

WELCOME OFFICE

Information and guidance
for newcomers

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08/2023

PETRA WINBERG
Service Consultant





DO YOU NEED HELP?

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WELCOME OFFICE

provides low threshold basic information about services and different functions in the Finnish society and Vaasa area to **ALL NEWCOMERS & IMMIGRANTS**

You can book an appointment for remote guidance



All customers are welcome free of charge!

Pay a visit, send an e-mail, give a call or send a chat message on vaasa.fi!

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WELCOME OFFICE

WELCOME OFFICE
is found at Tammipiha / Ekgården



Opening hours:

Mon, Wed & Thu 10 a.m. – 4 p.m.
Tuesday 10 a.m. – 5 p.m.
Friday 10 a.m. – 3 p.m.

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WELCOME OFFICE

Address:

Teräksenkuja 1 (Tammipiha)
Teräsgränd 1 (Ekgården)

Chat on website:

vaasa.fi/welcomeoffice

More information:

www.welcomeoffice.fi

E-mail:

welcome.office@vaasa.fi

Tel: 06-325 1551
040 569 6046

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WELCOME OFFICE

Osoite | Adress | Address:
 Teräksenkuja 1 (Tammipiha) | Teräsgränd 1 (Ekgården)
welcome.office@vaasa.fi
 Puh | Tel. 06 325 1551 / 040 569 6046
www.welcomeoffice.fi

KIELI SPRÅK LANGUAGE мова Язык	MAANANTAI MÅNDAG MONDAY понеділок Понедельник	TIISTAI TISDAG TUESDAY вівторок Вторник	KESKIVIIKKO ONSDAG WEDNESDAY середа Среда	TORSTAI TORSDAG THURSDAY четвер Четверг	PERJANTAI FREDAG FRIDAY п'ятниця Пятница
SUOMI FINSKA FINNISH	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00
SVENSKA RUOTSI SWEDISH	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00
ENGLISH ENGLANTI ENGELSKA	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 – 16.00	10.00 - 15.00
Українська UKRAINIAN			12.00 - 16.00		
РУССКИЙ RUSSIAN			12.00 - 16.00	12.00 - 16.00	

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WELCOME OFFICE

Information and guidance on...

- official paper work & applications
- making appointments
- immigration matters
- working life
- public and government services and the Finnish society
- language courses
- education and training possibilities
- day care
- social and health care services
- housing
- leisure activities

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[Moving to Finland >](#)
[Settling in Finland >](#)
[Work and Enterprise >](#)
[Finnish and Swedish >](#)
[Housing >](#)
[Education >](#)
[Health >](#)
[Family >](#)
[Leisure >](#)
[Information about Finland >](#)
[Cities](#)
[Helsinki >](#)
[Espoo >](#)
[Vantaa >](#)
[Kauniainen >](#)

Your guide for living in Finland

Information on Vaasa is found on the infofinland.fi website in 10 languages

Welcome to Finland! InfoFinland is your source of information for moving and living in Finland. Check our tips on permits, jobs, housing and education & find local contact information. Let us help you make Finland your home! Tervetuloa!



STEPS TO STAY IN VAASA

1

Nordic citizens: skip to number 2.

EU / EEA citizens: Register your right for residence at the nearest Migri (immigration office) service point for longer stays than 3 months.

Other citizens: If you do not yet have a **residence permit** or need to renew your fixed-term residence permit, apply for it in good time (earliest 3 months before) online. *When you apply for residence permit, you should also make sure to obtain a personal identity (social security) number.*

2

Register (all family members in person) at the Digital and Population Data Services Agency your place of residence / your permanent home address in Finland for stays more than a year (DVV will check if you meet the requirements). A home municipality gives access to local public services e.g. daycare, school, healthcare.

3

Strong identification with Suomi.fi authorization is needed in Finland in all e-services (registrations, tax and employment matters + shopping etc.). For this you need internet banking credentials. First apply for an **official ID card at the Police**. for booking an appointment to the Police office.

4

Open a bank account and ask for internet banking credentials, as this is needed for all online services with e.g. different authorities. You need **strong identification** at the bank, and this is where an official Finnish ID card will come handy. Usually only a basic account is possible with your own national passport identification.

Welcome Office
–Information and Guidance
Teräksenkuja 1 | Teräsgränden 1
welcome.office@vaasa.fi
Tel: 06 – 325 1551

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enterfinland.fi
migri.vihta.com (book an appointment)
Migri Service Point:
Korsholmanpuistikko 45



www.dvv.fi
Digital and Population Data Services Agency, Vaasa:
Wolffintie 35 B, 2nd floor



www.police.fi
<https://asiointi.poliisi.fi/ajanvaraus-fe/en> (appointment)
Police, Vaasa:
Korsholmanpuistikko 45



Open a bank account in a bank, preferably one that has an office in Vaasa



.. A FEW MORE STEPS

5

If you are employed and have a work contract, you need a tax card from the Finnish Tax Administration, so that you can pay taxes.

Welcome Office

- Information and guidance
Teräksenkuja 1 | Teräsgränden 1
welcome.office@vaasa.fi
Tel: +358-(0)6-3251551
+358-(0)40 569 6046

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6

Spouses:

Register at the Employment and Economic Development Office (TE-Office) if you are an unemployed jobseeker (* Only if your stay in Finland is continuous or permanent, and not e.g. for studies)

www.vero.fi
Tax office
Poikkikuja 7



7

Spouses & children:

Apply for entitlement to health and social security at the Social Insurance Institution KELA | FPA

* Only if your stay in Finland is continuous or permanent, and not e.g. for studies. If you are part-time working, you might be eligible to health & social insurance.

[Kela card application form](#)

[Notification Moving to Finland form](#)

www.JobMarket.fi
TE-Services:
Wolffintie 35



www.kela.fi
KELA office in Vaasa:
Tammipiha Ekgården
Teräksenkuja 1 | Teräsgränden 1

Kela|Fpa 

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Weather in Vaasa

Dress according to weather.

- Woollen clothing is a good insulator
- thermal long underwear when temperature begins dropping well below 0° celcius.



- Wear layers of clothes depending on weather.
- layer clothing during different winter temperatures -video
<https://www.facebook.com/watch/?v=10153772691539757>



	Base Layer	Insulating Layer	Outer Layer	Footwear	Accessories
+ 10	Short Sleeves Pants	+ Fleece/ Sweatshirt	+ None	+ Wool Socks Shoes	+ None
+ 5	Short Sleeves Pants	+ Fleece/ Sweatshirt	+ Coat	+ Wool Socks Shoes	+ Glove Liners
- 0	Long Sleeves Pants	+ Fleece/ Sweatshirt	+ Coat	+ Wool Socks Boots	+ Hat Glove Liners
- 5	Long Sleeves Insulated Pants	+ Fleece/ Sweatshirt	+ Parka	+ Wool Socks Boots	+ Hat Mittens
- 15	Long Sleeves Long Underwear	+ Fleece/ Sweatshirt (x2) Insulated Pants	+ Parka	+ Wool Socks Boots	+ Hat Balaclava Glove Liners Mittens



Vaasa Citizen Services

- Get the Waltti bus card or top it up
- You can pay your City of Vaasa invoices at the cash desk without any extra fees, (e.g. Alma –courses)
- Copy and scanning service
- City of Vaasa publications, brochures and city center maps
- Products with Vaasa -logo for sale

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Public transport LIFTI

- Single ticket, cash **2€**
- Contactless payment **1.70€**
- Includes at least 1 h right to change bus

Waltti card **5€** (card price)

- Students, 30 days **29€**
- Value card, price/ journey **1€**
- Have your ID and your social security number
- If you do not yet have your ID number, a fictitious number will be generated.

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Social and Health Services

- Since January 1st 2022, the **Wellbeing Services County of Ostrobothnia** is responsible for the social welfare and healthcare services of Vaasa residents. <https://en.osterbottensvalfard.fi/>

Visiting the H-House & registration

You can register for your visit either with a mobile device or with a registration machine (with a Kela card, driver's licence or invitation letter).

By presenting the European Health Insurance Card, you can prove your **right to necessary medical treatment**, i.e. medical treatment when you become suddenly ill or have an accident (when you cannot wait until you return home). You can also get treatment related to pregnancy or a chronic illness.

In emergency call 112

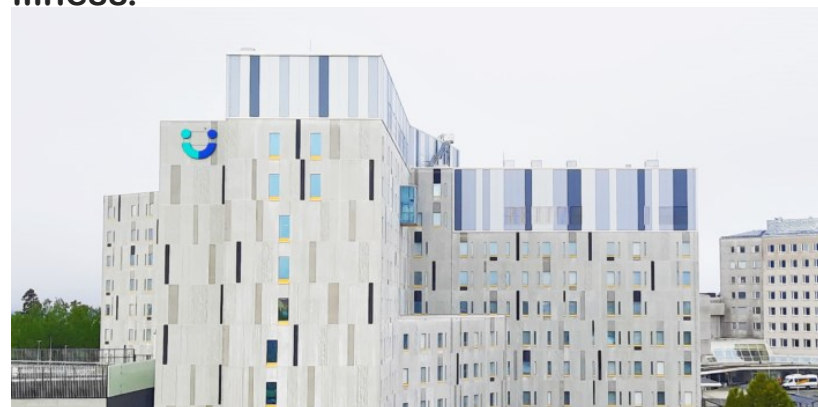
Call Medical Helpline in other urgent medical situations 116 117 and before going to emergency clinic. The on-call nurses will assess your need for emergency care services´.

Non-emergency (during office hours), assessment of the need for treatment / booking an appointment with a doctor and nurse:

Tel 06 218 9000

Dental healthcare, appointments and advice

Tel 06 218 9100 (automated voice in Swedish & Finnish. press 1 to reach a person)



Student health care and private health care

- All degree students in higher education are entitled to use the Finnish Student Health Service (FSHS).
- Pay the healthcare fee to KELA.
- Students who have a European Health Insurance Card (EHIC) or a Global Health Insurance Card (UK GHIC) do not need to pay the KELA healthcare fee. You also do not need to take other medical insurance.
- The right to use FSHS does not exempt you from having to take out health insurance.
- Doctoral students and incoming exchange students are not entitled to use FSHS services.
- Private health care services are increasingly popular in Finland.
- With a medical insurance you can visit a private health clinic.
- In Vaasa some options are:
 - Mehiläinen
 - Pihlajalinna
 - Terveystalo
- Laboratory examinations:
 - Fimlab
 - Synlab



SIMHE POP-UP

Career guidance for educated immigrants

15.8. at 2–4 p.m. (14.00–16.00)

14.9. at 2–4 p.m. (14.00–16.00)

10.10. at 2–4 p.m. (14.00–16.00)

7.11. at 2–4 p.m. (14.00–16.00)

5.12. at 2–4 p.m. (14.00–16.00)

**PLACE: Tammipiha / Ekgården,
Teräksenkuja 1, Vaasa**



The University of Vaasa's SIMHE services offer free career guidance and language courses for immigrants. The pop-up event is organised in collaboration with Welcome Office.

More information: uwasa.fi/en/simhe

WELCOME – no appointment needed.

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Vaasa Spouse program

Living in Vaasa - fun family activities

- The theme focuses on networking & social inclusion and has the whole family in focus.

Working in Vaasa - build your professional network

- activities are focused on career and professional networking.
- Join programme www.uvasa.fi/en/vaasa-spouse-programme

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ALMA -Adult Education Center

Raastuvankatu 31 and Kirkkopuistikko 15

Register for courses opistopalvelut.fi/vaasa

Wide range of non-formal courses open to everyone and mainly in evening time, e.g. arts and crafts, cooking, language learning, instrument playing, choir singing, exercise, health and wellbeing.

Registra-
tions began
August 17

10% discount for students on courses. Show student card at Alma latest when course begins.

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WELCOME TO VAASA



INTRODUCTORY LECTURE



21.9.2023 at 5.30 – 7 p.m

This introductory lecture gives you an insight into the City of Vaasa and some of the services it offers. The event is aimed at all new residents, as well as all those interested in Vaasa, and is free of charge.

**Place: Vaasa Adult Education Centre Alma,
Raastuvankatu 31, Auditorium B231**



Vaasa City Library

Get a library card for free and get access to:

- **Books**
- **Games**
- **Sports equipment**, eg. snowshoes, touring skates, kettlebells, volleyball, basketball, pétanque, disc golf, badminton sets and mölkky (the most popular summer game with friends)
- **Bicycles** for up to one week at a time (3 available)
- **Tools:** litter pickers, tool kits, electricity usage monitor, sound level meter, impact drill etc.
- **E-sources** such as e-books, e-audiobooks, PressReader, Viddla (movie streaming)

Also..

- Study areas
- Events and book-clubs e.g. The Vaasa Listening Club.
- Makerspace (e.g. sewing machines)
- Digital piano, electric guitar
- 3D printer, vinyl cutter

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MiniLifti electric car rental for residents

vaasa.fi/en//mini-lifti-shared-cars/

→ Download the Omago app to begin booking. If you have a foreign driving license, you need to get it verified (takes approx. 3 days).

Shorter bookings:
Price: from 8€ / hour
Longer bookings:
Price: from 50€ / day
Driving capacity of 200 km fully charged.

Cars are located in the parking area of the Urban Environment Office at Kirkkopuistikko 26

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Useful links

vaasa.fi The City of Vaasa

vaasa.fi/en/see-and-experience/ See and experience

vaasa.fi/en/activities-and-nature/ Activities and Nature

vaasa.fi/en/events/ Events in the region

vaasa.fi/lifti Bus journeyplanner or get the
Waltti Mobile app

vaasankirjasto.finna.fi Vaasa City Library

vaasa.fi/alma Adult Education Centre Alma

voas.fi The Student Housing Foundation in Vaasa

Public authorities:

migri.fi, enterfinland.fi Immigration Services

dvv.fi Digital and Population Data Services Agency

police.fi The Finnish Police

tax.fi Tax Administration

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THANK YOU

**WELCOME OFFICE
CONTACT DETAILS:**

Tammipiha, Teräksenkuja /
Ekgården, Teräsgränd 1

welcome.office@vaasa.fi

Tel: 06-325 1551 / 040 569 6046

www.welcomeoffice.fi

www.vaasa.fi/en/welcomeoffice

