cultural Centre)

Kirkkopuistonkatu 9, 74100 Iisalmi

Tel. 017 272 3370

The Iisalmi Unit of the Summer University of Snellman organises all around the year **Open University** studies and post-experience vocational education for those working in the fields of law, education, social and health care or in supervisory duties.

In addition, the Summer University organises education related to organisation development and welfare at work, as well as tailor-made education and training for municipalities, companies and organisations. General, all-round educational courses include, e.g. language courses, open lectures and lectures of the University of the Third Age (*ikääntyvien yliopisto*).

You can enrol for the Summer University courses on the Internet at www.snellmankesayliopisto.fi. The study programme, which is published in August, has more detailed information on the courses and education provided by the Summer University. The courses have course fees.

Snellman kesäyliopiston

Iisalmen toimipaikka

(Iisalmi Unit of the Summer University of Snellman)

Iisalmen kulttuurikeskus

(Cultural Centre)

Kirkkopuistonkatu 9, 74100 Iisalmi

Kesäyliopiston sihteeri

(Secretary of the Summer University),

tel. 044 746 2851

Kesäyliopiston toimistos sihteeri

(Office secretary),

tel. 044 746 2852

www.snellmankesayliopisto.fi



8. Health care services

8.1 HEALTH CARE SERVICES IN IISALMI

Health care services are available at the health centre, hospital and private medical centres. Ylä-Savon SOTE municipal board (*Ylä-Savon SOTE kuntayhtymä*) is responsible for organising the social and health care services in Iisalmi:



www.ylasavonsote.fi.

8.2 EMERGENCIES

Emergencies are urgent, danger situations where someone's life, health, property or the environment is threatened or in danger.



In emergencies,
always call the general
emergency number
112

Service in Finnish, Swedish and English

**You can also call for an ambulance
via the emergency number 112.**

When you call 112

- tell your name
- tell the street address and the city you are in
- explain what has happened and why you need urgent help
- answer the questions you are asked and follow the instructions you are given
- end the phone call only after you have been given a permission to do so

The web pages of the **Emergency Response Centre Administration** (*Hätäkeskuslaitos*) are located at www.112.fi. You will find a brochure (*Näin käytät hätänumeroa, How to use the emergency number 112 in Finland*) about the work of the Emergency Centre Administration on the web pages in the following languages: Finnish, English, Swedish, German, French, Lappish, Russian and Estonian.



8.3 FIRST AID – URGENT MEDICAL TREATMENT

First aid treatment is provided **in urgent matters 24 h a day at the hospital.**

Services of the round the clock hospital emergency unit are reserved for patients who need **urgent emergency care** in situations where the care measures must be initiated immediately because of the seriousness of the situation. The hospital emergency unit takes care of patients who have, e.g. **fallen suddenly and dangerously ill or have been hurt in an accident.**

It is not possible to book an appointment for the hospital emergency unit. Patients arriving at the hospital emergency unit are treated according to the triage process.

In urgent and serious cases of disease, you can go directly to the Iisalmi hospital emergency unit (*Iisalmen sairaalan ensiapu*, Riistakatu 21 - 23, 74120 Iisalmi).

8.4 WHEN YOU FALL ILL

When you suddenly fall ill but do not need emergency care, if possible, call **the health nurse at the health centre for phone counselling before arriving at the emergency unit**.

The health centre's health nurse can be reached for phone counselling on:

Mon - Fri 8.00 - 16.00
Tel. 017 272 4224

At other times, tel. 017 272 2346 (the Iisalmi hospital joint emergency unit's phone counselling).

The health nurse will estimate the need of care and guide you, e.g. to **the emergency unit of the Iisalmi health centre** (*terveysaseman päivystysvastaanotto*, Meijerikatu 2, 74120 Iisalmi).

The emergency unit of the Iisalmi health centre is meant for patients who have fallen ill suddenly but do not need instant emergency care or observation. Symptoms and problems treated at the emergency unit of the Iisalmi health centre include, e.g. ear infections, cold, cough, eye infections, back pain, allergies, rashes, sexually transmitted diseases and gynaecological symptoms.

Opening hours for the emergency unit of the health centre:

Mon - Fri 8.00 - 16.00

Client fees

Visiting the emergency unit of the health centre is free of charge for under 18-year-old Finnish citizens. Adults are charged client fees. Visiting the health nurse is free of charge.

Acute care team

The acute care team (*akuuttityöryhmä*) consists of a doctor, a psychologist, three psychiatric nurses and a part-time service counsellor. The team works **at the Koljonvirta hospital**.

The purpose of the acute care team is to respond to the need of psychological help when the help is needed within 1 to 7 days (urgency category I, *kiireellisyysluokka I*). This includes different acute psychological crises that threaten the mental health or normal functions.

The acute care team can be reached 24 h a day on 040 761 4400.

Mental health and alcohol and drug treatment unit

Alcohol and drug treatment unit (*päihdeyksikkö*) is a ward with 10 beds which offers rehabilitative services for patients in the area of Ylä-Savo municipal board. Treatment aims at improving the patient's psychological and physical well-being, identifying their life situations and planning follow-up treatment. Patients can be admitted to the care without a doctor's referral.

Koljonvirran sairaala

(*Koljonvirta Hospital*)

Ouluntie 217, 74160 Iisalmi

Tel. office: 040 489 4799

Tel. patients: 017 272 2064

Stoppi alcohol and drug unit for young people

Stoppi is a non-drug and low-threshold alcohol and drug unit for young people and their families in Iisalmi. The unit is maintained by the Town of Iisalmi.

Nuorten päihde- ja huume pysäkki Stoppi

(*Stoppi alcohol and drug unit for young people*)

Savonkatu 5, 74100 Iisalmi

Opening hours: Mon - Thurs 8.00 - 15.30

Fri 8.00 - 14.00

During other times, appointments according to an agreement. Drug and alcohol worker tel. 040 5434 944.

8.5 DENTAL CARE

The municipality organises dental care for its inhabitants. The care is free of charge for people under 18 years of age. Other inhabitants are charged jointly agreed fees.

Cancelling your appointment

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

Hammashuolto

(Dental Care)

Meijerikatu 2, 74100 Iisalmi
Open Mon - Fri 7.30 - 15.15
Office tel. 017 272 4400

8.6 DRUGS

You can buy drugs at pharmacies. For some drugs, you need a doctor's prescription. Some drugs, however, can be purchased without a prescription.

If a doctor writes you a prescription for drugs, go to the pharmacy. Bring the prescription and your Kela card. When you show your Kela card at the pharmacy, you will get a discount on the prescription drugs. There is no compensation for non-prescription drugs.

Iisalmen I apteekki

(Iisalmi I pharmacy)

Savonkatu 15, 74100 Iisalmi
Open daily 8.00 - 21.00
www.iisalmenapteekki.fi

Kirkkopuiston apteekki

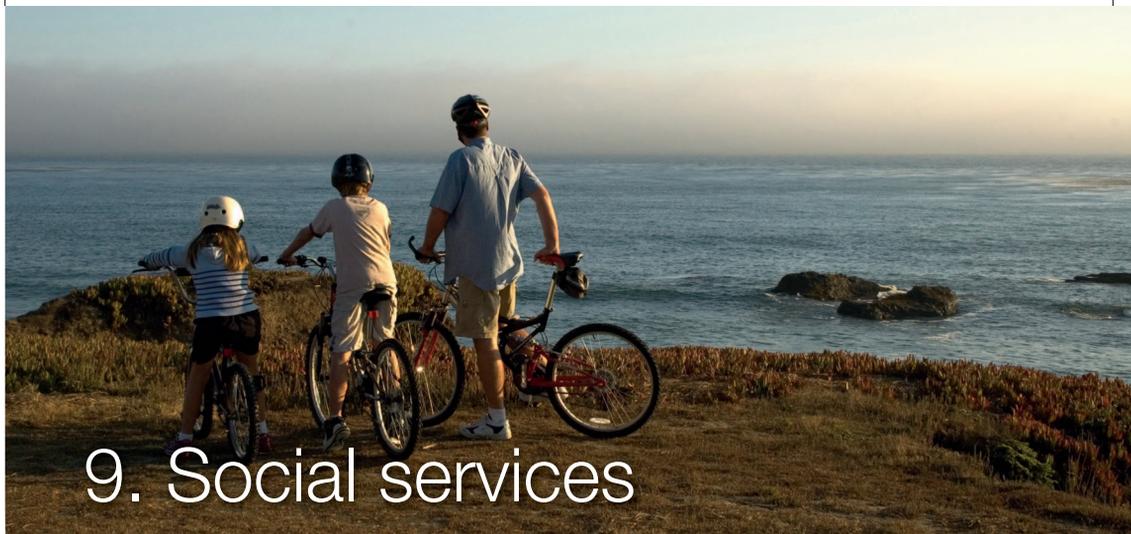
(Kirkkopuisto pharmacy)

Kirkkopuistonkatu 17, 74100 Iisalmi
Check the opening hours at:
www.kirkkopuistonapteekki.fi

Savipellon apteekki

(Savipelto pharmacy)

Parkatintie 2, 74120 Iisalmi
Opening hours: Mon - Fri 9.00 - 20.00
Sat 9.00 - 18.00



9. Social services

9.1 SOCIAL SERVICES IN IISALMI

You can get help from the **social services** (*sosiaalipalvelut*) in different situations of life. The professional social workers will offer help, guidance and support with different kinds of social and financial problems. Social workers maintain and promote individuals and families' safety and help them to cope with everyday life. The Town of Iisalmi offers the following social services: services for children and young people, services for families with children, services for the disabled, and services for the elderly.

Sosiaalipalvelut (*Social Services*)

P.O. Box 10 (Kankaankatu 1 B 1), 74101 Iisalmi

Tel. 017 272 3360 (counselling)

www.ylasavonsote.fi



9.2 SERVICES FOR CHILDREN, FAMILIES AND ADULTS

If your family needs help and guidance in different situations of life, you can ask for help from a social worker. Together with the social worker you can figure out what kind of help is needed by your family:

- financial aid
- children's day care, help with taking care of the house
- help with organising children's holiday activities
- help with sorting out crises which involve your relationship or family
- help from the family guidance centre (*perheneuvola*) in matters related to children's upbringing and education

Lasten, perheiden ja aikuisten palvelut

(*Services for Children, Families and Adults*)

Kankaankatu 1, 74120 Iisalmi

Tel. 017 272 3360 (counselling)

Junailijan perhekeskus (*Junailija Family Centre*)

offers, e.g. guided peer group activities for children in home care and their parents.

Junailijan perhekeskus (*Junailija Family Centre*)

Eteläinen puistoraitti 2, 74100 Iisalmi

Tel. 040 1391 764

Perheen talo (*Family's House*) organises activities

for children, young people and families with children.

Perheen talo-yhteistyö

(*Family's House cooperation*)

Pohjolankatu 9, 74100 Iisalmi

Tel. 040 743 1773

www.perheentalo.fi

Ylä-Savon Ensi- ja turvakotiyhdistys ry (*Mother*

and Child Home and Shelter Association of Upper Savo) offers family services, such as a meeting place for families and overnight activities.

Ylä-Savon Ensi- ja turvakotiyhdistys ry

(*Mother and Child Home and Shelter Association of Upper Savo*)

Karjalankatu 34 A, 74120 Iisalmi

Tel. 050 371 4208

www.ensijaturvakotienliitto.fi/jasenyhdistykset/yla-savon_ensi-ja_turvakotiyhdi/

MoniNaiset group for immigrant women meets

once a month in the premises of the Upper Savo Mother and Child Home and Shelter.

MoniNaiset

Karjalankatu 34 A, 74120 Iisalmi

Tel. 050 371 4208



10. Help in crisis situations

10.1 CRISIS SITUATIONS

Crisis situations are unexpected events. A crisis can be, e.g. one of the following: serious illness, divorce, death of a family member, unemployment, accident, drug abuse or some other unforeseeable situation that feels threatening.

You will find more information in English about different crisis situations and places offering help on



Infopankki at [www.infopankki.fi/en-GB/home/> Crises](http://www.infopankki.fi/en-GB/home/>Crises). In Finnish, the information is available at www.infopankki.fi > Kriistilanteet

10.2 SOCIAL SERVICES ON DUTY

Social services on duty (*sosiaalipäivystys*) give help in situations where urgent social service measures are required. These situations may include domestic violence, the need of child welfare measures, or a suddenly decreasing condition of an elderly person.

Social services on duty can be reached:

On weekends (from Fri 4 p.m. to Mon 8 a.m.)

On week evenings (Mon - Thurs from 4 p.m. to 10 p.m.) and over the holidays on the following numbers:

040 830 2618 (social worker on duty)

040 830 2619 (social worker on duty)



On week nights (Mon - Fri from 10 p.m. to 8 a.m.) the social services on duty are organised by municipal social workers on call and can be reached by calling the emergency centre 112 (service in Finnish, Swedish and English).

An announcement on child welfare issues

(*Ilmoitus lastensuojelun tarpeesta*) can be given:

Mon - Fri 8.00 - 15.30, social worker on duty, tel. 040 543 4935.

Outside office hours, urgent matters (e.g. child welfare) are reported to the emergency unit: general emergency number 112 (service in Finnish, Swedish and English).



10.3 LEGAL AID OFFICE

The Legal Aid Office (*oikeusaputoimisto*) provides impartial legal aid in matters concerning, e.g. divorce, crime or violence. Ask, whether you are entitled to legal aid free of charge.

Isalmen oikeusaputoimisto

(*Isalmi Legal Aid Office*)

Pohjolankatu 6 B, 3.floor, 74100 Isalmi

Tel. 029 5661 080

www.oikeus.fi/6229.htm

10.4 FINANCIAL AND DEBT ADVICE

If you have financial problems (e.g. unpaid bills collected by enforcement authorities), the **Financial and Debt Advice** (*velkaneuvonta*) can give you advice on how to solve your situation.

Isalmen kaupungin talous- ja velkaneuvonta

(*Financial and Debt Advice of the Town of Isalmi*)

Kankaankatu 1 B 1, 74120 Isalmi

Tel. 040 830 4362

Phone hours: Mon - Fri 12.00 - 13.00



11. Leisure time

11.1 YOUTH SERVICES

In Finland, municipalities are responsible for organising youth work. Youth work is organised by professional workers and it is executed by municipalities, associations, organisations and parishes. Youth work aims at supporting the growth and independence of young people, promoting their active citizenship and social empowerment, as well as improving their growing and living conditions.

In Iisalmi, the municipal youth work is organised by the **Leisure Services Centre** (*vapaa-aikapalvelukeskus*). The youth work activities are mainly targeted at over 13-year-olds.

Iisalmi has three youth centres:

- **The youth house of Iisalmi** (*Iisalmen nuorisotalo*) is located in the city centre at Kirkkopuistonkatu 25 (74100 Iisalmi). The youth house is called Nuokkari. Nuokkari is open between 3 and 8 p.m. from Monday to Thursday. Band rehearsal rooms, which bands may rent, are located downstairs. The youth leader of the youth house can give you more information, tel. 040 8302 666.
- **The Kangaslampi youth cabin** (*Kangaslamin nuorisotupa*) is located next to the Kangaslampi school at Pajukatu 1 (74130 Iisalmi).
- **In Peltosalmi**, the youth work organises activities at the premises of the parish at Asunto-polku 4 (74510 Peltosalmi).

The youth work of the Town of Iisalmi also organises other activities, such as band nights, discos, trips and other events.

Youth work also helps young people to get **summer jobs**. More information on the summer job activities is available on the Internet at **www.iisalmi.fi/nuorisopalvelut > Kesätyötoiminta**,  or from the work coordinator, tel. 040 8302 638.

In addition, youth work cooperates with schools by being involved in the school theme days and organising, e.g. events related to alcohol, drugs and sex education.

Iisalmen nuorisotalo

(*Iisalmi Youth House*)
Kirkkopuistonkatu 25, 74100 Iisalmi
Johtava nuoriso-ohjaaja
(*Youth leader in charge*)
Tel. 040 5454 546
www.iisalmi.fi/nuorisopalvelut

11.2 SPORTS SERVICES

In Iisalmi, you can take part in different kinds of sports activities, such as football, judo, volleyball, boxing and pesäpallo (*the 'Finnish baseball'*). More information at **www.iisalmi.fi/liikuntapalvelut**

Iisalmi has more than 50 different sports and youth associations that offer versatile opportunities for doing different kinds of sports regardless of one's age or condition. You will find more information on the sports associations in Iisalmi at **www.iisalmi.fi/harrastehaku** 

You will also get more detailed information at the **Leisure Services Centre** (*vapaa-aikapalvelukeskus*).

Vapaa-aikapalvelukeskus

(*Leisure Services Centre*)

Joukolankatu 15 (at the swimming hall),
74120 Iisalmi
Tel. 017 272 3257

Swimming

Iisalmi has a swimming hall with a gym. The swimming hall is located at Joukolankatu 15.

Iisalmi has 4 beaches. The location of the beaches can be found on a map at www.iisalmi.fi/liikuntapalvelut > **uimarannat** (on the map).



11.3 CULTURE

Library

You can borrow books, magazines and newspapers free of charge with your library card at the library. The loans must be returned or you will be charged an overdue fine. Every person living in Finland can obtain a library card on application when presenting an identity card at the service desk. **The Iisalmi Town Library** has books, magazines and newspapers also in various languages. In addition, you can order books as distant loans from other libraries. Ask about the prices from the library.

Iisalmen kaupunginkirjasto

(*Town Library*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Information desk: 017 272 3500

Opening hours Mon - Thurs 10 - 19

Fri 10 - 17

Sat 10 - 15

Sun closed

www.iisalmi.fi/kirjasto



On the Internet at www.lib.hel.fi/fi-FI/ulko-maalaiskirjasto/esitteet/ you will find a general brochure about the operational principles of libraries in 16 languages. You will find the English language brochure by selecting "Englanti" (*English*) on the menu on the left.

Suomioppia www.iisalmi.fi/kirjasto

> **Tietokantoja**

The Community College of Iisalmi

The Community College of Iisalmi (*Iisalmen kansalaisopisto*)

has a wide selection of courses for adults, children and young people. You can study languages, e.g. Finnish (see section 5.2 on the Finnish language courses), sports, music, handicrafts and arts. The brochure of the Community College will be mailed to all homes every fall and spring, and it has more specific information on the courses.

Iisalmen kansalaisopisto

(*Community College of Iisalmi*)

Kulttuurikeskus

(*Cultural Centre*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Tel. 017 272 3370

www.iisalmi.fi/kansalaisopisto

The Iisalmi Cultural Centre

The Cultural Centre (*Kulttuurikeskus*) is a place where concerts, exhibitions, seminars and theatre performances are held. The Town Library (*Iisalmen kaupunginkirjasto*), the Community College of Iisalmi (*Iisalmen kansalaisopisto*), the Iisalmi Unit of the Summer University of Kuopio (*Kuopion kesäyliopiston Iisalmen toimipaikka*), the Ylä Savo Music Institute (*Ylä-Savon musiikkiopisto*), the Museum of Natural Science (*Iisalmen luontomuseo*) and the Underground Photo Gallery are also located at the Cultural Centre.

Iisalmen kulttuurikeskus

(*Cultural Centre*)

Kirkkopuistonkatu 9, 74100 Iisalmi

Tel. 017 272 3600

www.iisalmi.fi/kulttuurikeskus



12. Parish work

The Evangelical-Lutheran Parish of Iisalmi and the Orthodox Parish of Iisalmi organise activities targeted at immigrants in Iisalmi.

Immigrants are welcomed to join all activities organised by the Evangelical-Lutheran parish of Iisalmi. You can look for more information on the web pages at **www.iisalmenseurakunta.fi**

Iisalmen evankelis-luterilainen seurakunta

(The Evangelical-Lutheran Parish of Iisalmi)

Ilvolankatu 14 B, 74100 Iisalmi

Tel. 017 833 51

www.iisalmenseurakunta.fi

At Porstua, a meeting place open for everyone and maintained by the Evangelical-Lutheran Parish, you will have an opportunity to meet new people and organise activities for immigrants.

Kohtaamispaikka Porstua

(Meeting Place Porstua)

Savonkatu 22, 74100 Iisalmi

Tel. 040 1789 352

www.porstuaan.fi

The Orthodox Parish of Iisalmi

The Orthodox Parish of Iisalmi arranges a theme night for immigrants once a month. Notifications on the evenings will appear on Iisalmen Sanomat.

Iisalmen Ortodoksinen Seurakunta

(The Orthodox Parish of Iisalmi)

Kirkkopuistonkatu 28, 74100 Iisalmi

Tel. 017 817 441

www.ort.fi/iisalmi

Iisalmen Ortodoksinen seurakuntasali

(Iisalmi Orthodox Parish Hall)





A Warm Welcome to the Heart of Upper Savo!

Internationalisation is a part of today's reality. Representatives of different nationalities, our new citizens, bring a refreshing and a welcomed breeze into our daily lives.

With the help of this practical guide I hope that we are able to promote immigrants' integration and offer solutions to everyday problems. I would also like to welcome you warmly to our town, and I hope that you will feel at home here in Iisalmi!

You can find more information on our town and its services on our Internet pages at www.iisalmi.fi

Welcome!

Jarmo Ronkainen
Town Mayor

