



City of Helsinki equality and non-discrimination plan for services 2022–2025

Helsinki

Helsinki

Publisher: City of Helsinki, publications of the Central Administration

Lay-out: Innocorp Oy

Photographs: Databank of City of Helsinki

Front cover and p 14. Maarit Hohteri, p.4 Simo Karisalo, p.7 Roni Rekomaa, p.8 and p.22 Maija Astikainen, p. 11 Kimmo Brandt, p. 16 Sakari Röyskö, p. 20 and 42 Laura Oja

**City of Helsinki equality and non-discrimination plan
for services 2022–2025**

City of Helsinki, publications of the
Central Administration 2022:19

ISBN 978-952-386-097-1 (print)

ISBN 978-952-386-098-8 (pdf)

ISSN-L 2242-4504

ISSN 2242-4504 (print)

ISSN 2323-8135 (pdf)

Contents

5 Foreword

6 Introduction

9 1. Promoting gender equality and non-discrimination is required by law to ensure the realisation of citizens' rights in everyday life

10 The Equality Act and the Non-Discrimination Act include both the prohibition of discrimination and the obligation to promote

10 Equality and non-discrimination work is carried out throughout the city organisation

12 Promoting gender equality and non-discrimination supports the City of Helsinki's strategic goals

15 2. Equality and non-discrimination plan 2022–2025 addresses identified current challenges

15 The current state of gender equality and non-discrimination was surveyed from various perspectives

17 Intersectionality, norm awareness, participation and accessibility as a reference framework for the measures

19 Realisation of the plan to be monitored and evaluated

21 3. Measures to promote gender equality and non-discrimination

23 City-wide measures

24 City executive office

30 Urban environment division

32 Education division

33 Culture and leisure division

34 Social services and health care division

36 Municipal enterprises

37 Glossary



Foreword

Helsinki must be a city where people can realise themselves, create opportunities and seize them to lead a good life. It must be within reach of every citizen. Diverse, prosperous and confident residents are the strength of Helsinki.

In line with the new Helsinki City Strategy, we are committed to promoting non-discrimination, equality and human rights in all our activities. The goal is to make these core values more pronounced throughout the city. Our common strategy takes us towards being a better city whose objective is to enable pleasant, enjoyable and sustainable living.

Helsinki must be a good city for all residents and visitors, a city where everyone can feel safe and where the rights of all people are respected. We defend people's right to live a life that suits them best, as long as this activity doesn't deny this same right to others.

Every citizen has the right to be treated with respect, use services and participate in matters important to them just as they are, without fear of discrimination or harassment. We must all have equal opportunities to pursue our dreams, regardless of personal characteristics. No population group or minority community shall be excluded.

A safe and good city for all citizens and visitors is not something to be taken for granted. Equality and non-discrimination require determined work and commitment. This plan promotes our commitment to equality and non-discrimination in concrete terms and across the entire city organisation.

Juhana Vartiainen
Mayor

Introduction

Helsinki is a diverse city that draws vitality from the hundreds of thousands of unique stories and experiences of its residents. The diversity of Helsinki residents is not limited to different ethnicities, languages and cultural backgrounds but also covers different gender identities, convictions and a variety of functional capabilities. Every citizen has the right to be treated with respect as themselves in all city services and activities.

As an authority and employer, the City of Helsinki is committed to promoting non-discrimination and gender equality in a systematic and goal-oriented manner in developing its services, activities and HR policy. This city-wide equality and non-discrimination plan for services applies to the promotion of equality and non-discrimination in the treatment of residents and other users of city services and activities. There is a separate plan for the promotion of equality and non-discrimination among city personnel, dealing with matters related to recruitment, salary and career development, for example.

The Equality and non-discrimination plan for services 2022–2025 has been drawn up as a single entity instead of two separate (equality and non-discrimination) plans. The aim of combining the plans is to better account for intersectionality, i.e. intersecting differences or intersecting inequalities.

The concept of intersectionality refers to the fact that, in a society built on certain norms and power relations, the life, experience and

ability to function of the individual are influenced by a variety of intersecting characteristics, such as gender, age, ethnicity, disability or sexual orientation. Intersectionality can also be understood as a tool to perceive the combined effects of various factors that predispose to discrimination from an individual or group perspective.

Since different forms of discrimination often intersect, causing discrimination on many different grounds simultaneously, the distinction between gender equality and the grounds for discrimination stated in the Non-Discrimination Act is challenging. Thus, it was not considered appropriate to draw up two separate plans.

The plan has been drafted in line with the core issues related to the non-discrimination planning as highlighted by the supervisory authority for the Non-Discrimination Act, the Non-Discrimination Ombudsman. These include assessing the current situation, setting concrete improvement measures and ensuring implementation follow-up (<https://syrjinta.fi/yhdenvertaisuussuunnittelu>). The Non-Discrimination Ombudsman monitors compliance with the planning obligation. For example, when processing a contact by a municipal resident, the Ombudsman usually asks to see the municipal's equality promotion plan.

The plan has been prepared in close cooperation with the city divisions and municipal service providers. The preparation of the



plan has been guided by the city's cross-administrative equality and non-discrimination coordination group, with the progress regularly reviewed at the meetings of the Gender Equality and Non-Discrimination Com-

mission. Opinions were also requested from the Council on Disability, the Elderly Citizens Council, the Youth Council and the Bilingualism Committee.



The plan is a way of putting the city's statutory obligation to prevent discrimination into practice and actively promote gender equality and non-discrimination in all activities. The plan strengthens the realisation of the rights of residents with diverse backgrounds and characteristics in everyday life.

1. Promoting gender equality and non-discrimination is required by law to ensure the realisation of citizens' rights in everyday life

In recent years, more and more attention has been paid at the international as well as the national level to the importance of local government, e.g. the municipality, which provides basic services, in the realisation of human rights in the residents' everyday lives.

Human rights are basic liberties and rights that belong to everyone and guarantee a life worthy of human dignity to every person. Human rights refer to a multitude of rights, such as civil rights, political rights, economic rights, social rights and educational rights. Human rights are based on different kinds of international human rights agreements, in addition to the Constitution of Finland, which guarantees fundamental rights for all. According to Section 22 in the Constitution of Finland, the public authorities shall guarantee the observance of basic

rights and liberties and human rights. This obligation also applies to municipalities.

The City of Helsinki's services put human rights into practice in different forms. For example, the city schools support the right to education, the health stations promote the right to health, and the electronic participation channels ensure the right to participate in the decision-making.

The right to non-discrimination is an essential human and fundamental right in terms of gender equality and non-discrimination. By promoting gender equality and non-discrimination, the city strengthens this right. The realisation of equality and non-discrimination is also a prerequisite for the realisation of all other rights in everyday life of Helsinki residents, regardless of their gender and other personal characteristics.

The City of Helsinki's operational equality and non-discrimination is based on human rights, with a focus on respecting the human dignity of all Helsinki residents and promoting, in particular, the rights of disadvantaged citizens.

The Equality Act and the Non-Discrimination Act include both the prohibition of discrimination and the obligation to promote

The city's gender equality and non-discrimination measures are based on the Equality Act (Act on Equality between Women and Men 609/1986) and the Non-Discrimination Act (1325/2014).

The Equality Act prohibits discrimination based on gender, gender identity and gender expression and the Non-Discrimination Act based on age, ethnic or national origin, citizenship, language, religion, belief, opinion, political activity, trade union activity, family circumstances, health, disability, sexual orientation or other personal characteristics. In line with the Equality Act, the city is committed to observing gender diversity, i.e. the fact that the legal gender statuses 'man' and 'woman' do not cover the gender spectrum in its entirety.

Public authorities have a legal obligation to prevent discrimination and actively promote gender equality and non-discrimination in all their activities. This plan is a way of putting the statutory obligation to promote into practice.

In addition to the authorities, the Equality Act and Non-Discrimination Act include additional obligations for employers and education providers. These concern workplace HR policies, which are covered in the City of Helsinki's gender equality and non-discrimination plan for personnel, and the preparation of an equality and non-discrimination plan for educational institutions, which is the responsibility of the Education Division.

Equality and non-discrimination work is carried out throughout the city organisation

Promoting gender equality and non-discrimination is a task for everyone in the City of Helsinki organisation. Though the management's commitment plays a particularly important role in effectiveness, each employee can help ensure that the principles are implemented in their work.

As service providers, city divisions play a central role in ensuring that gender equality and non-discrimination are implemented in the city services in practice. Gender equality and non-discrimination in the city services and activities are promoted in many ways both in city-wide cross-divisional and division-specific structures and practices.

The promotion of equality and non-discrimination in city-level activities is coordinated by the City Executive Office's Participation and Citizen Information unit. The city's cross-administrative equality and non-discrimination coordination group monitors and guides the implementation of the equality and non-discrimination plans for the services approved by the City Board and the preparation of the future plan. The coordination group identifies and coordinates the common objectives and actions of the equality and non-discrimination for personnel and services work, also identifying and coordinating common interfaces between activities, such as communication, certain events and training.

The Gender Equality and Non-Discrimination Commission appointed by the City Board monitors and evaluates the implementation of the city-level equality and non-discrimination plan for services. Statutory decision-making bodies like the Elderly Citizens Council, the Council on Disability, and the Youth Council highlight their respective reference group perspectives and



promote equality and non-discrimination in the city's activities and decision-making. Promoting equality and non-discrimination in the city services is also part of the accessibility representative and disability ombudsman's duties.

Any city employee interested in promoting human rights, preventing discrimination and removing discriminatory structures can join the city's human rights network. The network aims to deepen the participants' expertise, come up with new ideas, and receive support in promoting equality and non-discrimination.

The city provided the personnel with virtual Helvi coaching on equality and non-discrimination issues with interactive coverage of equality and non-discrimination for services and personnel both. It is one of the concrete tools to introduce equality and non-discrimination thinking into the entire organisation. Helvi virtual equality and non-discrimination coaching will be provided in all city workplace communities (if not provided during 2020–2021).

Promoting gender equality and non-discrimination supports the City of Helsinki's strategic goals

The Helsinki City Strategy 2021–2025 outlines that the development of Helsinki will be guided and evaluated in line with the UN's Sustainable Development Goals. Gender equality and the reduction of inequalities are among the objectives that, as a whole, are strongly linked to the realisation of human rights. The strategy also states Helsinki's commitment to promoting non-discrimination, equality and human rights in all its activities, mentioning non-discrimination as one of the priorities for the strategy period. The work on equality and non-discrimination is, therefore, an

important part of the implementation of the City Strategy and the Sustainable Development Goals.

The city-level equality and non-discrimination plan is essential for the goal-oriented promotion of equality and non-discrimination in the city. It brings together measures focusing specifically on equality and non-discrimination from the City Executive Office, divisions and municipal enterprises, defining clear indicators and responsibilities for them. However, it is important to note that the equality and non-discrimination plan alone does not provide a comprehensive picture of all the city's activities in this sector: promoting gender equality and non-discrimination is also strongly linked to many other city programmes, plans, guidelines and processes. Different programmes, plans and guidelines are prepared to avoid overlapping content, which is why the equality and non-discrimination plan for services does not include issues that will, as a rule, be covered elsewhere.

The city has a structure in place to promote welfare, health and safety (HYTE), which includes the well-being of the elderly, children and young people and a working group to prevent domestic and intimate partner violence. The city's welfare, health and safety plan (HYTE plan) contains concrete measures to promote the overall well-being of different age groups. The welfare plan for the strategy period 2021–2025 will be decided during 2022. The city's measures to improve physical accessibility and the respective follow-up have been compiled into city-level accessibility guidelines (City Board, 29 October 2012, Section 1181). The City Board will process the updated accessibility guidelines in spring 2022. In the accessibility of digital services, Helsinki aims at WCAG Level AA or higher (digital lead-

ership group guidelines, 24 October 2019), with the coordination and reporting of accessibility work carried out in the cross-administrative accessibility network.

The purpose of the separate office, division and enterprise-specific language plans is to ensure bilingual services throughout the city organisation. The equality and non-discrimination plan for services includes a city-wide measure to strengthen the effectiveness of the language plans. Measures related to the availability and number of Swedish-speaking personnel and personnel that know Swedish can be found in the gender equality and non-discrimination plan for personnel. The integration programme brings together city measures to promote integration and strengthen multidisciplinary cooperation. Based on the City Strategy, the key themes from the perspective of integration are employment, the state of affairs of children, young people and families, communality and participation. Suburban regeneration as part of the City Strategy and the action plan for housing and land use with the related projects and measures will strengthen the vitality of residential areas and prevent segregation. Combined, the overall effectiveness of the above in promoting non-discrimination and equality is significant.

The prolonged pandemic with the necessary restrictions has caused significant challenges to the promotion of non-discrimination and gender equality throughout the world, including Finland and Helsinki. In the City Strategy, the measures to recover from the pandemic are included in a separate coronavirus recovery fund.

UNICEF's Child Friendly Cities Initiative, to which the city was admitted in January 2021, is a new significant way to promote

a human rights-based approach in Helsinki. The initiative obliges the municipalities to actively comply with the provisions of the International Convention on the Rights of the Child and offer children diverse opportunities to participate. The model pays particular attention to the most vulnerable children (under 18-year-olds), promoting non-discrimination in this age group. The city will prepare a separate action plan with development measures within the framework of the initiative. The Child Friendly Cities Initiative is part of the city process to promote welfare, health and safety.

Helsinki has also made international commitments to promote equality and non-discrimination. In 2007, the city adopted the European Charter for Equality of Women and Men in Local Life prepared by the Council of European Municipalities and Regions as a tool and commitment to gender equality work.



The plan is based on an extensive current situation survey carried out by the city in spring 2021 in collaboration with the residents, employees, organisations and other stakeholders.

2. Equality and non-discrimination plan 2022–2025 addresses identified current challenges

Since 2006, the City of Helsinki has had a city-level equality plan that originally included operational and human resources sections. The plans have subsequently been separated into specific entities. The equality plan for services 2019–2021 was approved in June 2019 (City Board, 24 June 2019, Section 13). It included objectives and measures for the City Executive Office and all the divisions. In total, the plan contained 11 objectives and 23 related measures with the respective indicators.

The city's first equality promotion plan was approved in April 2017 (City Board, 3 April 2017, Section 339). The plan was revised in 2019 with more concrete measures and definitions of responsibilities. Approved in March 2020 (City Board, 9 March 2020, Section 19), the plan included a total of 32 division and office-specific measures with the respective indicators.

The realisation of the equality plan for services 2019–2021 and the non-discrimination plan for services 2020–2021 was reviewed at the end of the plan period in late 2021. The review found that 12 equality plan measures were realised, while eight were partially realised and three remained unrealised. Some of the partially realised measures will be completed in 2022. As for the non-discrimination plan measures, 17 were realised, ten partially realised and five unrealised. The realisation levels of the previous plans with background information are described in more detail in the final reports of the equality plan 2019–2021 and the city's non-discrimination plan 2020–2021.

The current state of gender equality and non-discrimination was surveyed from various perspectives

In addition to the realisation level of the previous plans, the equality and non-discrimination plan for services 2022–2025 is based



on an extensive current situation survey carried out by the city, mainly in spring 2021. The purpose of the survey was to identify key areas for development in the realisation of gender equality and non-discrimination in the city services and activities. The survey involved residents, city employees and organisations as well as other stakeholders. Also, complaints concerning Helsinki in 2020 were discussed with the Office of the Non-Discrimination Ombudsman. The recommendations of the final reports of the city's gender equality project (2019) and data from Helsinki's sub-project (2021) under the Drivers of Equality project were also used as background material in preparing the plan.

The current situation survey highlighted various aspects on different operational levels. The most common areas for development included the following: increasing accessibility to information (e.g. interpretation, multilingual and plain language communication) and involvement of citizens with diverse backgrounds and characteristics in the service planning, training of staff on equality and non-discrimination themes and the specific needs of minorities to ensure sensitive customer encounters, ensuring non-digital service options and providing low-threshold digital support for all. As for bilingualism, the challenge of obtaining services in Swedish was brought up.

The methods used in the city-wide current situation survey are briefly described below. Various office departments and units, divisions and enterprises may also have carried out data collection and inclusion measures from their respective viewpoints.

Intersectionality, norm awareness, participation and accessibility as a reference framework for the measures

The objective of the plan is to promote gender equality and non-discrimination in the City of Helsinki's services and activities. The measures are based on the following four guiding principles: intersectionality, norm awareness, participation and accessibility. Not strictly

Municipal survey

At the turn of 2020/2021, the city conducted a survey among the municipality's residents regarding equality and non-discrimination. Its purpose was to survey the perceptions of Helsinki's residents regarding the realisation of gender equality and non-discrimination and their experiences of discrimination and inappropriate treatment in the city's services. Made available in Finnish, Swedish and English via post and online, the survey was sent to a random sample of 3,500 Helsinki residents aged 16 and older in Helsinki's population register. Of the 1,001 who responded (women: 58%, men: 40%, other: 1% and do not want to disclose: 1%), 19% reported having experienced discrimination and 17% inappropriate treatment by the city services.

Open online survey for City of Helsinki employees

City employees' views on the realisation of equality and non-discrimination among city residents/clients were determined by an open online survey actively communicated in the city's intranet and internal networks. A total of 290 employees from various city organisations responded to the survey.

Open division-specific workshops

Four division-specific remote workshops open to city employees were organised in spring 2021. The purpose of the workshops was to interactively consider areas for development in each division and come up with respective solutions. About 45 employees participated in the workshops.

Stakeholder consultations and written statements

In March 2021, the city organised two remote consultation events for various organisations representing different equality and non-discrimination perspectives and minority groups and other stakeholders to highlight their key areas for improvement in the city services. Stakeholders were also encouraged to submit a written statement. Of the 69 parties invited to participate in the consultation events, 19 attended, and 24 submitted a written statement.

Complaints made to the Office of the Non-Discrimination Ombudsman

In a remote meeting held in March 2021, the city received information from the Office of the Non-Discrimination Ombudsman concerning complaints on the City of Helsinki made in 2020. Here, an important theme was non-discrimination in housing, related to which the city continued discussions with the Office of the Non-Discrimination Ombudsman during autumn 2021.

strategy-based, the principles align with what is considered essential in promoting equality and non-discrimination. They were identified as vital to anchoring human rights in the city structures and operating culture already in the non-discrimination plan for services 2020–2021. The preparation of the planned measures has considered City Strategy’s focus areas and guidelines where applicable.

Intersectional Helsinki

Intersectionality means that the life and experiences of the individual are simultaneously affected by different characteristics, such as age, ethnic background, disability and sexual orientation. Intersectionality can be interpreted as crossing differences or crossing inequality. It is a tool used for sketching out the cumulative effects of different forms of discrimination in a person.

In practice, this means that gender equality cannot be promoted comprehensively without considering discrimination against people with disabilities and/or sexual minorities. For example, a woman who is otherwise disabled and/or belongs to a sexual minority may be left in a weaker position than a non-disabled and/or heterosexual woman because their experiences of discrimination are affected by other factors than gender as well.

Norm-aware Helsinki

Norm awareness helps to identify prejudices and increases the ability to meet different people with a positive attitude. In this context, norms refer to people’s often subconscious assumptions of how people are and how they should be. Predominant norms reflect the worldview of the majority, which is why the perspective of minorities is easily overlooked in services or people belonging to a minority treated differently.

An example of a predominant norm of Finnishness is that Finns are white. Hence, dark-skinned people may initially be spoken to in English in a customer service situation. Although the intention is good, the experience may be unpleasant and alienating for dark-skinned people who speak Finnish as their native language – especially if it happens repeatedly.

Predominant norms are often based on stereotypes, assumptions and prejudices, which contribute to maintaining unequal structures in society and discriminating against people who are different from the majority population. The norm-conscious approach makes norms visible and helps to assess their impact on city services and activities. As the norm awareness of the employees grows, they can challenge prejudices and assumptions and provide better service to the diverse customer base. Norm awareness is also known as the norm-critical approach.

Participatory Helsinki

The right to the city means, above all, to experience participation and have the possibility to make one’s voice heard in matters important to you. All residents must have a real opportunity to influence the development and decision-making of the city.

In the administrative regulations of the City of Helsinki (Chapter 27, Section 1), the principles of participation include the utilisation of the knowledge and expertise of individuals and communities, enabling independent activities and creating equal opportunities for participation. The city’s participation and interaction model is an important foundation for the right of the citizens to participate and have their say. The divisions annually report on the realisation of participation to the committees.

However, participation does not only mean that the city must offer the residents different kinds of opportunities to share their opinions. Helsinki of human rights cannot be built without all citizens feeling part of the urban community and being seen, heard and treated with respect as they are.

Accessible Helsinki

Here, accessibility refers broadly to both physical accessibility and social, economic and digital accessibility, all of which contribute to ensuring the functionality of services for all citizens.

Physical accessibility refers to a barrier-free built environment, which is aurally and visually easy to perceive. It aims to remove the obstacles to movement and action and to acknowledge factors affecting a sensory disorder. A framework for the city's accessibility work is provided by separate accessibility guidelines (City Board, 29 October 2012, Section 1181; update being finalised in early 2022).

Social accessibility refers especially to the attitudes by which a safer and more diversity-embracing atmosphere is created in the services. Financial accessibility means that people's financial situation does not affect their possibilities to use services. Digital accessibility refers especially to digital services and having websites and mobile applications available to all. Practical help in designing digital services is provided by Helsinki's accessibility model (<https://saavutettavuusmalli.hel.fi/>), a collection of methods and guidelines in line with which the city aims to produce accessible, easy-to-use and, therefore, efficient services.

Accessibility not only advances the human rights of the disabled and elderly but also strengthens the well-being of everyone in society. In the Helsinki of human rights, accessibility supports the human agency and promotes mobility, accessibility of the services and independent life.

Realisation of the plan to be monitored and evaluated

The City Executive Office, divisions and enterprises are jointly responsible for implementing the measures under the city's equality and non-discrimination plan for services.

The office, divisions and enterprises each prepare their own detailed implementation plan based on the city-wide plan. The implementation of the measures will be monitored and evaluated both organisation-specifically by the management teams of the office, divisions and enterprises, and city-wide.

City-wide monitoring is carried out in the city's equality and non-discrimination coordination group. The Gender Equality and Non-Discrimination Commission will also evaluate the plan's realisation. An interim report on the realisation of the city-wide plan is submitted to the City Board halfway through the period, followed by a final report at the end of the plan period. The plan and measures remain valid until the City Board approves the next updated plan.



The plan includes 56 areas for development and 93 related measures to further and promote gender equality, non-discrimination and human rights in the city services and activities.

3.

Measures to promote gender equality and non-discrimination

This chapter compiles the concrete measures by the City Executive Office, divisions and enterprises to promote gender equality and non-discrimination in the 2022–2025 plan period. The tables are structured to indicate the area for development, associated measures, monitoring actions/indicators and responsibilities.

Identifying the areas for development and the setting of measures is based on the current situation survey and expert discussions within the organisation. The measures are designed with special attention to the following most prominent issues according to the current situation survey: training to strengthen the personnel's equality and non-discrimination competence, multilingual and plain language communication, ac-

cessibility of services regardless of digital competence and addressing harassment and discrimination in the city services and public spaces. The updating of bilingualism plans, use of the new tools designed for municipalities to combat racism and training in the principles for designing safer spaces have been adopted as city-wide measures, the implementation of which is the responsibility of the office, divisions and enterprises alike.

Table 1 includes the organisation-specific number of areas for development and measures as well as the sum total. This is the first time municipal enterprises have been included in the city-wide equality and non-discrimination plan for services.



Table 1. Number of areas for development and measures

Organisation	Number of areas	Number of measures
City-wide measures	3	3
City Executive Office	22	41
Urban Environment Division	6	11
Education Division	6	7
Culture and Leisure Division	5	9
Social Services and Health Care Division	9	15
Helsinki Service Centre	2	2
City of Helsinki construction services Stara	2	2
Financial Management	1	3
In total	56	93

City-wide measures

Development area	Measure	Monitoring/ indicator	Responsibility
Strengthening the city's bilingualism	Updating the bilingualism plans: current situation survey, identification of the development needs and planning concrete measures based on them	Current situation survey completed and development measures prepared as part of updating the language plans	City Executive Office, divisions and enterprises
Strengthening anti-racist work and promoting good relations	Using new methods to combat racism and promote good relations	Materials, tools and models provided for municipalities in the framework of the Government Action Plan for Combating Racism 2021–2023 are in use	City Executive Office, divisions and enterprises
Preventing inappropriate treatment and improving social accessibility in city spaces	Training on how to establish safe space principles	Training is provided	City Executive Office, divisions and enterprises

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Resident participation in developing residential areas does not reach all population groups	Increasing activities to support the inclusion of hard-to-reach groups in the development of suburban regeneration areas	Number of actual measures to promote resident participation of hard-to-reach groups in the areas	Urban Development
Prevention of labour exploitation in procurements	Publication of a guide for the prevention of labour exploitation in service procurement	A guide is published	Urban Development and Strategy
	Training on the subject	Training provided/ number of attendees	
Taking equality and non-discrimination aspects into account in the office's service procurements	Revising the agreement template contents to take into account equality and non-discrimination aspects	Content of the service procurement agreement templates for pilot procurements is revised	Urban Development
	Revising contractual obligations related to equality and non-discrimination aspects	Obligations revised in three pilot procurements	
Further development of gender impact assessment as part of the budget process	Analysis of the gender impact assessment of the 2022 budget	Analysis completed	Urban Development
	Providing more detailed instructions on the preparation of the gender impact assessment in budget 2023	Instructions updated	
	Training on gender impact assessment	Training provided/ number of attendees	

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Taking statutory accessibility into account in digital services	Further development of the open-source accessibility model so that it serves parties outside the city organisation (e.g. consultants) more extensively than before	Indicator 1: Development activities carried out Indicator 2: Utilisation of the accessibility model (utilisation rate)	Strategy
	Strengthening the personnel's accessibility competence by developing appropriate training	Accessibility training revised and targeted based on the needs identified in the personnel survey (2021)	
Promoting the rights of gender and sexual minorities and increasing the visibility of the city's equality and non-discrimination work	Making use of the Pride event partnership as a platform for promoting the equality and non-discrimination work	Results of the city's internal effectiveness assessment survey and the event analysis carried out with the Helsinki Pride community	Communications
The need for information about gender equality in key strategic issues	An overview of gender equality in key strategic issues to be produced at the end of the council term using strategy indicators and other data	Overview completed and published	Strategy and Communications
The need for information about gender equality in key issues related to urban development and everyday life of the residents	Surveys by the Urban Research and Statistics Unit are to consider gender diversity by ensuring the collection of gender-related background information with male/female/other options	Used in all surveys by the Urban Research and Statistics Unit during the council term	Strategy
The need for norm-conscious image material	Increasing the number of norm-conscious images in the city's Media Bank	Norm-conscious photo-shoots have been carried out, and the images uploaded to the Media Bank	Communications
The need for plain language communication	Moving the city's plain language pages to the new site template	Plain language pages moved to the new hel.fi platform	Communications
	Making a plan for the plain language content's quantitative and qualitative development.	Content development plan completed	

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Strengthening the non-discrimination and equality perspective in the content production of communication channels	Strengthening the consideration of diversity and norm awareness in content production, e.g. performers and illustrations	Norm awareness considered in content production (self-assessment)	Communications
	Implementing paid-for content advertising for less-attended target groups	The amount of targeted content advertising	
Digital content does not reach everyone	Ensuring the continuation of non-digital content production	Regular publication of the printed Helsinki magazine is continued	Communications
Ensuring the physical availability of the Helsinki-info advisory services	Continuing and, where necessary, expanding the operations of the regional Helsinki-info service points in suburban regeneration areas	Number of customers, number of regional service points	Communications
Improving advice services for foreign-language customers	Introducing the 'Avoin ovi palveluihin' project's operating model in all divisions and city advisory and guidance services	Number of training and orientation sessions and attendees	Communications
Ensuring the availability of remote digital support	Establishing the remote digital support's operating model and extending the use of its platform-based ticketing system to the divisions as well	The level of deployment of the operating model and ticketing system in the units	Communications
Improving awareness about the digital support	Preparing a digital support communication plan and measures to raise awareness	A communication plan is prepared and measures implemented	Communications

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Supporting non-discrimination in participation in the implementation of participatory budgeting (OmaStadi)	Multilingual communication on participatory budgeting	Number of languages	Communications
	Ensuring the accessibility of the OSBU online platform	Accessibility auditing according to the WCGA 2.1 standard	
	Use of organisational cooperation and partnerships in the inclusion of hard-to-reach groups	Number of citizens reached through the partnerships and ideas and proposals submitted by them	
	Support for inclusion to be offered through services by the divisions to the population groups	Number of OmaStadi events organised in connection with the services and the respective attendees by areas	
	Comprehensive digital support to be offered during the voting phase	Level of the digital support (number of points, events)	
Strengthening the customer-oriented equality and non-discrimination competence of voluntary mediators	Annual training for volunteer mediators on equality and non-discrimination themes	Number of training events and attendees	Communications
Strengthening the equality and non-discrimination competence of elected officials and decision rapporteurs	Providing training on equality and non-discrimination for elected officials and decision rapporteurs	Training provided	Administrative Division and Communications

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Increasing the accessibility of employment services from the perspective of a diverse customer base	Increasing opportunities for native and plain-language services	Guidance in the use of interpretation services and plain language is prepared and included in the orientation programme	Economic Development Division
	Determining the possibilities for sign language interpretation	Possibilities determined	
	Determining the provision of native-language guidance services and increasing native-language guidance services according to identified needs	Native-language guidance services determined	
	Performing a cross-divisional accessibility survey	Survey completed	
	Identifying and implementing concrete measures to increase accessibility and norm awareness	Concrete measures considered in facility plans	
	Increasing the level of multilingualism and other diversity-sensitive communication in customer communications, e.g. range of languages and use of plain language, completed with systematic monitoring	Communication auditing and related corrective measures are carried out	
	Ensuring high-quality, multi-channel low-threshold advisory services and digital support	Physical advisory services and digital support are available for the customers	

City executive office

Development area	Measure	Monitoring/ indicator	Responsibility
Strengthening employee competence to ensure sensitive customer encounters in employment services	Providing regular 'do not assume' training on equality and non-discrimination themes to the staff	Training provided	Economic Development Division
	Providing regular accessibility training to the staff	Training provided	
Systematising customer participation in the employment services' service and development activities	Establishing a participation plan with particular attention to reaching out to diverse customers and strengthening participation	Plan prepared	Economic Development Division
	Initiating the implementation of the participation plan	Plan implementation initiated	

Urban environment division

Development area	Measure	Monitoring/ indicator	Responsibility
Strengthening the voice of minorities and lowering the threshold for participation	Preparing guidelines for the organisation of resident events with consideration to comprehensibility (clear language) and accessible facilities, for example	Guidelines are prepared and observed when organising Helsinki New Horizons events	Communications and Development Services
Physical accessibility of local services and accessibility in all modes of transport, good transport links	Developing the pedestrian, cycling and rail transport network to improve the accessibility of local services from the perspective of different population groups and modes of transport in line with the development programme measures.	Based on accessibility survey results, accessibility of local services from the perspective of different population groups and modes of transport has improved	Urban Space and Landscape Planning Service, Traffic and Street Planning
	Considering the routes in green areas and recreational areas as part of the whole	Current and future residents will have easy access to nearby parks and green zones provided by location data-based measurement tools, such as the accessibility and service pressure of the green areas tool	
Developing communication on the ARA housing's resident selection to enhance the experience of fairness among housing applicants	Website content concerning resident selection to be revised in connection with the hel.fi site reform	Website content is revised to make the selection criteria clearer to the applicants	Services and Permits service entity
	Statistical data on the housing applicants and recipients to be published monthly and aggregated annually	Statistical data and aggregates published	
Improving non-discrimination in housing	Regular discussion on non-discrimination in housing issues with the Non-Discrimination Ombudsman	Annual meetings	Services and Permits service entity together with the city's other housing services

Urban environment division

Development area	Measure	Monitoring/ indicator	Responsibility
Improving the quality of public urban spaces in areas at risk of segregation	Investing in the comfort of local sports facilities, parks, squares and street spaces in areas at risk of segregation (suburban regeneration areas).	Investments in streets, parks and local sports facilities in suburban regeneration areas (budgeting and realisation)	Urban space and Landscape Planning and Traffic and Street Planning/ Investments
Improving the safety of public urban spaces both in planning and implementation; preventing harassment, discrimination and violence.	New lighting based on the LED report, starting with urban spaces considered to be the most dangerous.	Lighting is renewed in urban spaces considered to be the most dangerous.	Local Detailed Planning, Traffic and Street Planning, Urban Space and Landscape Planning, Buildings and Public Areas service entity
	Evaluating the design concepts from the safety perspective in separately selected pilot sites.	Pilot site design concepts are evaluated from the safety perspective.	
	Providing training related to the safety theme	Training is provided	
	Adding equality and non-discrimination information to the planning guidance material	Planning guidance material is updated based on the tool created within the Drivers of Equality project	

Education division

Development area	Measure	Monitoring/ indicator	Responsibility
Each employee promotes equality and non-discrimination in their activities	Including equality and non-discrimination perspectives in all activities (e.g. training, projects, orientation)	Indicator 1: All training includes an equality and non-discrimination perspective Indicator 2: Orientation material is updated to consider the equality and non-discrimination perspective	Administration Service entities
Lowering the threshold for reporting bullying, harassment and discrimination	Determining alternative ways to enable anonymous and low-threshold reporting	Anonymous and low-threshold reporting is made available in schools and educational institutions	Information Management Services Basic Education General Upper Secondary and Vocational Education Development Services
Increasing knowledge of legislation and other binding guidelines in expert work	Providing joint training in connection with administrative services' joint meetings and webinars to improve competence	Number of training events and attendees	Administration Service entities
Enhancing the sense of belonging to the community and anti-racist work policies	Organising workshops on anti-racism	Number of workshops organised and attendees	Service entities Development Services
	Planning unit-specific further training based on feedback from previous training	Further training organised based on identified needs/number of training sessions and attendees	
Enhancing the culture of intervention	Preparing clear infographics of the 'Sopuisasti Stadissa' (Getting Along in the City) and KVO-13 measures in cases of bullying, harassment and discrimination	Infographics prepared and adopted in Communications and the units	Administration
Ensuring the accessibility, equality and non-discrimination of activities	Establishing and introducing a checklist to promote accessibility, equality and non-discrimination	A checklist has been prepared and discussed in the Education Division service entities and Administration's collaboration forums	Administration Service entities

Culture and leisure division

Development area	Measure	Monitoring/ indicator	Responsibility
Supplementing the accessibility information of facilities	Basic accessibility information is supplemented for indoor and other facilities available for resident booking for public events. Information is made available in the Varaamo service and updated regularly	Basic accessibility information supplemented	Culture and Leisure Division and other divisions
Harassment; safety in public spaces	Safe space principles to be introduced in the service entities' youth, culture, library and sports facilities	Introduced in 20 sites or units, at least three/service entity	Youth Services, Cultural Services, Library Services, Sports Services
Ensuring accessibility and safety in sports facilities for all genders and people with disabilities with an assistant of different gender	Some gender-sensitive facilities for customers are to be assigned to agender or unisex use where applicable	Changes in the facilities are made	Sports Services
	Communication on the changes to the gender-sensitive facilities	Facility changes are communicated	
	Instructing the personnel on gender-sensitive customer encounters in connection with the facility changes	Instructions are prepared and provided to the personnel	
Developing cultural services' content production from a diversity perspective	Preparing a baseline analysis of the diversity of current cultural services offering	Baseline analysis is prepared	Cultural Services
	Piloting policies to better reflect the diversity of Helsinki residents in the cultural services' contents	Policies are piloted	
	Developing diversity competence of the cultural services personnel	At least four training sessions provided/number of attendees	
Raising awareness of the library services for special groups	Raising awareness of the library services for print-disabled	Information and marketing campaign completed	Library Services

Social services and health care division

Development area	Measure	Monitoring/ indicator	Responsibility
Improving service availability and accessibility	Non-discriminate assessing of the need for care and services with consideration to the needs of special groups, genders and minorities in the provision of care	Health centre operations, indicator 1: first contact treatment (target level 75%), indicator 2: emergency treatment on the same or following day (target level 80%), indicator 3: emergency treatment within ten days (target level 70%) Oral health care, indicator 1: non-urgent treatment call-back service in use during office hours, indicator 2: 90% of the non-urgent treatment call-back service calls is responded to on the same day	Health and Substance Abuse Services service entity
Using interpreter services and other interpreting options in the services	Ensuring that the staff knows how to use interpreter services	Employee orientation includes the use of interpreter services	All service entities
	Systematic monitoring of the use of interpreter services	Annual volumes of interpreter services used (Tulka app, outsourced services)	
Norm-conscious communication: combating discriminatory and unequal normative perceptions through communication policies	Using the city's norm-conscious communication guidelines and image bank	The use of the guidelines and image bank is assessed annually (internal self-assessment)	Communications Services
Preventing digital exclusion	Training of personnel in helping customers and colleagues in the use of Maisa	Indicator 1: Training provided/Number of training events and attendees Indicator 2: Maisa is used for 80% of the operations in Apotti	All services that use Apotti
	Ensuring access to the services also through other than digital channels. Reviewing the digital service network to determine whether the corresponding service is also available non-digitally	Review is carried out	

Social services and health care division

Development area	Measure	Monitoring/ indicator	Responsibility
Promoting the health of long-term unemployed men and addressing the care gap caused by the coronavirus	Conducting a separate survey, or using other material, such as the data generated in the 'Työkykyisempi Stadi' work ability project, to review the realisation of equality and non-discrimination in particular.	The survey is conducted and/or other material used to review the realisation of equality and non-discrimination	Family and Social Services/Employment Services
	Implementing development measures based on the review	Development measures are carried out	
Improving the ability to identify domestic and intimate partner violence and encouraging the use of services as part of the development and implementation of the 'intimate partner violence in families with children' service chain	Providing training on domestic and intimate partner violence	Training provided/Number of training events and attendees	All service entities and Education Division/ Culture and Leisure Division
	Providing guidelines for use by the actors	Guidelines are provided	
	Introducing research-based operating models	Operating models are introduced	
Improving measures against discrimination	Monitoring of experienced discrimination through the feedback system, with the feedback recorded	Feedback on discrimination is recorded on an annual basis and analysed quantitatively and qualitatively (reasons behind discrimination)	Participation and Interaction Unit and Quality Expert
Improving opportunities for children and young people to have hobbies	Granting supplementary social assistance to enable children and young people to have hobbies	The annual amount of supplementary social assistance	Family and Social Services
	Raising awareness of leisure activities in the respective area	Children and young people are introduced to leisure activities in the respective area	
Considering the diversity of families in the maternity and child health clinic and family services' baby and family-friendly initiative	Providing training to improve personnel's competence to meet diverse families	Training provided/Number of training events and attendees	Health and Well-Being of Families with Children

Municipal enterprises

Helsinki Service Centre

Development area	Measure	Monitoring/ indicator	Responsibility
Equality and non-discrimination challenges have not been systematically identified in services	An internal survey of the services provided by the Helsinki Service Centre to be made in 2022	Survey is completed	Helsinki Service Centre's responsibility team in cooperation with business operations
There is no equality and non-discrimination plan for services	An equality and non-discrimination plan for services to be drawn up as part of the Helsinki Service Centre's responsibility programme in 2022–2024.	The preparation of the plan and the progress of its measures are monitored as part of the responsibility programme	Helsinki Service Centre's responsibility team in cooperation with business operations

Helsinki City Construction Services, Stara

Development area	Measure	Monitoring/ indicator	Responsibility
Equality and non-discrimination challenges have not been systematically identified in service operations	An internal survey of Stara's services from the equality and non-discrimination perspective is to be carried out in 2022, and development measures are to be decided based on it.	Survey completed and development measures decided	Stara
Strengthening the personnel's competence on equality and non-discrimination themes	Gender equality and non-discrimination to be addressed in the customer service training contents	Training includes equality and non-discrimination aspects	Stara

Financial Management (Talpa)

Development area	Measure	Monitoring/ indicator	Responsibility
Improving accessibility of the services to various customer groups	Multi-channel service offering	Service is provided both digitally and non-digitally	Talpa's customer service
	Ensuring accessibility and use of plain language in customer communications	Customer satisfaction survey	
	Equality and non-discrimination issues to be addressed in customer service training	Equality and non-discrimination aspects are included in customer service training/number of attendees	

Glossary

Terminology related to gender equality and non-discrimination:

ableism

Ableism implies to people with disabilities that typical abilities are superior and that people with disabilities should, therefore, wish that they were non-disabled.

anti-racism

Anti-racism is active and conscious action against all forms of racism. Anti-racist action is work that reduces ethnic discrimination, mitigates the effects of discriminatory practices and dispels negative prejudices.

digital exclusion

Digital exclusion refers to the risk of being marginalised outside of digital services. In particular, many elderly people may find using digital services challenging.

accessibility

Traditionally, accessibility refers to the consideration of all kinds of people in the physical environment. Accessible buildings and accessible public transport, for example, make it possible for people with disabilities to work and engage in recreational activities. Accessibility supports the autonomy and inclusion of people with disabilities in society on an equal basis with others. Accessibility of digital services is often referred to as digital accessibility. See also page 19.

privilege

Privileges mean benefits or advantages that people or groups of people get in various

situations. Privileges are based on prevailing norms, which may be conscious or subconscious, culturally or historically determined, or statutory.

good relations

Relations are good when there is functioning interaction and mutual respect between different population groups in the area so that any tensions and conflicts between the groups can be addressed without fuelling fear or crime.

harassment

Harassment constitutes discrimination prohibited by the Non-Discrimination Act. In the Act, harassment is defined as the deliberate or de facto infringement of the dignity and integrity of a person by behaviour that creates a humiliating, intimidating, hostile or offensive environment related to prohibited grounds for discrimination.

human rights

Human rights are fundamental rights guaranteed by international human rights conventions. Human rights are also deemed to belong to all people by virtue of their humanity and are morally binding on all actors of society.

human rights-based approach

The human rights-based approach refers to the conscious and systematic consideration of human rights in the planning and implementation of strategies, programmes and projects. The aim is to ensure the realisation of the rights of individuals and groups.

age discrimination

Age discrimination refers to discrimination based on age. People of all ages can be discriminated against on the grounds of their age. Age discrimination often manifests itself in unjustified age limits, such as young people being barred from self-service libraries or service stations or people over the age of 65 from seeking responsible positions in associations.

intersectionality

See page 18

legal gender

Legal gender is confirmed at birth or in connection with a gender reassignment process and indicated in the personal identity code. Changing or confirming people's legal gender status means changing their personal data in the Population Register Centre to correspond to their gender identity.

universal design

universal design means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. Universal design shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

reasonable accommodation

Reasonable accommodation means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

LGBTIQ

LGBTIQ is an inclusive abbreviation of lesbian, gay, bisexual, transgender, intersex and queer people. Different versions of the

abbreviation are used depending on the groups being referred to. For example, the letter A may be added to the end for asexual or agender people or a plus sign to indicate a more extensive list. The abbreviation may be used to depict groups whose sexual orientation, gender expression or gender identity deviate from the norm.

diversity

Diversity is based on the idea of different individuals and communities respecting and accepting each other's differences in society. Diversity means fostering differences closely related to human identity in a safe and positive environment. In a diverse society, mixed communities made up of different people are encouraged to work in dialogue for the common good.

multiple discrimination

Multiple discrimination refers to cases where a person is discriminated against on several different grounds in the same situation or on different grounds in different situations. A single factor does not necessarily even explain the discrimination.

norm awareness

See page 18.

participation

See page 18.

structural discrimination

Structural discrimination means hidden or open discrimination in social norms, practices and structures such as institutions, organisations, agencies, contracts, legislation and services. Structural discrimination is often unintentional and can take the form of seemingly neutral practices that actually exclude people who are seen as different from the majority population. Exclusion leads to cultural, economic and social marginalisation.

racism

As a concept, racism means thinking that a supposed group of people is inferior to other groups of people, e.g. because of their ethnic background, skin colour, nationality, culture, mother tongue or religion.

racialisation

Racialisation is a process in which society links certain people with assumptions, stereotypes and prejudices in relation to, for example, their abilities, customs and ethics because of, for example, their skin colour or assumed ethnic background.

segregation

Segregation refers to separation or differentiation. Segregation in education or employment can mean, for example, the differentiation of industries according to the gender of the respective employees. Residential segregation refers to differentiation in the population structure of city areas. Segregation may be demographic, socio-economic or ethnic. These phenomena also often overlap if, for example, low-income immigrant families are concentrated in specific residential areas.

sexual orientation

Sexual orientation is a characteristic referring to a person's emotional, romantic and/or sexual attraction to another person. Examples of sexual orientations are hetero-, homo-, bi- and pansexuality. People's conceptions of their sexual orientation are not necessarily permanent but may change over the course of their lives. The term "gender orientation" is not used.

sexual harassment

Sexual harassment refers to unwanted sexual behaviour that violates a person's mental or physical integrity. Sexual harassment constitutes discrimination as referred to in the Equality Act.

sexual minority

Sexual minority often refers to people whose sexual orientation deviates from heterosexuality, such as gays, lesbians, bisexuals, pansexuals and sometimes also asexuals.

plain language

Plain language or Easy Finnish (Selkokieli in Finnish) is a simplified form of Finnish. It is a form of Finnish that has been adapted so that it is simpler in terms of content, vocabulary and structure. It is targeted at people who have difficulties reading or understanding standard Finnish. Plain language is easier to read and understand than standard Finnish. Plain language text is targeted to the readers' specific linguistic needs by using familiar words and easy structures and reducing the amount of information.

sensitive encounter

Sensitive encounter refers to the interaction where a customer or an individual is treated openly and with respect as they are. Components of a sensitive encounter include, among other things, an appreciative way of speaking, creating a confidential and safe atmosphere and considering the specific needs of the customer.

gender-based harassment

Gender-based harassment refers to unwanted behaviour relating to a person's gender that is not sexual by nature and that intentionally or factually violates mental or physical integrity. Gender-based harassment constitutes discrimination as referred to in the Equality Act.

gender expression

Gender expression refers to people's manifestation of their gender through their clothing, behaviour or other means. The expression may conform to conventional gender norms or deviate from them. Discrimination based on gender expression is prohibited by the Equality Act.

gender diversity

Gender diversity refers to the different ways gender is experienced and expressed. In one way or another, gender diversity is part of all human beings and cannot be limited to a specific group of people.

gender identity

Gender identity is the personal sense of one's own gender. Gender identity is individual, not necessarily correlating with the gender assigned at birth or limited to two legal gender statuses. At the individual level, the recommended way of understanding gender is self-determined gender identity. Discrimination based on gender identity is prohibited by the Equality Act.

gender awareness or sensitivity

Gender awareness or sensitivity means the recognition of assumptions, prejudices and conceptions culturally and socially linked with various genders in daily activities and manners of speaking. Gender awareness also means the recognition and critical assessment of gender stereotypes and awareness of gender diversity.

gender impact assessment

Gender impact assessment refers to the evaluation of the effects of measures or political decisions in terms of their possible gender impact. Gender impact assessments usually refer to ex-ante evaluations but also to ex-post evaluations. On the basis of the assessment, corrective measures can be suggested to reduce discrimination and undesired effects, promote gender equality and eliminate obstacles preventing gender equality.

gender minority

Gender minority is an umbrella term used to refer to persons who do not feel comfortable with their sex assigned at birth or whose gender, gender expression and gender experience do not fully or partially cor-

respond to normative beliefs about gender and who define themselves as belonging to a gender minority, such as transgender, transvestite, non-binary or intersex.

gender equality

Gender equality means equality between all genders and gender identities in accordance with the Equality Act. We often speak about formal gender equality, which means formally equal rights and treatment for everyone, and substantive gender equality, which means equality between different situations and their outcome. Equal opportunities do not guarantee substantive gender equality, which often requires positive action towards certain groups or other special measures.

discrimination

Discrimination means that a person is treated less favourably than others or afforded a disadvantaged status due to some personal characteristic without an acceptable reason.

discrimination based on disability

Discrimination on the basis of disability means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation.

othering

Othering is a social process in which individuals or groups of people who deviate from the norm are categorised as outsiders by the dominant group through definition, naming, identification and exclusion and perpetuation of stereotypical characteristics.

principles of safer space

Principles and practices of safer space aim to create a space where everyone strives towards building an equal, respectful and open atmosphere and discussion.

person with disabilities

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

WCAG guidelines

International WCAG guidelines are used as a basis for accessibility requirements. They aim to ensure that different people in different situations, including people with disabilities or functional impairment, can access online services. The WCAG criteria are divided into three levels: A, AA and AAA, of which the AAA level is the strictest.

non-discrimination

According to the Non-Discrimination Act, non-discrimination means that all people are equal regardless of their age, origin, nationality, language, religion, beliefs, opinions, political activity, trade union activity, family circumstances, health, disability, sexual orientation or other personal characteristics.

Sources:

- ESOK network
- Regional State Administrative Agency for Southern Finland
- Fem-R
- City of Helsinki
- Finnish League for Human Rights
- Ministry of Justice
- Red Cross
- Finnish Centre for Easy language
- LGBTI Rights in Finland – Seta
- Ministry of the Interior
- Centre for Gender Equality Information in Finland
- Trasek
- Finnish Institute for Health and Welfare
- Vainio Kristiina, Human Rights Cities: A framework for localizing human rights (webinar presentation)
- Hilma – Support Centre for Immigrants with Disabilities
- Non-Discrimination Ombudsman
- The UN Convention on the Rights of Persons with Disabilities



Helsinki