



WELCOME OFFICE

Information and guidance

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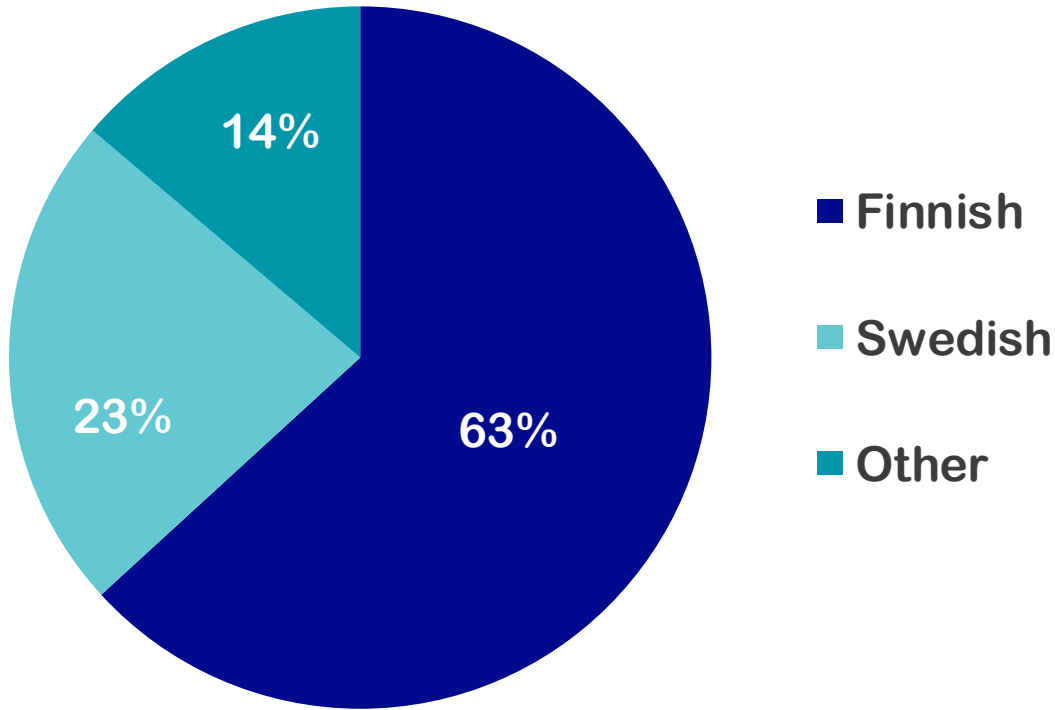
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10/2025

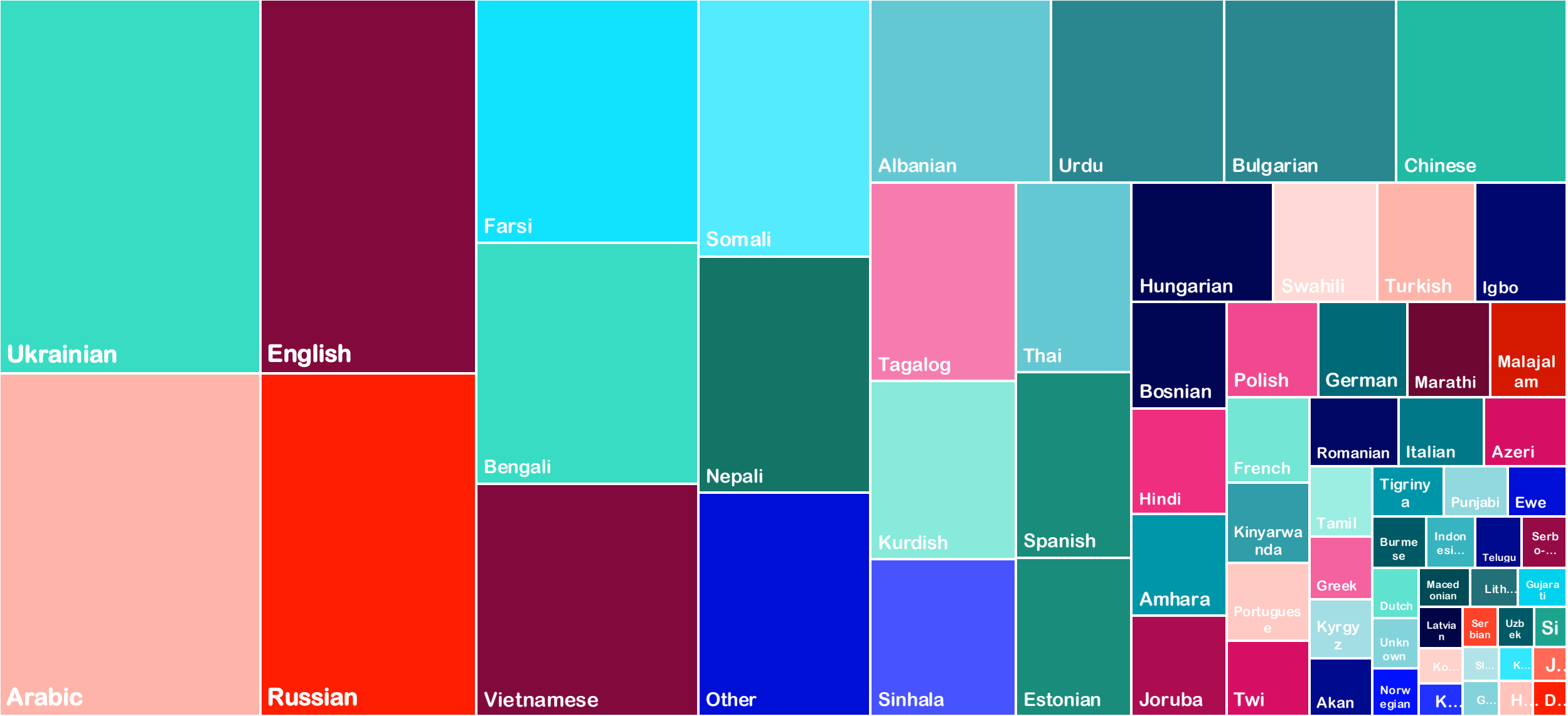
PETRA WINBERG
Service Advisor



Languages spoken in Vaasa



Foreign languages in Vaasa 2024





DO YOU NEED HELP?

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WELCOME OFFICE

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



Tammipiha / Ekgården –
Joint service point:
Address: Teräksenkuja 1

City of Vaasa

- Citizen Services
- Welcome Office
- Urban Environment - parking control, berths and allotments
- Employment Services (Mondays)

Kela –National Health and Social Insurance Institution

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Ask about living, working and studying in Vaasa

We can help in different topics of everyday life.

Information and guidance on...

- official paperwork & 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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You can book an appointment,
also for remote guidance
→ welcomeoffice.fi

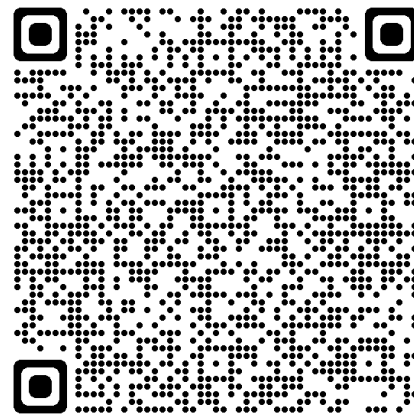


All customers are welcome free of charge!

Drop in, send an e-mail, give a call or send a
chat message (vaasa.fi)!

Open:

Mon	10 am – 4 pm
Tue	10 am – 5 pm
Wed	10 am – 4 pm
Thu	10 am – 4 pm
Fri	10 am – 3 pm



E-mail:
welcome.office@vaasa.fi

Telephone: 06-325 1551
040 569 6046

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WELCOME OFFICE

Living Well in Finland: Essential Life Skills for Everyday Success



Honesty and punctuality



- Honesty is valued in Finland. It's important to keep your promises and tell the truth.
- Punctuality is also important to Finns. When you have an appointment, please arrive at the agreed time. For example, if you have booked an appointment with a doctor, it is especially important to arrive on time (perhaps 10 – 15 minutes before).
- Time management skills are important. Make sure to register for an event only if you aim to make it. Only e.g. sudden illness is an excuse not to arrive, as organizers use a lot of resources to plan and execute events. Always inform if you cannot make it!
- Use calendars and apps for managing schedules.



vaasa.digitransit.fi

Public transport LIFTI

Single ticket, 1 zone Contactless payment

1.80€. Day ticket 5.40€

Cash payment

Adults 2.30€ Children 2.10€

Waltti card 5€ (card price)

Monthly (30 days), 1 zone:

46€ adults

39€ students

32€ children, 7 -18 y.

Value ticket/Waltti, price/
journey

1.80€ adults

1.30€ students

1.10€ children

Buying the Waltti card:

- Have your ID and your social security number with you.
- If you do not yet have your ID number, a fictitious number will be generated.
- Waltti mobile does not give student discount.

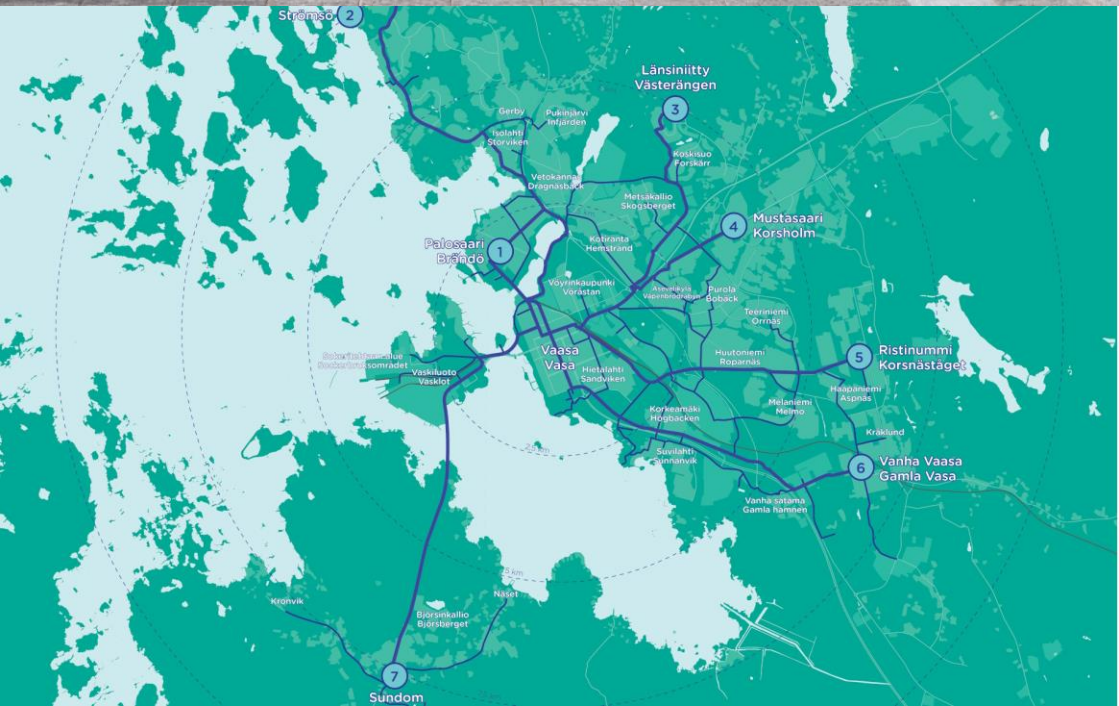
www.vaasa.fi/en/living/traffic-and-streets/public-transport/

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Walking, cycling or riding an e-scooter

- 7 main bicycle routes [-vaasa.fi link](https://vaasa.fi)
- Wear a helmet when cycling or riding an e-scooter and when its dusk or dark have a front and back light on!
- Different types of bicycle and pedestrian paths:
 - Combined, where you can both ride a bicycle and walk.
 - Pavements are only for walking. You could be fined by the police, if you e.g. cycle on the pavement.
 - If there is not a bicycle route found on your designated route you should either find an alternative route intended for bicycling or cycle on the car road



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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.
- Merino wool underlayer is excellent for warmth and comfort. It's an investment.
- layer clothing during different winter temperatures –[video on Facebook](#).



	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

Use reflectors

- In the dark season, a cheap life insurance is wearing reflectors!
- It is required by law that pedestrians wear reflectors after dark.

The visibility of a reflector in the dark



How to wear a reflector?

Wearing a reflector helps car drivers see pedestrians in the dark, even as far as 600 meters away.

Wrists and ankles are good places for reflectors. Wear reflectors on both sides.

The more reflectors you wear the better.



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Degree students:

Student health care services

- All degree students in higher education are entitled to use the Finnish Student Health Service (FSHS). **But first, pay the healthcare fee (via KELA)**
- The FSHS is free of charge.
- Non-EU nationals : Your private health insurance that you took for immigration purposes, works at the Wellbeing Services County, but as long as you have registered your home municipality at DVV, you have same services as everyone else at the Wellbeing Services County.
- There is usually always a service fee (15 – 70 euros).
- Vocational students at Vamias have access to their [student health care](#).
- FSHS www.yths.fi/en/service-units/vaasa-3/
- For health centre, dental care, child welfare and maternity clinic etc. go to [Wellbeing Services County](#).
- Recommended to download 112 Suomi app. More information <https://112.fi/en/112-suomi-application>

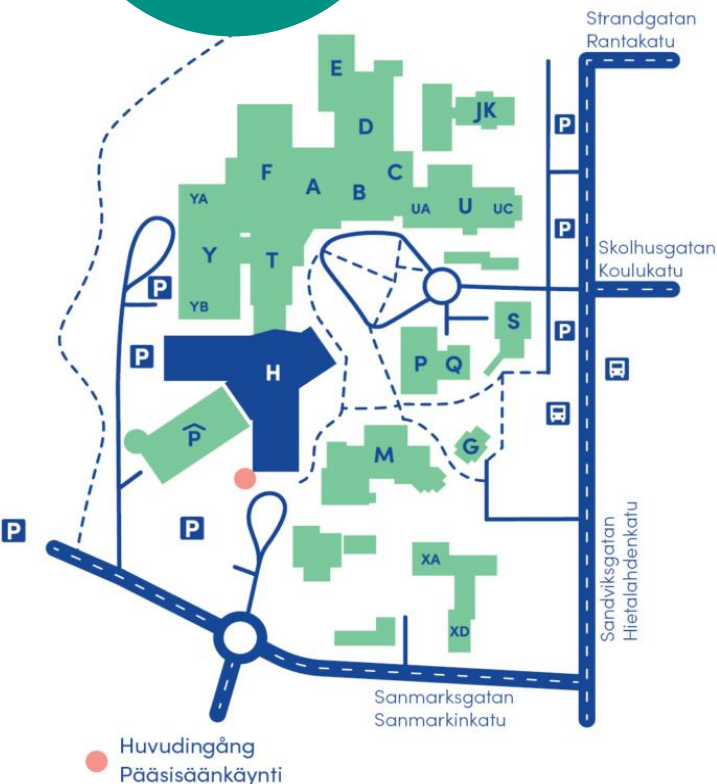


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Social and Health Services

- Wellbeing Services County of Ostrobothnia is responsible for the social welfare and healthcare services of Vaasa residents. <https://en.osterbottensvalfard.fi/>

There's usually always a service fee. An invoice will be sent to you.



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) Identification even with a national passport, but with personal identification number (social security number).

By presenting the European Health Insurance Card, you can prove your right to necessary medical treatment.

Emergency 112

→ Get the 112 Suomi app

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

Non-emergency Tel 06 218 9000 - assessment of the need for treatment / booking an appointment with a doctor and nurse:

Dental healthcare, appointments, advice: Tel 06 218 9100

Medical certificate for a driver's license

To change a foreign drivers license you need to go to a private clinic for a medical certificate.

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



Private Health Care

- Private health care services are increasingly popular in Finland and many take private health insurances.
- You can visit a private health centre also with a Kela –card and you can get a direct, on-the-spot reimbursement for your costs.
- In Vaasa some bigger options are Mehiläinen, Pihlajalinna and Terveystalo.
- Laboratory examinations at e.g. Fimlab or Synlab.

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Nutrition - recommendations

- In Finland we follow diet recommendation - the food pyramid.
- Typical food? Meat – potatoes – side salad.
- Eat the rainbow – colourful foods are healthy.
- Fresh berries are our superfood –found also free in our forests and marsh lands from July – October.
- Seasonal delights: New potatoes and strawberries around Midsummer. During autumn and winter try the varieties of root vegetables and cabbages. Cheap!





Take vitamin D supplement
(the sun vitamin)

Recommendation min. 10 –
20 µg (micrograms)
depending on your skin
tone.

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FREETIME ACTIVITIES & LEARNING FINNISH OR SWEDISH



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Tips

- Enjoy daylight whenever possible!
- Active breaks and even small amounts of
- Exercise during the day
- Experience the changing nature
- Listen to the quietness or boost up with music
- Catch up with a friend
- Find new forms of exercise
- Many free outdoor sports facilities to discover

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Vaasa is a
city of culture
and sports



For music and art lovers:

Vaasa city orchestra

Doo-Bop Club

Ritz

Several different art museums

Check out: [Culture in the Vaasa region](#)



Several theatres:

Vaasa City Theatre, plays in Finnish

Wasa Teater, plays in Swedish

Both use an app where the lines on stage are translated to English.

Vaasa student theatre Ramppi

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FREE TIME ACTIVITIES & VOLUNTEERING

–big part of integrating in society



- **Alma Adult Education Centre**
→ Life-long learning & meeting the locals. Courses in crafts, kitchen, garden, music, languages, health and wellbeing, visual arts, dance and exercise.
- **Vaasa City Library**
→ Get a library card for free and get access to books, games, sports equipment, bicycles, tools, e-sources.
- **Volunteer at City of Vaasa festivals and events** -[Link](#)
- **Join NGOs and help in activities.** (Ritz –cultural events, Red Cross, Food Bank etc.)

Expand your horizons and meet new people

- make valuable connections in your freetime
 - Join the Goin' app (available to higher education students)
 - Join all networking events.
 - Join sports clubs and associations.
- **Join Hoppis** –free family activity on Saturdays or ice skating for families in the ice hall on Sundays.

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Volunteer opportunities

“ Volunteering is for all ages and great way to find meaningful activities, find friends and maintain social networks. Volunteering brings joy and vitality to life.

Based on your own interest, you can choose a suitable activity.

Volunteer opportunities at City of Vaasa -Cultural Services in various events and festivals. If you are interested, contact the responsible person for the event.

- ❖ Feasta events throuhout the year
- ❖ Vaasa Wildlife –nature film festival, Sept-Oct (Every 2nd year)
- ❖ Vaasa Choir festival, around May annually
- ❖ Night of the Arts, August annually
- ❖ ARMAS –festival in October
- ❖ Vaasa LittFest –literary festival, in November

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Lifelong learning – meeting the locals

Alma Adult education Centre Courses available:

- crafts
- kitchen and garden
 - ☐ Introduction to Finnish food. 5.–12.3.2026
 - ☐ Street food –course 15.1.–19.3.2026
- Music
 - ☐ Music production, singing
- Languages
- Health and wellbeing
- Visual and performing arts
 - ☐ Drawing, painting, pottery / ceramics
- Dance and exercise
 - ☐ Yoga, pilates, ballet, Zumba, dance





At the Alma Adult Education Centre, you can study over ten different languages: traditionally in class, online, or by combining study methods.

We offer basic courses in languages such as Finnish and Swedish.

More information and registration [Here](#)

FINNISH

Spring 2026

These are intensive basic courses in Finnish starting from the very beginning.

[Registration Link](#)

- Finnish 1 (Contact Teaching)
Period: 8.1.–23.4.2026
Price: 100 € (registration 28.11)
- Finnish 1(Contact Teaching)
Period: 7.1.–21.4.2026
Price: 100 € (registration 28.11)
- Finnish 1 (Online)
Period: 13.1.–28.4.2026
Price: 94 € (registration is open)

SWEDISH

Spring 2026

Learn the basics of Swedish.
Registration is open.

[Registration Link](#)

- **Swedish 1 (Contact Teaching)**
Period: 8.1.–21.4.2026
Price: 100 € (registration 28.11)
- **Swedish 1 (Online)**
Period: 8.1.–6.4.2026
Price: 68 € (registration is open)



Free Online Finnish Courses (Spring 2026)

- Some free Finnish courses are organized by KiVANET (The courses offered will be confirmed in November 2025)
- These courses are intended only for students studying at the University of Vaasa, Åbo Akademi, and Hanken
- Format: Online Teaching
- Enrollment: 01.12 – 11.01 2026

[KiVANET Link](#)

Puhutaan suomea keskusteluklubi

Finnish Talk Club 

Missä?

Vuorikodin kabinetti 1. kerros
Vuorikatu 2-4

Where?

Vuorikoti Cabinet 1. floor
Vuorikatu 2-4

Var?

Berghemmets kabinett 1. våningen
Berggatan 2-4

Kick-off:

08.10.2025
17:00 – 18:00

Kenelle? Sinulle, joka haluat harjoitella suomea rennossa ryhmässä keskusteluiden kautta.

Who is it for? For you, who would like to practise Finnish in a relaxed group through conversation.

För vem? För dig som vill öva finska i en avslappnad grupp genom samtal.



Ilmoittauduthan QR-koodin kautta
Please register via the QR code
Registrera dig gärna via QR-koden



Ilmainen osallistuminen — Free Participation — Gratis deltagande

Groups

- Alma: Language Café once a month
- Red Cross: Kauppapuistikko....
 - ❖ Naisten ryhmä –For women learning Finnish
 - ❖ Miesten ryhmä (Men's group)
- Finnish Talk Club –practising Finnish in a relaxed group through conversation at Vuorikatu 2-4 free of charge. Ask about possibility to register → jordi.storm@vaasa.fi

Other options

- Look for online courses throughout Finland on <https://linnunrata.fi/en/>
- YLE, the Finnish public service media company provides news, entertainment, and culture through television, radio, and online services, funded by a public tax. [-link.](#)

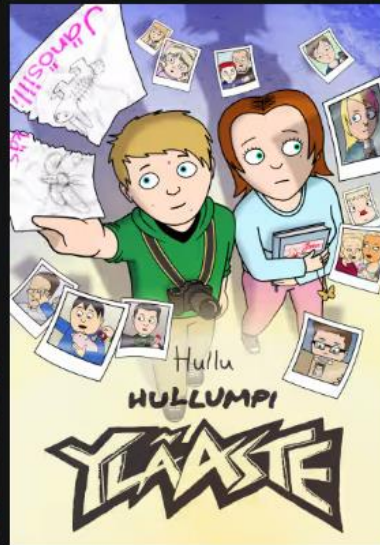
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Justimus esittää: Henki Vex
Säntä saapuu Heinäjärvelle



Luuserit
Noloja tilanteita rakkaudessa



Hullu - hullumpi - yläaste
Komedia älyvapaasta koulumaailmasta



Gossip Girl
Ilmiöksi noussut nuortensarja



Kimmo
Kimmon ja kumppaneiden sekopäinen arki

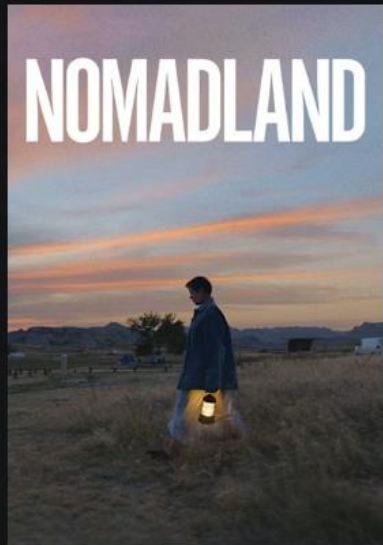


Tupa 13
"Koska me saadaan ryynkyt?"



Pretty Little Liars
Jotkut salaisuudet eivät k

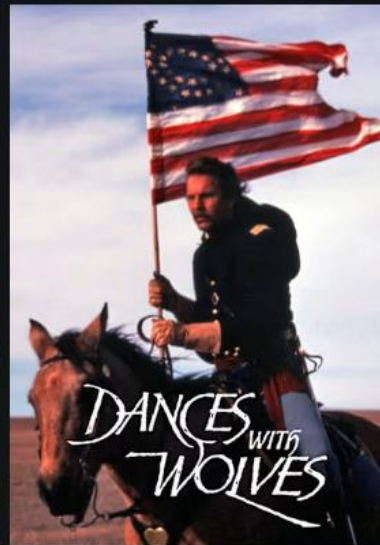
Ulkomaiset elokuvat | Näytä kaikki



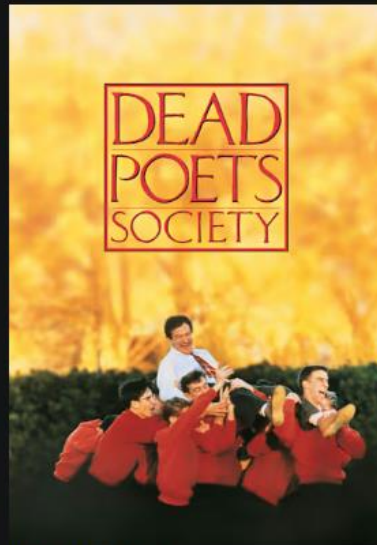
Nomadland
Parhaan elokuvan Oscar 2021
1 h 43 min · ke 15.10.2025



Auringonlasku
Loma Acapulcoissa saa ison käänteen
1 h 18 min · ke 8.10.2025



Tanssii susien kanssa
Kevin Costnerin 7 Oscarin mestariteos
3 h 44 min · ke 1.10.2025



Kuolleiden runoilijoiden seura
Opettaja muistuttaa poikien elämän
2 h 3 min · la 18.10.2025



Platoon - nuoret sotilaat
Neljän Oscarin leffa Vietnamin sodasta
1 h 54 min · la 4.10.2025



Rinnakkaiset äidit
Sinkkusaisten välille kehittyvä side
1 h 57 min · to 16.10.2025



The Favourite
Palkittu historiallinen dra
1 h 54 min · ke 9.9.2025

<https://areena.yle.fi/tv>

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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, Waltti Mobile app etc.

vaasankirjasto.finna.fi Vaasa City Library

vaasa.fi/alma Adult Education Centre Alma

voas.fi The Student Housing Foundation in Vaasa
pikipruukki.

Public authorities:

migri.fi, enterfinland.fi Immigration Services

dvv.fi Digital and Population Data Services Agency

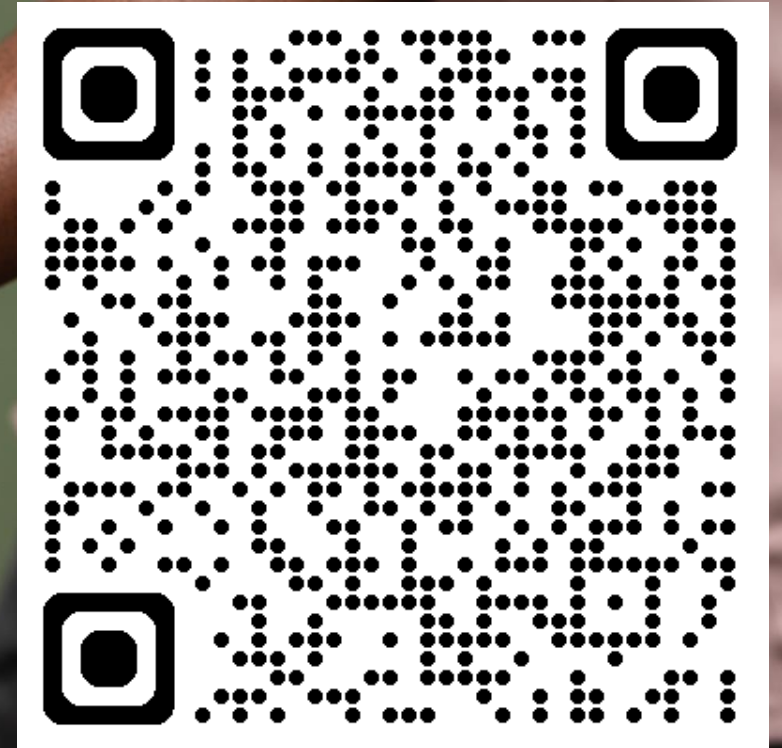
police.fi The Finnish Police

tax.fi Tax Administration

Need news in English?

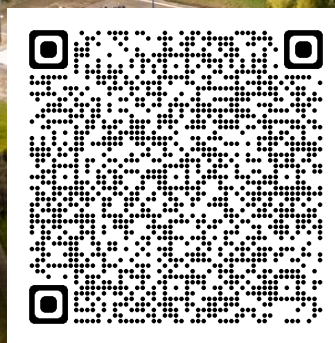
Register for the Vaasa Welcome Office Newsletter

Receive information about events and current news topics in Vaasa.



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Thank you



WELCOME OFFICE CONTACT DETAILS:

Tammipiha service point,
Teräksenkuja 1

welcome.office@vaasa.fi

Tel: 06-325 1551 / 040 569 6046

Welcomeoffice.fi

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