



# Hometown Kemi

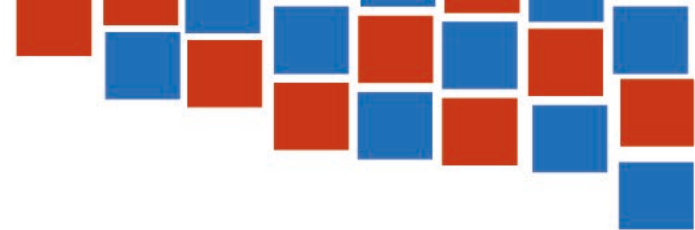
**Kemi Guide for Immigrants**



Services and  
Everyday  
Life  
in Kemi







# Introduction

You are coming to or have already arrived in Kemi. Where can you study the Finnish language? Where can you seek employment? What kind of leisure activities are available in Kemi? Where can you take your children for day care? Who can you contact if you fall ill?

The services are provided by government authorities, the City of Kemi, and different associations and societies. Multicultural Centre (Monikulttuurikeskus) Mikseri will help you find the right service for you.

This guidebook offers you information on Kemi. When you are searching for information on services or wish to contact the service providers, you can always consult this guidebook.

We hope that you will feel at home in Kemi!

**Maahanmuuttaja Ohjaamo Kemi (ESF 2019–2022)**  
**Toivola-Luotolan Setlementti**  
**Multicultural Centre Mikseri**





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- Low-threshold meeting places
- Guidance and advisory services on the following topics WITHOUT AN APPOINTMENT:
  - integration,
  - Living in Finland
  - solving problems in everyday life
  - career, education and employment matters
- Different groups for everybody, such as a needlework club, a young people's group and futsal
- Events and happenings
- Opening hours and current topics are displayed on the [Mikseri website](#) (in Finnish)

#### Projects:

- [Maahanmuuttaja Ohjaamo Kemi \(ESF\) for working-age immigrants](#)
- [AITO project \(ESF\) for immigrant families](#)
- [Meri-Lapin äitien järjestölähtöinen kotoutuminen \(ESR\)](#)



Toivola-Luotolan  
Setlementti



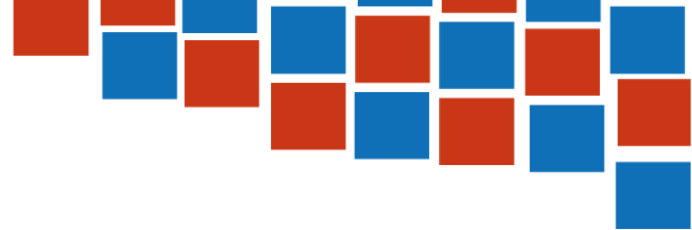
#### Address:

Lapintie 11-13, 2nd floor,  
94100 Kemi

#### Telephone:

044 679 5576







# Integrate at Home -guidebook

Basic information on everyday life is available in several languages in the ['Integrate at Home' Guidebook](#).

[Arabic](#), [Dari](#), [Somali](#), [Finnish](#), [Russian](#)

Guidebook chapters:

- Everyday Information and Skills
- Family and Upbringing
- Health
- Housing in Finland
- Early Childhood Education & Care and School
- Finnish Culture, Leisure Time and Religion
- Motherhood



The guidebook was created as part of the Meri-Lapin äitien järjestölähtöinen kotoutuminen (Organisation-based Integration of Mothers in Sea Lapland) project (ESF). The project is administered by Toivola-Luotola Setlementti ry and funded by the European Social Fund (ESF), Centre for Economic Development, Transport and the Environment of North Ostrobothnia, and Funding Centre for Social Welfare and Health Organisations (STEA).

Vipuvoimaa  
EU:lta  
2014–2020







# Rental housing

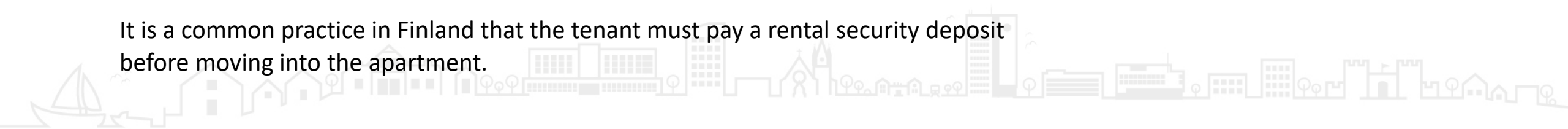
Information on vacant rental apartments is available here:

- [Kiinteistö Oy Itätuuli \(in Finnish\)](#)
- [Pihilis.fi \(in Finnish\)](#)
- [Habita](#)
- [OP koti \(in Finnish\)](#)
- [Huoneistokeskus \(in Finnish\)](#)
- [Oikotie.fi \(in Finnish\)](#)
- [Vuokraovi.com](#)
- [Tori.fi \(in Finnish\)](#)
- [Retta Isännöinti \(in Finnish\)](#)



Information on the rights and obligations of the tenant is available in English in this [Rental Guide published by The Consumers' Union of Finland.](#)

It is a common practice in Finland that the tenant must pay a rental security deposit before moving into the apartment.





# Banking services

When you have an official identification document (a passport or an identity card), you can obtain

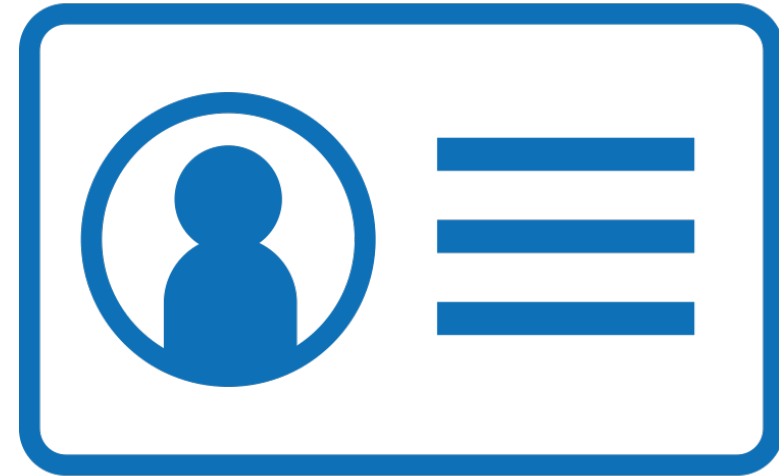
- A bank account
- Online banking credentials
- A debit card

You can use your online banking credentials to

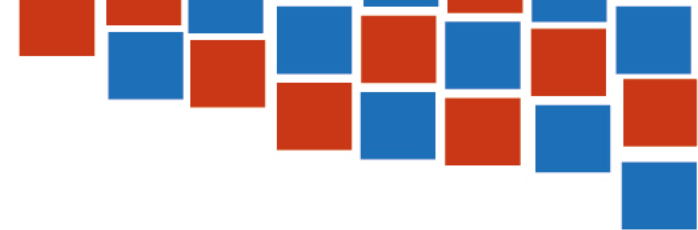
- Pay bills
- Identify yourself and make applications  
e.g. Kela (Social security agency), Tax Office, Finnish Immigration Service

Banks operating in Finland usually have a mobile app that you can use to manage your financial affairs on a mobile device

In Kemi, you can use banking services without an appointment in the offices of [Kemin seudun Osuuspankki](#) and [S-pankki](#) (websites in Finnish)







# Travelling in Kemi and in Finland

MERI-LAPIN  
JOUKKOLIIKENNE

## Travelling by bus in Kemi

[Timetables and routes \(in Finnish\)](#)

[Travel card and tickets \(in Finnish\)](#)

## Travelling by bus in Finland

<https://www.matkahuolto.fi/en>



## Travelling by bus in Sea Lapland

[Timetables and routes \(in Finnish\)](#)

You can purchase bus tickets to Sea Lapland area online at [Matkakorttikauppa](#) (in Finnish).

When buying online, you only pay for the card.

The ticket price will be paid upon activating the card, i.e. when using the card for the first time.

## Travelling by train in Finland

<https://www.vr.fi/en>



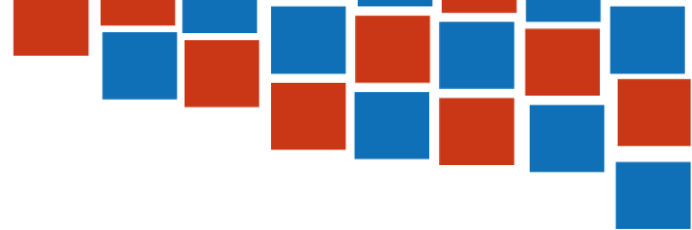
## Travelling by plane

<https://www.finavia.fi/en/airports/kemi-tornio>

FINAVIA











# Schools

- **Basic education for adults:** [Peräpohjolan opisto](#), Tornio (website in Finnish)
- **Vocational training**, degrees and partial degrees
  - [Lappia Vocational College](#)
  - [Rovaniemi Municipal Federation of Education REDU](#)
  - [Peräpohjolan Opisto \(in Finnish\)](#)
  - [Utbildning Nord \(Koulutus Nord\)](#)
- **Lapland University of Applied Sciences**
  - [Bachelor's degrees](#)
  - [Open University of Applied Sciences](#)
  - [Master's degree](#)
- **University of Lapland**
  - [Open University](#)
  - [Lapland Summer University \(in Finnish\)](#)
  - [Language Centre](#)







# Training for immigrants

## [Kivalo-opisto](#) >

Provides literacy training for adult immigrants. Apply through TE services (Employment and Economic Development Office) or social services. Kivalo-opisto operates in Kemi, Keminmaa, Simo and Tervola. (Website in Finnish.)

## [Pohjantähti-opisto](#) >

Organises different trainings in Kemi, such as literacy training (Luku- ja kirjoitustaidon ABC) and employment-oriented training (Avain ammattiin). Continuous application. (Website in Finnish.)

## [Peräpohjolan Opisto](#) >

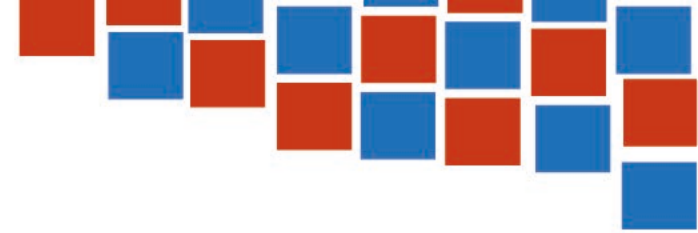
Provides trainings for immigrants. The trainings begin in autumn, but you can join ongoing trainings throughout the year. Peräpohjolan Opisto provides for example basic education for adults. Peräpohjolan Opisto is located in Tornio. (Website in Finnish.)

### Info

These schools and institutes organise many other trainings, courses and leisure activities as well. See their websites for further information.





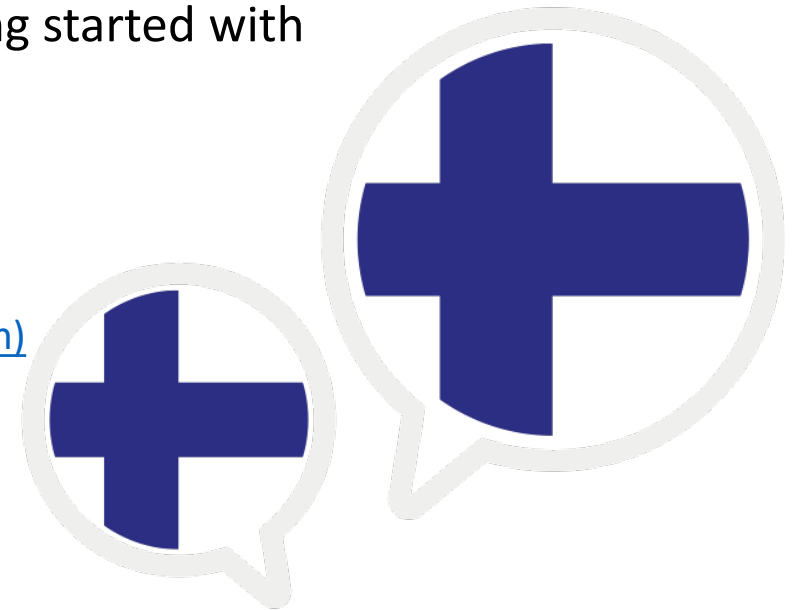


# Independent study of Finnish

There is a wide selection of material available on the Internet for self-studying Finnish. Multicultural Centre Mikseri can help you getting started with your studies.

## Links for studying Finnish:

- <https://www.osaansuomea.fi/materiaalit/linkkeja-ja-vinkeja-opiskeluun/> (in Finnish)
- <https://finnishcourses.fi>







# Work and entre- preneurship







# Job vacancies

**You can browse job advertisements on the following websites:**

- [Työmarkkinatori – Job Market Finland](#)
- [Monster](#)
- [Duunitori \(in Finnish\)](#)
- [Oikotie \(in Finnish\)](#)

**There are also several staffing agencies providing temporary employment**

Jobs available in the Metsä Fibre factory project are announced on the [TAVATA platform Video tutorial for using the Tavata platform \(in Finnish\)](#)

Multicultural Centre Mikseri is happy to help you understand the job advertisements and apply for jobs.



**MONSTER**



**tavata**  
Connect more.





# Support for employment and entrepreneurship

[StartupRefugees](#) supports refugees, asylum seekers and other immigrants in employment and entrepreneurship



DIGIPOLIS

## Free-of-charge business consultancy for starting a business in Kemi:

- [Digipolis Oy](#)
- [Business Development Services of the City of Kemi](#)
- TE services (Employment and Economic Development Office) provide a wide range of support relating to [employment](#) and [starting a business](#) (website in Finnish).



[Employment Services of the City of Kemi](#) provide you with guidance, advice and assistance in finding employment, education or training, if you are a client of TE services and face employment-related challenges.

[Pointti – Joint Service Desk for Employment Affairs](#) organises many kinds of events where you can meet employers and training providers. Pointti also provides assistance with the usage of digital devices and services. (Website in Finnish.)







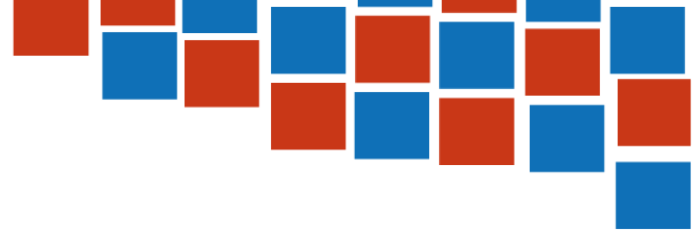
# Information on the Finnish working life

**The unemployment fund and the trade union** help you with issues related to the employment relationship, and provide you with certain benefits.

- Ask your employer or colleagues, which trade union covers your sector.
- The membership in a union is subject to a fee.
- If you become unemployed, you should register at the TE office (Employment and Economic Development Office) as an [unemployed job seeker](#).
- If you are employed, your employer provides you with occupational health care services. Contact your employer for further information.











# Kemi Health Centre

The services of [Kemi health centre](#) are intended for residents of Kemi (website in Finnish/Swedish).

When you fall ill, contact the health centre. If you are coming to Finland for work or study purposes, you should find out whether you are entitled to treatment.

You need to book an appointment to consult doctors and nurses at the health centre. You must call the health centre prior to going there. The health centre has a call-back system: your number is saved in the system, and someone will call you back as soon as possible.

The health centre can refer you to the hospital, a laboratory, or an X-ray, if necessary.

[Digital Clinic](#) helps you free of charge, if you are a resident of Kemi, Tornio or Keminmaa (website in Finnish/Swedish). In the Digital Clinic, you chat online with a nurse or a doctor. Download the OmaMehiläinen smartphone app. You need online banking credentials to identify yourself.



**Address:**

Kauppakatu 22,  
94100 KEMI

**Telephone:**

016 259 705

**Opening hours:**

Mon-Fri 8:00-16:00





LÄNSI-POHJAN SAIRAANHOITOPIIRI

# Länsi-Pohja Central Hospital (big hospital)

The hospital has several [outpatient clinics](#), an X-ray department and a laboratory. To use these facilities, you need a referral from a doctor. Among the outpatient clinics of Länsi-Pohja Central

## Hospital are:

- surgery
- rehabilitation
- children's care unit
- internal medicine
- gynaecology and childbirth

### **Address:**

Länsi-Pohja Central  
Hospital

Kauppakatu 25,  
94100 Kemi





# Emergency Department

[First Aid / Emergency Department](#) helps in the evenings and on the weekends, when you need urgent medical care, due to one of the following symptoms, for example:

- severe chest pain
- breathing difficulties
- eye injury
- poisoning
- heavy bleeding



**Call**  
**040 149 1340**

**prior to going to the  
Emergency Department.**







# Emergency call number

In case of **emergency**, such as **an accident**, **a fire** or **a sudden illness**, call the general emergency number

- The emergency centre answers the call saying “Hätäkeskus - Nödcentralen”.
- If necessary, the emergency centre will use an interpreting service.
- Answer the questions.
- During the emergency call, it is important to listen and to answer the questions.





# Personal information at the healthcare services

## Kanta.fi service

- Your personal health information (prescriptions, medical certificates, medical reports) is available for you in kanta.fi/en, when you have a Finnish social security number.
- To use the service, you need to identify yourself.
- If you have a [European Health Insurance Card](#), you are entitled to receive medically necessary treatment in Finland. You can apply for the card at Kela.

Your personal insurance may cover health services; check the coverage with your insurance company





# Social services



[The Patient Ombudsman \(Potilasasiamies\)](#) and the [Social Ombudsman \(Sosiaaliasiamies\)](#) can assist you, if you are having difficulties with health care or social care services (website in Finnish)

**The Social Welfare Office provides you with assistance and guidance, when you face problems in your life.**

**Finnish municipalities are legally obliged to provide special services, such as**  
[Social work \(in Finnish\)](#)

- [Disability services \(in Finnish\)](#)
- [Services for refugees](#)
- [Home geriatric care \(in Finnish\)](#)
- [Substance abuse treatment \(in Finnish\)](#)
- [Mental health \(in Finnish\)](#)

See [here](#) for the contact information and opening hours of the Social Welfare Office (in Finnish). **You can also leave a message by clicking the orange button. You will receive a reply as soon as possible.**

**Address:**

*Keskuspuistokatu 30,  
94100 KEMI*





# Organisations supporting wellbeing

## More information

See [Majakka ry website](#) (in Finnish) for information on different organisations operating in Kemi.

## Help in crisis situations

### [Turvapoiju \(in Finnish\)](#)

- You may be in need for support and help due to everyday concerns and stress, problems in the working life or a traumatic experience.
- Book an appointment in advance.

### [Food aid \(in Finnish/Swedish\)](#)

- Surplus food from grocery stores to families with low income. Reserve a place on the waiting list by phone.

## Meeting points:

- [Kemikammari \(in Finnish\)](#)
- [Klubitalo](#) for people recovering from mental health problems and their friends and relations (website in Finnish)
- [Kemin A-kilta](#) for substance abuse rehabilitees and their families (website in Finnish)
- [Multicultural Centre Mikseri \(in Finnish\)](#)



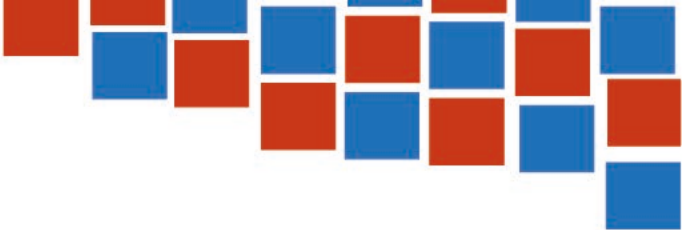


A blue sticky note with a yellow pushpin at the top center. The note is slightly curled at the bottom right corner. The text "Culture and leisure" is written in a white, rounded, sans-serif font.

# Culture and leisure







# Sights and experiences in Kemi

See the Visit Kemi website for information on

- Restaurants and cafes
- Bookable activities
- [events calendar](#)

Museums

[Kemi City Theatre](#)

[Kemi City Orchestra](#)

[Children's Cultural Centre](#)

[Comic Exhibition](#)

Kemi-Card

- The [Kemi Card](#) can be used by anyone. It contains event information, offers, news, sights, history, activities and information on Kemi. The card is used through a Cardu mobile application that you can download on your mobile phone free of charge.
- The Kemi resident card offers even more advantages and discounts for local residents. Apply for the Kemi resident card [here](#).
- If your financial situation is difficult, you will get some services at a reduced price or free of charge with the Kaikukortti card. See [here](#) for more information.

VISITKEMI.fi





# Kemi Library

- You can get your own library card from the library.
- With the library card, you can borrow books free of charge.
- The library has computers for customer use.
- Documents can be photocopied for a small fee.
- See [here](#) for the opening hours and further information.

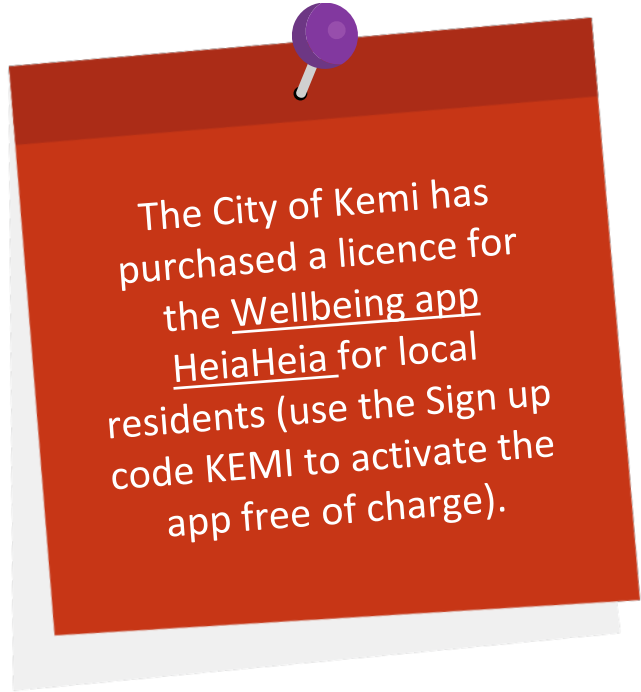
**Address:**  
Marina Takalon  
katu 3,  
94100 Kemi





# Outdoor recreation areas

- [Fishing areas](#)
- [Bivouacs \(shelters\)](#)
- [Ski trails, ice rinks and sledding hills](#)
- [Laitakari, Kiikeli and other hidden treasures](#)
- [Parks and playgrounds](#)
- [Beaches](#)
- [Footpaths and hiking trails](#)
- [Outdoor workout stairs \(in Finnish\)](#)
- [Frisbee golf courses](#)



The City of Kemi has purchased a licence for the [Wellbeing app HeiaHeia](#) for local residents (use the Sign up code KEMI to activate the app free of charge).





# Sports facilities



- [Swimming pool](#)
- [Archery range](#) (in Finnish)
- [Indoor ice rink](#)
- [Bowling alley and Tennis centre](#)
- [Gyms operated by the City of Kemi](#)
- [Kemi Golf](#)
- [Outdoor gyms and sports fields](#) (in Finnish)
- [Sports fields](#) (in Finnish)
- [Tennis courts](#)

## Join

In Kemi, there are several sports clubs and organisations that you can join. See [here](#) for a list.





# Churches in Kemi



## The Evangelical Lutheran Parish of Kemi

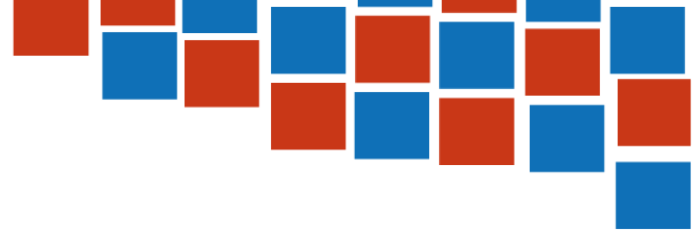
- [Clubs and groups](#) for all ages (in Finnish)
- [Events](#) (in Finnish)
- [Church ceremonies: baptism, marriage, burial etc.](#) (in Finnish)
- [Help and guidance in difficult life situations](#) (in Finnish)

## Other churches operating in Kemi

- [The Orthodox Parish of Northern Finland](#) (scroll down for English)
- [The Pentecostal Church of Kemi](#) (in Finnish)
- [The Adventist Church of Kemi](#)
- Kemin rauhanyhdistys, a local organisation for Conservative Laestadians (in Finnish)
- Jehovah's Witnesses, Perttusenkatu 30, 94600 Kemi
- The Church of Jesus Christ of Latter-day Saints, Härkösenkatu 2, 94100 Kemi









# Day care for children

## Early childhood education and pre-primary education

- In Finland, children are entitled to day care.
- If the parents are working or studying, the city must provide the family with day care within two weeks of submitting the application.
- If the parents are at home, a day care facility will be designated within 4 months of submitting the application.

**Apply online:**

[Daycare application and Pre-school registration](#)





# Primary education

In Finland, all children have a right to education

- More information: [Basic Education | Kemi](#)
- Education is free of charge.
- Preparatory education for basic education for immigrant children
- Primary schools have preparatory groups for immigrants.
- The main focus is on learning Finnish.
- From preparatory education, the pupil proceeds to a basic education group.
- The pupils' homes and the school staff cooperate in taking care of the wellbeing of the pupils.
- The schools have a school counsellor, a school nurse and a guidance counsellor.





# Youth work

**Kemi Youth Service organises activities at schools and at youth centres.**

Youth workers also set off to places where young people gather.

Information on different activities is available on [Facebook](#) and [Kemi website](#).

## Opening hours of the youth centres and other information (in Finnish):

- [Huvikumpu, youth centre in central Kemi](#)
- [Takajärvi youth centre "Takitsu"](#)
- [Siipi, Hepola youth centre](#)
- [Kemi Factori, musical activities](#)







# Help for a young person

## Outreach youth work (in Finnish)

- For young people under 29 years of age
- If you don't go to school or work
- Support and help in all aspects of life

## Ohjaamo Kemi

- For young people under 30 years of age
- Support and help in all aspects of life
- Follow on [Facebook](#) and Instagram #ohjaamokemi

## Police, Anchor work

- Helps young people at risk of social exclusion. Cooperates with social work and youth work.

## Child and youth psychiatry (in Finnish)

- When the young person him/herself or someone of his/her friends or family members is acutely concerned about the young person, they should call the emergency number

## Family counselling centre (in Finnish)

- Support with children's upbringing, development and schooling
- Support with life crises and relationship problems.





# Services for families with children



- **Maternity and Child Health Clinics**

- Family planning clinic = pregnancy planning, contraception, unwanted pregnancy, venereal diseases and infertility problems.
- Maternity clinic = pregnancy, childbirth and the baby's first year.
- Child health clinic = the child's growth and development until school age, vaccinations.

- **Home services for families (in Finnish)**

- Assistance given with everyday tasks at home. Families are entitled to home services for example when the parents feel excessively exhausted or when one of the parents has suddenly fallen ill.

- **Child welfare services (in Finnish)**

- Support and guidance in crisis situations. The child welfare services can be contacted by the child, a parent or anyone concerned about the child or the family.

- **Child supervisor (in Finnish)**

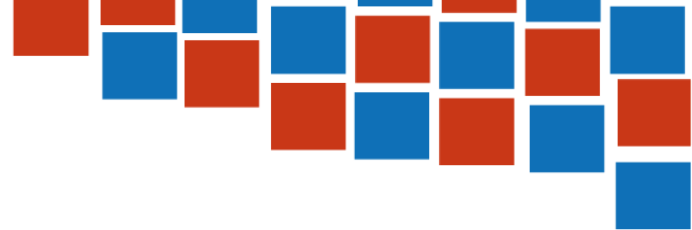
- Issues related to child custody, access rights and financial support, and acknowledgement of paternity.

- **Family counselling centre (in Finnish)**

- Support with children's upbringing, development and schooling
- Support with life crises and relationship problems.









# Finnish Immigration Service



The following permits and applications are processed by Migri (Finnish Immigration Service):

- Residence permit
- Registration of an EU citizen's right of residence
- Finnish citizenship
- Alien's passport and refugee travel document
- Asylum

Fill in the application online or in paper form. See [here](#) for instructions.

After submitting the application, book an appointment at one of the service points of the Finnish Immigration Service.

The nearest service points are located in Oulu and Rovaniemi. [Click here](#) to open the appointment booking page.

Watch a [video](#) on how to prepare for your visit at the service point when applying for a residence permit.





# Digital and Population Data Services agency

## When do you need to contact the Digital and Population Data Services Agency?

For example when

- you are a foreigner moving to Finland
- you are moving within Finland
- you are changing your name
- you have gotten married

## Digital and Population Data Services agency offers

- Population information system
- Guardianship affairs
- examination of impediments to marriage

**Address:**  
Keskuspuistokatu 20-22,  
3th floor., 94100 Kemi

**Telephone:**  
029 553 9661

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





# The Social Insurance Institution of Finland (KELA)

The Kemi office provides assistance with Kela affairs. Check the opening hours [here \(in Finnish\)](#).

- [Kela customer service numbers \(for service in English\)](#)
- By identifying yourself on [Kela website](#) you can, for example, make applications, view decisions made on your applications, and ask about the services of Kela.

**Address:**  
Meripuistokatu 16, 94100 Kemi

## Benefits granted by Kela:

- [Conscripts](#)
- [Housing benefits](#)
- [Pensioners](#)
- [Rehabilitation](#)
- [Families with children](#)
- [Emigration and immigration](#)
- [Death of a family member](#)
- [Students](#)
- [Sickness](#)
- [Social assistance](#)
- [Unemployment](#)
- [Disability](#)
- [Self-employed persons](#)



## You can apply for the following cards at Kela, for example:

- [European Health Insurance Card](#)
- [EU Disability Card](#)



# Tax Office



## In the Tax office, you can for example

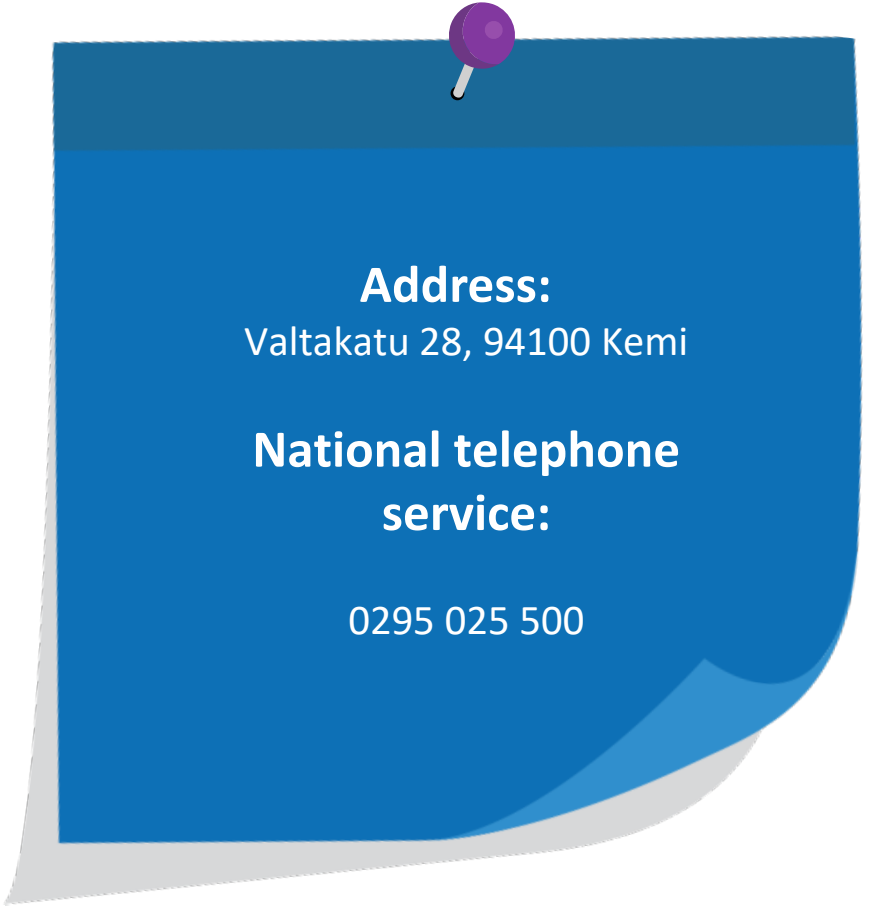
- Request a tax card
- Claim tax credit for household expenses
- You can book an appointment at the [Kemi Tax Office](#) by identifying yourself online, or visit the office without an appointment. Click the link to check the opening hours.
- [Telephone services](#)
- In the [MyTax service](#) you can request a tax card, for example. To use the service, you need to identify yourself.





# The Employment and economic Development Office

- The Employment and Economic Development Office (TE Office) provides support for job search and training, as well as business consultancy.
- As soon as you finish working or studying, be sure to register as an unemployed job seeker.
- The Kemi office has a customer service point. See [here](#) for the opening hours (in Finnish).
- The customer service will attend you by appointment only. You can book an appointment and view your personal information [here](#) (in Finnish). You need to identify yourself.
- For more information on the services, see [TE services website \(in Finnish\)](#) and [Job Market Finland](#).



**Address:**  
Valtakatu 28, 94100 Kemi

**National telephone  
service:**

0295 025 500





# The Police

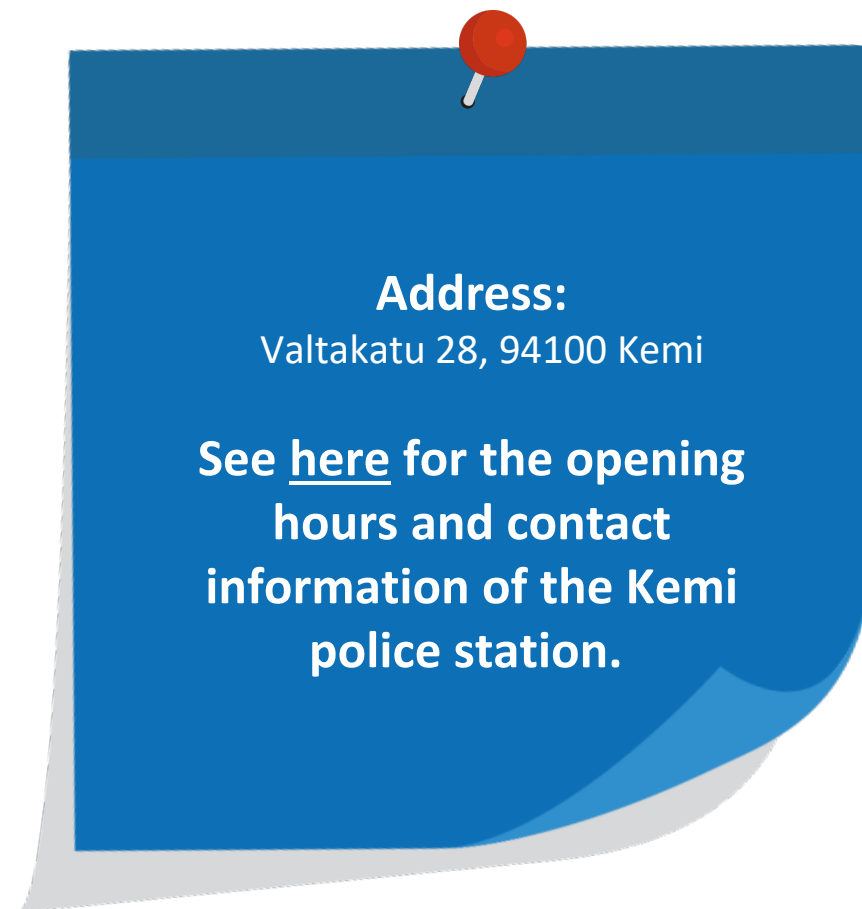
The Police maintain order and security in the society.

The police prevent, solve and investigate crime.

Police work is based on the Police Act.

In the Kemi police station, you can

- file a police report
- bring items to the lost-and-found office
- apply for or renew a passport or an identity card at the licence services
  - The police do not process refugee travel documents.





# Kemi Legal Aid Office

## Contact the Legal aid office, if you need legal aid

- in divorce matters
- in claiming your salary, - with the termination of the employment contract
- when you become a victim of crime
- when you need a restraining order
- when you wish to file a complaint for example on decisions related to social assistance, taking a child into care, or Kela benefits

See [here](#) for contact information and information on your right to receive legal aid.

**Address:**  
Valtakatu 39, 2nd floor,  
94100 Kemi

**Telephone**  
029 566 1500



OIKEUSAPU  
RÄTTSHJÄLP





# Other Government offices

## District Court of Lapland, Kemi Registry:

- divorce and debt issues (scroll down and choose “Kemin kanslia”).

## Dispute mediation:

- the perpetrator and the victim can settle their dispute and agree on possible compensation in a mediation process. Mediation is voluntary and free of charge. The process always involves a trained mediator. (Website in Finnish.)

## Traficom:

- information on acquiring a driving licence or [exchanging a foreign driving licence \(scroll down\)](#).

## Regional State Administrative Agency for Lapland:

- health and social services, legality and licensing, education and culture, rescue services and preparedness.

## Centre for Economic Development, Transport and the Environment (ELY Centre) of Lapland:

- economic development, entrepreneurship and employment, transport and environment. (ELY Centre of Lapland website in Finnish; [for general information on ELY Centres in English](#).)

Tuomioistuinlaitos  
Domstolsväsendet



TRAFICOM  
Liikenne- ja viestintävirasto





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**The purpose of this guidebook** is to provide information on services of importance and interest to people living in or moving to Kemi. The guidebook introduces topics related to everyday life, education, working life, leisure time and managing different matters. There are links for further information. Many of the topics can be complex, and in that case, you can ask the Multicultural Centre Mikseri to help you understand them. This guidebook is available on the Toivola-Luotolan Setlementti website, and it is updated as needed.

This guide was compiled by the Maahanmuuttaja Ohjaamo Kemi Project that operated in Multicultural Centre Mikseri 2019–2022. The project consisted of information, advisory and guidance services as well as coaching aimed at customers with an immigrant background. In the project, customers were guided in career, education and integration matters by coaches who spoke their language. The project served ca. 325 customers, many of which obtained employment at the open labour market or applied for training, for example. The project has involved collaboration with an extensive network.

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Toivola-Luotolan  
Setlementti



Euroopan unioni  
Euroopan sosiaalirahasto

Vipuvoimaa  
EU:lta  
2014–2020



YHTEISTYÖSSÄ  
Kemin kaupungin kanssa

