



Welcome To Oulu!

Information Guide to Oulu Services for People Under 30



„NUORTEN
OULU„

Byströmin
OHJAAMO

ODL 
Yhdessä

Hello, New Resident Of Oulu!

We have compiled this information package for you, a resident of Oulu under the age of 30. In this package, you will find information on services for young people, leisure and hobby opportunities, as well as digital services designed for young people. Each service includes a brief description. Within the text, you will find a blue underlined link that provides access to more detailed information on the topic

We wish you the very best of luck with your studies and with getting to know Oulu and the services it offers. Remember that help and support are available, and it is always worth asking if you need assistance!

Best wishes, The team behind this information package

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SERVICES FOR YOUNG PEOPLE IN OULU

Byström One-Stop Guidance Center

At [Byström One-Stop Guidance Center](#) You can get help with just about anything. You can visit without an appointment or book one by phone, text message, email, or through an online contact form. You do not need to know in advance which service you should book an appointment with, as a service advisor will guide you to the right service. Byström One-Stop Guidance Center is open on weekdays: Monday to Thursday from 9:00 a.m. to 4:00 p.m. and Friday from 9:00 a.m. to 3:00 p.m. You can use computers independently and print, scan, and copy documents free of charge. The services of Byström One-Stop Guidance Center are intended for all young people and young adults under the age of 30 living in Oulu.

ODL (Oulu Deaconess Institute)

[ODL](#) offers a wide range of services for people of all ages in Oulu. If you need support with everyday life, getting out of the house, unemployment, or finding the right services, you can contact ODL Service Guidance. If the service you need is not available through ODL, their service advisors will help you find the most suitable service provider. ODL Service Guidance can be reached by phone on Tuesdays to Thursdays from 10:00 am to 1:00 pm. at +358 8 313 2111, through an electronic contact form, or by email at palveluneuvonta@odl.fi.

Girls and Boys Houses

[Girls' House](#) and [Boys' House](#) are places where is possible to have one-on-one, confidential discussions with youth workers. They provide support, advice, and guidance in a variety of life situations and challenges. Girls' and Boys' Houses also offer sexual health counseling. In addition to individual support, Girls' and Boys' Houses provide a wide range of group activities as well as open activities. The services and activities are intended for young people and young adults aged 12 to 29, with respect for and recognition of gender diversity.

Oulu10

[Oulu10](#) provides guidance and advice on all City of Oulu services for residents of all ages. Oulu10 also offers public computers that you can use, for example, to print any forms you may need. At Oulu10, you can get advice on matters such as student bus cards and sports and recreational services. You can also contact Oulu10 customer service by sending email to oulu10@ouka.fi.

Kela

In Oulu, the [Kela](#) service point is located at Sepänkatu 18, next to Mannerheim Park. The service point is open Monday to Friday from 12:00 noon to 4:00 p.m. You can also use Kela's online services through MyKela ([Omakela](#)). In addition, remote appointments with a Kela specialist are available at Oulu10 and the Byström One Stop Guidance Center remotely. During remote or face-to-face appointments, you can receive advice and support regarding Kela benefits and assistance with completing applications.

Oulu Regional Transport (OSL)

Oulu's local public transport makes it easy to travel even longer distances around the city. You can pay for your bus journey with cash (most expensive option), a bank card, a travel card, or by purchasing a ticket through the OSL app. The OSL app and the [OSL](#) website allow you to search for suitable bus routes by entering your departure point and destination addresses in [OSL Route Planner](#). You can also track buses in real time. Travel cards can be purchased from Oulu10 service points or through the Waltti online store.

SUPPORT FOR EVERYDAY LIFE

Student Welfare Services

Student health care is intended for students in upper secondary schools and vocational institutions. Through student healthcare, you can receive support with issues related to physical health, contraception, mental health, and substance use, among other things.

[Dental care and oral health services](#) for students in upper secondary education are provided by The Wellbeing Services County of North Ostrobothnia (Pohde). For university and university of applied sciences students, healthcare and oral healthcare services are provided by the Finnish Student Health Service [FSHS](#).

[School counselors and school psychologists](#) provide support for students. School counselors help with challenges related to everyday life, studies, relationships, family situations, and financial matters. Students can also contact a school counselor with smaller concerns or worries. School psychologists provide support with mental health, relationships, and learning-related issues, and can assess the need for additional support when necessary. They can also conduct psychological assessments to support learning and educational planning

Public Oral and Health Care Services

At [OmaPohde](#), you find a Digital Social and Healthcare Center, where you can chat with a healthcare professional without an appointment and complete a symptom assessment. The Digital Social and Healthcare Centre is also available in the evenings and on weekends. Information about healthcare and dentalcare services, both on weekdays and weekends, can be found on the [Pohde.fi- website](#).

In urgent cases during service hours, you can contact your local health and social services centre or the emergency department. The emergency department provides care for illnesses and injuries that cannot wait until the next working day. Before going to the emergency department, call 116 117 for advice. In an emergency, always call 112. More information in <https://pohde.fi/palvelut/paivystys/>



Pharmacies can be found throughout the city. Yliopiston Apteekki in the city center offers the longest opening hours, serving customers daily from 8:00 a.m. to 11:00 p.m.

Walk in -therapy

The Evangelical Lutheran Church of Oulu offers [Walk-In Therapy](#) (website in Finnish) at various locations across the city. Walk-In Therapy provides free, no-appointment-needed counselling for young people and young adults. The service is confidential, and you can attend anonymously. Walk-In Therapy discussions may also be available in English, but this cannot be guaranteed in advance, as the therapists providing the service vary from session to session.

Walk-In Therapy is also available by appointment at Byström Ohjaamo. You can book an appointment by phone, text message, email, through the online contact form, or by visiting Ohjaamo in person during opening hours.

ONLINE HELP AND SUPPORT FOR MENTAL WELLBEING

Nyyti ry

Are you concerned about how you are coping with your studies? Would you like to learn how to identify the strengths and resources that support your studies? Do you want to understand what stress feels like, what causes it, and what your own stress level may be? Are you reflecting on your overall wellbeing and how you are doing? [Nyyti](#) provides support for students facing life's challenges, and all of its services are free of charge.

Mielenterveystalo.fi

From [Mielenterveystalo.fi](#) you can find reliable information, self-care programs, and guidance to appropriate services related to mental health and substance use issues.

Pohde Chat

[The Mental Health Chat service](#) of the Digital Health and Social Care Center provides low-threshold support and guidance when you need help with mental health concerns, life crises, at-risk gambling, or risky substance use. During the chat, an assessment of your need for treatment is carried out, and you will be guided to appropriate services. If necessary, you can be offered an appointment for a video consultation with a psychiatric nurse.

Mieli ry

MIELI Crisis Chat is an appointment-based chat on the Tukinet.fi platform for confidential conversations. Browse available slots and book your session: [Tukinet.fi](#)

Remote Appointments is the possibility to book a crisis appointment via video or phone.

Browse available slots and book your session [here](#).

[MIELI Crisis Email](#) is a written support format where you can exchange several messages with the same worker.



You can also book an appointment with a crisis worker at your local [MIELI crisis center](#) or for a remote consultation if you're going through a difficult time.

LEISURE ACTIVITIES AND PLACES

Youth centres

Oulu has more than 20 [youth centres](#) that provide a place for young people and young adults aged 13 to 29 to spend their free time. Age limits vary between centres.

At the youth centres, you can spend time playing board games, console games, and billiards, among other activities. The centres also regularly organize guided activities, which are free of charge for visitors. You are also welcome to simply hang out and chat with the youth workers.

NuortenOulu Discord

[Nuorten Oulu Discord](#) is an online youth center designed for young people in Oulu aged 13 and over. On the Nuorten Oulu Discord server, you can chat with youth workers and other young people, play games, take part in competitions and quizzes, and, above all, make new friends. The server is open on Tuesdays from 6:00 p.m. to 8:00 p.m.

LOKO

[LOKO Youth Hub](#) offers a welcoming community space for young adults aged 18 to 35 to socialize and participate in leisure activities. At LOKO, you can spend time chatting, doing crafts, making music, playing games, engaging in creative activities, and cooking together. The meeting place also gives young adults the opportunity to influence the planning, content, and implementation of activities, allowing them to actively shape the community and its programs.

Walkers

At [Walkers](#) Young people aged 13 to 18 can find company and activities from Tuesday to Friday. At the Walkers meeting place, coffee, tea, soft drinks, and biscuits are available free of charge. There is a wide selection of board and card games, musical instruments, art supplies, chargers for all types of phones, and the opportunity for confidential one-on-one conversations with staff members. (Website in Finnish)

SPORT & EXERCISE

[Youth Action](#) offers free sports and recreational activities for young people aged 13–19 in different parts of Oulu. Through Action Sports, you can, for example, go swimming, play ball games, go bowling, try climbing, or work out at a gym. An instructor or supervisor is present on site, and all necessary equipment is provided.

The City of Oulu's [sports equipment lending service](#) is located at the Likke Recycling Centre, where you can borrow a variety of sports and recreational equipment. The selection includes, for example, outdoor summer game equipment, balls, rackets, skis, ice skates, and helmets. Borrowing sports equipment is free of charge, and the most common loan period is three weeks.

There are also beaches and outdoor sports facilities in Oulu that are freely available for people of all ages. During the snow-free season, you can enjoy sports fields, outdoor gyms, skate parks, and outdoor fitness stairs. In winter, you can go ice skating at skating rinks and hockey rinks or enjoy cross-country skiing on the extensive network of ski trails throughout Oulu. You can find more information about the City of Oulu's sports facilities and opportunities at ouka.fi.



Oulu has an extensive and well-maintained cycling network throughout the city. In fact, Oulu is internationally known as a year-round cycling city.

ART & CULTURE

Cultural Centre Valve

Located near Oulu Market Square, [Cultural Centre Valve](#) is a vibrant cultural hub open seven days a week for people of all ages. At Valve, you can enjoy both local cultural offerings from Oulu and visits by national and international artists and performers. The centre hosts a wide range of exhibitions, performances, hobbies, workshops, and events, providing something for everyone to experience and enjoy.

Galleries

Oulu offers several venues for art lovers. Cultural and artistic experiences can be enjoyed at [Oulu Art Museum](#), as well as at smaller galleries such as Gallery 5, Gallery MABD, and Neliö Gallery. These galleries showcase a variety of contemporary art exhibitions and provide opportunities to explore the work of both local and visiting artists.

Movie Theaters

There are two cinemas in Oulu: Finnkin Plaza and Star Cinema. Located in the city centre, Finnkin Oulu has eight auditoriums of various sizes. In some of the auditoriums, you can order food and snacks to enjoy during the movie. Star Cinema, a family-owned cinema located in the Tuira district, is slightly smaller but offers a cosy and welcoming atmosphere. Both cinemas show a wide selection of the latest movie releases throughout the year.

[Studio Cinema](#) is located at the Valve Cultural Centre. Studio screens films weekly, and it can also be rented for private use, for example for a movie night with friends. The cinema has seating for up to 45 people.

Events

The [Oulu Events Calendar](#) is an easy way to find information about events taking place in Oulu. It features a wide range of activities, including music, theatre, and art events, as well as excursions and other low-threshold leisure opportunities. You can search for events by category, date, or by using keywords.

Libraries

[The libraries in Oulu](#) serve residents through 24 different locations across the city. A library is a great place to visit when you need something to read or are looking for information on a specific topic. In addition to borrowing books, you can use public computers and printing services at the libraries. Some libraries also offer tablets, board games, video games, and other items for loan.

Kaikukortti Card

The [Kaikukortti Card](#) aims to improve access to cultural activities and artistic hobbies for young people, adults, families, and older adults who are in a financially challenging situation. The card is available to people who are clients of participating social, health, or wellbeing service providers. You can ask about obtaining a Kaikukortti card, for example, through the Byström One- Stop Guidance Centre. With a Kaikukortti card, you can receive free admission tickets to cultural events and venues, such as concerts, theatres, and museums. The card can also be used to access courses offered by adult education centres.



Culture belongs to everyone, regardless of income or financial situation.

NUORTEN OULU - INFORMATION, SUPPORT AND ACTIVITIES

[Nuortenoulu.fi](https://nuortenoulu.fi) is a website designed especially for young people in Oulu and their parents. It provides comprehensive information about services available for young people. In addition, the website publishes current articles.

On the Leisure section of Nuortenoulu.fi, you can find information about all youth centres in Oulu, including their websites and contact details. The Guidance section includes information about services such as the Byström One-Stop Guidance Centre and Outreach Youth Work, along with links to their websites.



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