



Helsinki

# Senior Services Guide 2023–2024

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## Dear Senior Resident of Helsinki,

To make your life as smooth as possible, we have compiled a compact information package on senior services available to you in the Helsinki region. We hope this guide also proves itself useful to your loved ones, health and social services professionals, students and anyone interested in the subject.

The historic health and social services reform shaped how services are organised nationwide from the beginning of 2023. In Helsinki, we remain responsible for managing and producing the health and social services familiar to seniors. Our capital offers plenty of activities and services!

Please note that this guide is published every two years, so the services' opening hours and contact information can change. The easiest way to check the opening hours is to call the service directly or visit the service's website. The City of Helsinki Senior Info staff, who have compiled this guide, are available by telephone at +358 9 310 44556 from Monday to Friday 9.00–15.00.

Seniors can also look for information on the city's revamped website at [www.hel.fi/senior-services](http://www.hel.fi/senior-services). The website contains a wide range of information on services intended for seniors. There is also a chat service where you can easily ask for advice or more information.

Information shared by Senior Info focuses especially on encouraging mobility, so feel free to ask about it if you are interested in the topic. Senior Info also works closely with various organisations.



We want to contribute to seniors' well-being, health and functional capacity. We hope you find this guide helpful. Please don't hesitate to contact Senior Info for advice or more information!

Happy reading!

**Seija Meripaasi**

Director of Hospital,  
Rehabilitation and Care Services

# 1

# Advisory services

## City of Helsinki advisory services – Helsinki-info

Information on the city's services and matters related to immigration. We provide services in many different languages at the service points, over the phone and in our chat.

### Advice over the phone

tel. +358 9 310 1111

### Advice in the chat

[www.hel.fi/en/decision-making/contact-us/helsinki-info](http://www.hel.fi/en/decision-making/contact-us/helsinki-info)

Mon–Thu 9.00–16.00 and  
Fri 10.00–15.00

### Advice in person

Central Library Oodi,  
Töölönlahdenkatu 4, 1<sup>st</sup> floor  
Mon–Fri 10.00–18.00

Itäkeskus Library Stoa  
Turunlinnantie 1  
Mon and Wed 9–16, and Fri 10–16

Our advisory service points also provide digital support in the use of the city's e-services and information on other places offering digital support.

## Health counselling 24 h

You can ask for advice on non-urgent matters related to health or health services by calling +358 9 310 10023.

## Senior Info

Senior Info is a non-urgent advisory service for seniors in Helsinki. Senior Info provides information on the city's services as well as on events, leisure activities and other services provided by organisations and companies. Senior Info also helps in finding solutions to everyday challenges.

We offer advice and service guidance in Finnish and Swedish from Monday to Friday 9.00–15.00, tel. +358 9 310 44556.

We also have an interpreter service at our disposal. If your first language is neither Finnish nor Swedish, you have the right to an interpreter in health and social services. The interpretation service is free of charge to you.

The Senior Info customer service point is located at Siltasaarenkatu 2, 00530 Helsinki. Opening hours Mon–Fri 9.00–15.00.

Senior Info's customer service advisor is available at the following health and well-being centres: Vuosaari Tue 8.00–11.00 and Kalasatama Wed 8.00–11.00. In addition, Senior Info's customer service advisors are available at alternating advisory service points in different parts of Helsinki. For more information on alternating advisory service points, contact Senior Info.

Social instructors at the city's service centres also provide service guidance to seniors. Find the contact information for service centres on page 16.

**Senior Info email address:** [seniori.info@hel.fi](mailto:seniori.info@hel.fi)

**Senior Info website and chat:** [www.hel.fi/senior-services](http://www.hel.fi/senior-services). There is a chatbot on the website for asking questions about health and social services in Finnish, Swedish and English. The chatbot is a robot that provides answers prepared in advance by professionals. You can also ask the chatbot for treatment and other instructions and request advice for various life situations. If necessary, the chatbot offers you the possibility to chat with an expert within the opening hours of Senior Info.

**Senior Info on Facebook:** [www.facebook.com/seniorihelsinki](https://www.facebook.com/seniorihelsinki)

**Senior Info on Instagram:** [www.instagram.com/seniorihelsinki](https://www.instagram.com/seniorihelsinki)

## Liikuntaluuri telephone service

Experts in the field of sports provide support, encouragement and information on mobility opportunities and sports venues free of charge.

Liikuntaluuri is open from Monday to Thursday 13.00–15.00,  
tel. +358 9 310 32623.

## E-services advisory services

City of Helsinki E-services advisory services, tel. +358 9 310 88800,  
Mon–Fri 8.00–18.00.

Website: [www.hel.fi/digital-health-and-social-services](http://www.hel.fi/digital-health-and-social-services)

## Public transport advisory services

Advice is available over the phone from HSL's customer service,  
tel. +358 9 476 64000, Mon–Fri 7.30–19.00 and Sat–Sun 9.30–17.00.

Contact information and the public transport routes and timetables are available on HSL's website at [www.hsl.fi/en](http://www.hsl.fi/en).

## Housing counselling in the City of Helsinki's health and social services

You can ask for advice on matters related to housing in our chat or at our service points.

### ■ Haaga service point, postal codes:

00250, 00270–00330

tel. +358 9 310 42995

00340–00400, 00440

tel. +358 9 310 42994

00410–00430

tel. +358 9 310 42996

### ■ Kalasatama service point, postal codes:

00170–00200, 00240, 00550

tel. +358 9 310 21719

00100–00130, 00150, 00250, 00260,

00500–00530, 00570

tel. +358 9 310 34753 and 09 310 44012

00140, 00210, 00560, 00600, 00610, 00810, 00830

tel. +358 9 310 42992

00160, 00220, 000540, 00580, 00800, 00820, 00830

tel. +358 9 310 42993



■ **Malmi service point, postal codes:**

00620, 00630, 00650–00670	tel. +358 9 310 23232
00680, 00690, 00740, 00750	tel. +358 9 310 23143
00700, 00730, 00780	tel. +358 9 310 41210
00760, 00770, 00790	tel. +358 9 310 15630
00640, 00710, 00720	tel. +358 9 310 24458

■ **Myllypuro service point, postal codes:**

00590, 00800, 00840–00880	tel. +358 9 310 60380
00920, 00930 ja 00950	tel. +358 9 310 60377
00900	tel. +358 9 310 23151
00910, 00940, 00970	tel. +358 9 310 23218 and 09 310 23192

■ **Vuosaari service point, postal codes:**

00890, 00960, 00990	tel. +358 9 310 23151
00980	tel. +358 9 310 34539

Further information: [www.hel.fi/housing-counselling](http://www.hel.fi/housing-counselling)

Housing support services for residents of HEKA Helsinki City Housing Company is available at their service points.

Website: [www.hekaoy.fi/en/heka/contact-information](http://www.hekaoy.fi/en/heka/contact-information)

**Central Union of Tenants' telephone advisory service**

tel. +358 600 9 1515 (€1.92/min + local network charge),

Mon 8.30–14.00 and 16.00–18.00, Tue–Thu 8.30–13.30.

Website: [www.vuokralaiset.fi/en](http://www.vuokralaiset.fi/en)

## Public Service Info

Public Service Info directs you to the right public service and offers advice on the use of the services. Public Service Info provides service over the phone, tel. +358 29 5000 Mon–Fri 8.00–21.00, Sat 9.00–15.00, and on their website at [www.kansalaisneuvonta.fi/en-US](http://www.kansalaisneuvonta.fi/en-US).

People with a speech or hearing impairment can send their question as an SMS to 18 395.

## Consumer Advisory Services

tel. +358 29 505 3050, Mon–Wed, Fri 9.00–12.00, Thu 12.00–15.00

Website: [www.kkv.fi/en/consumer-affairs/consumer-advisory-services](http://www.kkv.fi/en/consumer-affairs/consumer-advisory-services)

## Legal aid

Public legal aid is available, for example, for rent and divorce disputes, criminal cases, civil claims for damages and for salary and pension disputes.

### Helsinki Legal Aid Office

tel. +358 29 566 0120, Mon–Fri 8.00–16.15

Appointment booking Mon–Fri 12.30–15.30.

Website: [www.oikeus.fi/oikeusapu/helsinginoikeusaputoimisto/en](http://www.oikeus.fi/oikeusapu/helsinginoikeusaputoimisto/en)

### Finnish Bar Association's attorneys' walk-in service

Attorneys-at-law who are members of the Finnish Bar Association organise, on a voluntary basis, walk-in services in the library of Töölö.

The walk-in service offers free-of-charge legal advice. Assignments and the preparation of documents are not included in the scope of the walk-in services.

The walk-in service in Töölö Library is available on Mondays of even weeks from 17.00–19.00 (further information and appointment booking tel. +358 9 310 85025).

Walk-in service schedule online:

[asianajaliitto.fi/paivystyskalenteri](http://asianajaliitto.fi/paivystyskalenteri)

Further information: tel. +358 9 686 6120, Mon–Fri 10.00–12.00 and 13.00–15.00

Email: [info@asianajaliitto.fi](mailto:info@asianajaliitto.fi)

## Social and patient ombudspersons

If you are dissatisfied with the care, treatment or service you have received, or if you need advice on your rights in health and social services, you can contact a Social and Patient Ombudsperson. Loved ones of clients and patients, Helsinki residents and cooperating parties can also contact us.



Ombudspersons give advice and, if necessary, assist in filing an objection, handling patient injury matters and claims for damages. The Ombudspersons do not make decisions or take a stand on medical treatment. The Ombudspersons give advice regarding both public and private healthcare and social services. The service is free of charge.

Phone service Mon–Thu 9.00–11.00, tel. +358 9 310 43355.

Email: [sosiaali.potilasasiavastaava@hel.fi](mailto:sosiaali.potilasasiavastaava@hel.fi)

Encrypted emails can be sent at <https://securemail.hel.fi> to [sosiaali.potilasasiavastaava@hel.fi](mailto:sosiaali.potilasasiavastaava@hel.fi)

Postal address P.O. Box 6060, FI-00099 City of Helsinki

Private appointments should always be booked in advance.

Read more: [www.hel.fi/social-services-and-patient-ombudsperson](http://www.hel.fi/social-services-and-patient-ombudsperson)

## Purchased services for the elderly

If you want to ask questions or give feedback about providers of service voucher services or other purchased services, you can contact the Purchased Services for the Elderly Unit. The unit is responsible for developing service vouchers and competitive tendering, and it procures social services for Helsinki residents from private service providers. The unit also supervises the operations of the service providers.

The service voucher can be used for purchasing:

- 24-hour service housing for the elderly
- day activities for the elderly
- home care services
- informal care support's short-term care in a care unit
- informal care support's home care

Purchased services include:

- 24-hour service housing for the elderly
- 24-hour service housing for people with multiple conditions under the age of 65
- day activities for the elderly

### Contact information:

Procurement services manager, tel. +358 9 310 42207

Office secretary, tel. +358 9 310 43732

Website: [www.hel.fi/sotepe/en](http://www.hel.fi/sotepe/en) > [Purchased services and service providers](#)

# 2

# Cultural and sports services

## Helsinki cultural centres

The cultural centres in Helsinki organise concerts, theatre performances, film screenings, exhibitions, workshops and community events, such as dances and sing-alongs.

Tickets for paid events can be purchased from Lippupiste ([www.lippu.fi/en](http://www.lippu.fi/en)) or the ticket sales of the cultural centres. The cultural centres also organise many free-of-charge events as well as performances and screenings during the day and in the afternoons. Galleries of the cultural centres are open according to the opening hours of the building and have free admission.

### ■ Caisa

Kaikukatu 4 B  
tel. +358 9 310 80008  
[www.caisa.fi/en](http://www.caisa.fi/en)

### ■ Kanneltalo

Klaneettitie 5 (Sitratori)  
tel. +358 9 310 32416  
[www.kanneltalo.fi/en](http://www.kanneltalo.fi/en)

### ■ Malmitalo

Ala-Malmin tori 1  
tel. +358 9 310 80831  
[www.malmitalo.fi/en](http://www.malmitalo.fi/en)

### ■ Savoy Theatre

Kasarmikatu 46–48  
tel. +358 40 580 1874  
[www.savoyteatteri.fi/en](http://www.savoyteatteri.fi/en)

- **Stoa**

Turunlinnantie 1  
tel. +358 40 160 3755  
[www.stoa.fi/en](http://www.stoa.fi/en)

- **Vuotalo**

Mosaiikkitori 2  
tel. +358 9 310 85983  
[www.vuotalo.fi/en](http://www.vuotalo.fi/en)

## Culture companion

Culture companions are volunteers of HelsinkiMissio, who accompany seniors to cultural events, book tickets and help with practical matters. With a culture companion, the admission ticket is estimated to cost no more than €5, and the company and guidance are free of charge.

The culture companion operations are produced in collaboration by HelsinkiMissio and the City of Helsinki.

Further information: tel. +358 9 23 120 375 (callback service)

Email: [kulttuurikaveri@helsinkimissio.fi](mailto:kulttuurikaveri@helsinkimissio.fi)

You can also request the services of a culture companion with an online form (in Finnish):

[www.helsinkimissio.fi/tarvitsetko-apua/kulttuurikaveri](http://www.helsinkimissio.fi/tarvitsetko-apua/kulttuurikaveri)

## Museums and Helsinki Philharmonic Orchestra

### Helsinki City Museum

The theme of the Helsinki City Museum is the city itself. The focus is on city residents' experiences and everyday life. The museum also hosts various events.

You can browse old photographs of Helsinki in the Picture Browser.

You can also browse photographs in the museum's collections online at [www.helsinkikuvia.fi](http://www.helsinkikuvia.fi), where there are over 65,000 photographs.

Helsinki City Museum's address: Aleksanterinkatu 16

Open Mon–Fri 11.00–19.00, Sat–Sun 11.00–17.00, tel. +358 9 310 36630.

Free entry.

Website: [www.helsinginkaupunginmuseo.fi/en](http://www.helsinginkaupunginmuseo.fi/en)

The Helsinki City Museum locations include the Hakasalmi Villa, Tram Museum, Worker Housing Museum and the Burgher's House Museum.

## Cultural and sports services

### ■ Villa Hakasalmi

Mannerheimintie 13 B  
tel. +358 9 310 78519  
Open Tue 11.00–19.00,  
Wed–Sun 11.00–17.00, Mon closed.  
Closed when building an upcoming  
exhibition.

Admission fee €14/10. Free entry  
for visitors under the age of 18 and  
with the Museum Card.

Tickets are sold at the museum's  
ticket office.

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

### ■ Tram Museum

Töölönkatu 51 A  
tel. +358 9 310 23921  
Open Mon–Sun 11.00–17.00.  
Free entry.

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

### ■ Worker Housing Museum

Kirstinkuja 4  
tel. +358 9 310 71548  
Open in the summer. Free entry.  
Temporarily closed in 2023–2024.  
You can take a virtual tour online at  
[www.workerhousingmuseum.fi/  
worker-housing-museum-360](http://www.workerhousingmuseum.fi/worker-housing-museum-360)  
[www.workerhousingmuseum.fi](http://www.workerhousingmuseum.fi)

### ■ Burgher's House

Kristianinkatu 12  
tel. +358 9 310 71549  
Open primarily in the summer and  
during the Christmas season.  
Free entry.

[www.ruiskumestarintalo.fi/en](http://www.ruiskumestarintalo.fi/en)

## Other museums

There are dozens of museums in Helsinki. Many museums do not charge an entrance fee, and many that do charge one also offer free admission days.

Information about museums' exhibitions and events is available on the MyHelsinki website: [www.myhelsinki.fi](http://www.myhelsinki.fi)

## Museum Card

The Museum Card is subject to a charge. Museum Card holders do not need to pay separately to enter museums. The Museum Card is accepted in over 40 locations in Helsinki.

Customer service, tel. +358 44 784 5745, Mon–Fri 9.00–12.00.

Email: [museokortti@museot.fi](mailto:museokortti@museot.fi)

Website: [www.museot.fi/en](http://www.museot.fi/en)

## Helsinki Philharmonic Orchestra

The Helsinki Philharmonic Orchestra performs at Musiikkitalo and tours Helsinki in various ensembles. The orchestra's online concerts allow you to enjoy music at home.

Musiikkitalo, Mannerheimintie 13 A  
tel. +358 9 3102 2700

Tickets are sold at Musiikkitalo's box office and by Ticketmaster's online shop, telephone service tel. +358 600 10800 (€2.00/min + local network charge) and outlets.

Website: [www.helsinginkaupunginorkesteri.fi/en](http://www.helsinginkaupunginorkesteri.fi/en)

All City of Helsinki events can be found on the Events site at [tapahtumat.hel.fi/en/home](http://tapahtumat.hel.fi/en/home)

You can search for events, for example, that are free or by date or area in the Events Calendar at [tapahtumat.hel.fi/en/events](http://tapahtumat.hel.fi/en/events)

More information on remote cultural and leisure services for the elderly can be found on the city's website at [www.hel.fi/en/culture-and-leisure/for-seniors/remote-services-for-the-elderly](http://www.hel.fi/en/culture-and-leisure/for-seniors/remote-services-for-the-elderly)

## Library

Libraries are open to all. Library selections include books, magazines, films, games and music. You can also borrow utility items and devices from the library.

You can use customer computers at the library and make use of the most common computer programs, a scanner and a printer. You can also use your own device in the library. All libraries have free Wi-Fi.

The library staff can advise you on the use of different devices, software and online services. You can attend a group guidance session, lecture or information session or ask for personal guidance. Guidance is often provided in one-off sessions. You can learn more by attending courses organised by adult education centres.

Libraries also organise different kinds of events, such as author visits, lectures and courses for people seeking to learn new skills. There are also guided tours for people of different ages in different languages.

You can also reserve library premises for your own meetings, presentations or exhibitions.

## Cultural and sports services

There are 37 libraries in Helsinki and two mobile libraries tour the city area.

You can get the telephone number of your local library by calling the Culture and Leisure telephone exchange, tel. +358 9 310 1060. Further information about library events is available online at [www.hel.fi/en/culture-and-leisure/for-seniors/culture-for-the-elderly/libraries](http://www.hel.fi/en/culture-and-leisure/for-seniors/culture-for-the-elderly/libraries) or [www.helmet.fi/en-US](http://www.helmet.fi/en-US)

### Home Library

The Home Library service serves customers living at home who cannot go to the library due to their age or health status. The Home Library service brings the books you have requested to your home and picks up returns. The service is free of charge.

tel. +358 9 310 85214, Mon–Fri 12.00–15.00. Email: [kotikirjasto@hel.fi](mailto:kotikirjasto@hel.fi)

### Flexi customer model

If it is difficult or impossible for you to visit the library due to illness or reduced mobility for example, it is possible to register as a flexi customer. Being a flexi customer means that you authorise another person to use library services on your behalf.

Further information is available from the staff of Helmet libraries or online at [www.helmet.fi/joustoasiakkuus](http://www.helmet.fi/joustoasiakkuus)

### eLibrary

Helmet Library customers can access digital materials like e-books, e-audio books, e-magazines, music services and online courses free of charge. The library staff is happy to assist you in the use of the eLibrary.

Further information is available from the staff of Helmet libraries or online at [www.helmet.fi/en-US/eLibrary](http://www.helmet.fi/en-US/eLibrary)

### Audiobooks

If you cannot read because of an illness or disability, Celia Library offers approximately 40,000 audiobooks that you can listen to free of charge. You can register as a user of the Celianet online service at your local library.

Further information, tel. +358 29 533 3050, email: [palvelut@celia.fi](mailto:palvelut@celia.fi).  
Website: [www.celia.fi/eng](http://www.celia.fi/eng)



## Finnish Federation of the Visually Impaired

The Finnish Federation of the Visually Impaired provides guidance on the use of information and communications technology and information services for the visually impaired.

Telephone service Mon–Tue 9.00–15.00 and Wed–Fri 12.00–15.00.

At other times, you can state your name and matter to the answering machine, and someone will get back to you.

■ **Digital guidance by the Finnish Federation of the Visually Impaired**  
tel. +358 9 396 04000,  
email: [digineuvonta@nkl.fi](mailto:digineuvonta@nkl.fi)

■ **Daisy guidance**  
tel. +358 9 396 04040,  
email: [daisy@nkl.fi](mailto:daisy@nkl.fi)

Further information is available on the website of the Finnish Federation of the Visually Impaired: [www.nkl.fi/en](http://www.nkl.fi/en)

Website of the Cultural Services for the Visually Impaired:  
[www.kulttuuripalvelu.fi/en](http://www.kulttuuripalvelu.fi/en)

## Cultural activities of service centres for seniors and the unemployed

The City of Helsinki service centre activities are intended for seniors and unemployed people living in Helsinki. The service centres for seniors and the unemployed are open meeting places where you can participate in activities on your own or with the support of a personal assistant or loved one.

At the service centres you can attend group activities, guided courses, various events, workshops and leisure activities in the field of music, literature, theatre, crafts, dance and other forms of sports (see the City of Helsinki service centres' guided sports offering on page 28). The scope and offering of activities vary by service centre. Multicultural activities are also available.

A library service point for seniors is located at the service centres of Kontula, Kustaankartano, Myllypuro, Riistavuori and Roihuvuori.

Activities are mainly free of charge. When visiting a service centre, you must carry your Service Centre Card. You can get the card from the service centre information desk. You must get an annual sticker for your card every year.

## Contact information of the service centres

- **Itäkeskus Service Centre**  
Voikukantie 6  
tel. +358 9 310 74368
- **Kamppi Service Centre**  
Salomonkatu 21 B  
tel. +358 9 310 44513
- **Kannelmäki Service Centre**  
Urkupillintie 4  
tel. +358 9 310 24120
- **Kinapori Service Centre**  
Kinaporinkatu 7–9  
tel. +358 9 310 52910
- **Kontula Service Centre**  
Kontukuja 5  
tel. +358 9 310 61800
- **Koskela Service Centre**  
Hospitaalinkulku 8  
(formerly Käpyläntie 11),  
Building N, 1<sup>st</sup> floor  
tel. +358 9 310 50476
- **Kustaankartano Service Centre**  
Kivalterintie 16 / Oltermannintie 32,  
Building E, ground floor  
tel. +358 9 310 54796
- **Laajasalo Service Centre**  
Rudolfintie 17–19  
tel. +358 9 310 51886
- **Munkkiniemi Service Centre**  
Laajalahdentie 30  
tel. +358 9 310 48617
- **Myllypuro Service Centre**  
Myllymatkantie 4  
tel. +358 9 310 60676
- **Pohjois-Haaga Service Centre**  
**Hopeatie location:**  
Hopeatie 14  
tel. +358 9 310 15227  
**Mariankoti location:**  
Schildtinpolku 6,  
tel. +358 20 771 8516
- **Riistavuori Service Centre**  
Isonnevantie 28  
tel. +358 9 310 49200
- **Roihuvuori Service Centre**  
Punahilkantie 16  
tel. +358 9 310 60790
- **Syystie Service Centre**  
Takaniitynkuja 3  
tel. +358 9 310 58413
- **Töölö Service Centre**  
Töölönkatu 33  
tel. +358 9 310 44538

Websites of the service centres:  
[www.hel.fi/service-centres](http://www.hel.fi/service-centres)

## Activities of community centres

The City of Helsinki's community centres serve as recreational spaces and meeting places that are open to all. Events and excursions are free of charge, but you do have to pay for leisure activity materials and trips.

You can attend various groups and events. You can join us in brainstorming activities or drop in for a cup of coffee and read the newspapers. Some of the community centres offer lunch at a reasonable price.

All the community centres provide guidance and advice related to social services. You have access to computers at all the community centres. You can also get digital support for using your own devices, if needed.

- **Community Centre Betania**  
Perämiehenkatu 13  
tel. +358 9 310 73935
- **Community Centre Oulunkylän Seurahuone**  
Larin Kyöstin tie 7  
tel. +358 9 310 40912
- **Community Centre Hanna**  
Sturenkatu 12  
tel. +358 9 310 73933
- **Community Centre Saunabaari**  
Metsäpurontie 25  
tel. +358 9 310 24587
- **Community Centre Kontula**  
Keinulaudankuja 4 C  
tel. +358 40 310 61952
- **Community Centre Malmi**  
Kirkonkyläntie 2  
tel. +358 9 310 58579
- **Community Centre Vuosaari**  
Mustalahdentie 10  
tel. +358 9 310 73249
- **Community Centre Pihlajamäki**  
Liusketie 3 A  
tel. +358 9 310 41010

Further information on the events of the community centres can be found at [www.hel.fi/communitycentres](http://www.hel.fi/communitycentres)

## Education centres' culture courses

### Helsinki Finnish Adult Education Centre Työväenopisto

The Helsinki Finnish Adult Education Centre Työväenopisto offers courses also for seniors. The main building of the education centre is located in Kallio.

Activities are also organised at Itämerentalo in Ruoholahti, Stoa, Silkkikutomo in Herttoniemi, Vuosaari House, Malmitalo, Kanneltalo, Pohjois-Haaga, Maunula

## Cultural and sports services

House and Oulunkylä House. Courses are also organised on the premises of the city's comprehensive schools and service centres.

The fees for courses intended for seniors include a senior discount. People receiving national or guarantee pension paid by Kela can get a 50% discount on the normal course fee.

The adult education centre organises hundreds of lectures, concerts, exhibitions and events every year. One-on-one digital support by appointment is also available. Most of the events are free of charge.

Up-to-date course and event information is available at [www.ilmonet.fi](http://www.ilmonet.fi)

### Registration:

Register for courses on the [ilmonet.fi](http://ilmonet.fi) website or by calling +358 9 310 88610 or by visiting one of the adult education centre's customer service points.

### Customer service points:

- |  |  |
|--|--|
| ■ <b>Opistotalo</b><br>Helsinginkatu 26, 2 <sup>nd</sup> floor | ■ <b>Maunula House</b><br>Metsäpurontie 4    |
| ■ <b>Malmitalo</b><br>Ala-Malmin tori 1 B                      | ■ <b>Stoa, Itäkeskus</b><br>Turunlinnantie 1 |

The service points are open Mon–Thu 10.00–16.00 and closed on the eves of public holidays.

The Helsinki Finnish Adult Education Centre's customer service,  
tel. +358 9 310 88610, Mon–Thu 10.00–16.00

Email: [tyovaenopisto@edu.hel.fi](mailto:tyovaenopisto@edu.hel.fi)

Website: [www.tyovaenopisto.hel.fi](http://www.tyovaenopisto.hel.fi)

### Private adult education centres

Private adult education centres in Helsinki offer courses, lectures, events, concerts and exhibitions for seniors. The activities are subject to a charge.

Contact information for the adult education centres is available at [www.kansalaisopistot.fi/kielet/english](http://www.kansalaisopistot.fi/kielet/english)

Contact information can also be obtained from Senior Info,  
tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

## Digital support

Digital support refers to support in using a computer, its software, smartphone, tablet or a smart TV.

### ENTER ry

Enter's computer, tablet and mobile phone guidance is open to all seniors and free of charge. Guidance is personal and progresses according to the skills of the customer in question. Guidance is provided by Enter's volunteer peer instructors. Face-to-face guidance is available in libraries, service centres and other public locations with or without an appointment. Remote guidance is telephone guidance using various programs.

Email: [info@entersenior.fi](mailto:info@entersenior.fi)

Website: [www.entersenior.fi](http://www.entersenior.fi)

tel. +358 50 374 8645, Asemapäällikönkatu 1, 00520 Helsinki (visits only by appointment)

### City of Helsinki digital support

Helsinki offers digital support, free of charge, at over 150 locations. The most popular locations are libraries, community centres, service centres and the Finnish Adult Education Centre Työväenopisto. Guidance is provided by the city's employees or, for example, volunteers trained by Enter ry.

At most locations, you can ask for digital support without an appointment, and you can use computers and other digital devices made available to customers. Digital support is also available on the phone, free of charge, tel. +358 9 310 10011, Mon-Fri 9.00-12.00.

Further information is available at [www.digituki.hel.fi/en](http://www.digituki.hel.fi/en) or by calling Helsinki-info, tel. +358 9 310 111 11, Mon-Thu 9.00-16.00 and Fri 10.00-15.00

The City of Helsinki cooperates with HelsinkiMissio, whose volunteers can help you with digital problems in your own home. You can request digital guidance to be provided at your home by filling in the contact form on the Digital support website or by calling HelsinkiMissio, tel. +358 9 231 20370, Mon, Wed, Thu 9.00-12.00.

Digital support videos are available at the Helsinki-kanava channel [www.helsinkikanava.fi](http://www.helsinkikanava.fi), the videos are mainly in Finnish, with Finnish or Swedish subtitles.

### Information technology courses

The Helsinki Finnish Adult Education Centre Työväenopisto organises IT courses and lectures for seniors. Further information:

The Helsinki Finnish Adult Education Centre's customer service,  
tel. +358 9 310 88610, Mon–Thu 10.00–16.00

Website: [www.tyovaenopisto.hel.fi/tietotekniikka](http://www.tyovaenopisto.hel.fi/tietotekniikka)

Private adult education centres in Helsinki also offer a variety of IT courses. The activities are subject to a charge. Contact information for the adult education centres is available at [www.kansalaisopistot.fi/kielet/english](http://www.kansalaisopistot.fi/kielet/english)

Further information is available from Senior Info,  
tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

## Association and volunteer activities

There are countless associations in Helsinki where you can participate in various activities and advocacy work.

### Search associations:

- **Citizens' Forum's organisation directory**  
[www.kansalaisyhteiskunta.fi](http://www.kansalaisyhteiskunta.fi)
- **Finnish Patent and Registration Office's association search**  
[yhdistysrekisteri.prh.fi](http://yhdistysrekisteri.prh.fi)
- **Senior Info**, tel. +358 9 310 44556, Mon–Fri 9.00–15.00

### Helsinki Neighbourhoods Association Helka

Helsinki Neighbourhoods Association Helka ry is a cooperative organisation that supports diverse and participatory neighbourhood activities. Helka strives to ensure that the different areas of Helsinki can develop as enjoyable, unique and communal places.

Helka's office: Kalevankatu 13 A 4, tel. +358 45 145 2595  
[kaupunginosat.fi/helka/briefly-in-english](http://kaupunginosat.fi/helka/briefly-in-english)

### Volunteers to help seniors and offer companionship

Associations train and arrange volunteers to serve as conversation or exercise companions or as one-time escorts that help run errands.



Further information is available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

### **Become a volunteer**

The City of Helsinki offers a wide range of voluntary work. You can volunteer for a specific project or for a longer period of time. There are tasks to suit the personal resources and interests of all volunteers. People of all ages can volunteer.

Further information, tel. +358 9 310 64884, tel. +358 9 310 46940 and tel. +358 9 310 37147

Email: [vapaaehtoistoiminta@hel.fi](mailto:vapaaehtoistoiminta@hel.fi)

Website: [vapaaehtoistoiminta.hel.fi/en/become-a-volunteer](http://vapaaehtoistoiminta.hel.fi/en/become-a-volunteer)

Helsinki's volunteer activities on Facebook: [www.facebook.com/VapaaehtoistoimintaHelsinki](http://www.facebook.com/VapaaehtoistoimintaHelsinki)

### **Network of outreach elderly work**

The purpose of outreach elderly work is to find and help seniors in need of social support. Outreach elderly work can help, for example, in combatting loneliness, in a new life situation or in challenges related to life management and taking care of personal affairs.

Professionals and volunteers of several different associations and Senior Info form a network of outreach elderly work in Helsinki. The aim of the network is to increase seniors' feelings of inclusion and to reduce loneliness. Together with seniors, the network seeks long-term solutions for everyday life that improve the quality of life.

Further information: Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

### **Social holidays**

Five Finnish social holiday NGOs organise supported full board social holidays. Holiday support is granted on application based on economic, health and social grounds. For example, low income, loneliness, or health-related reasons, are factors that affect the decision. Supported holidays are organised with different themes. The aim of the social holidays is to enable detachment from everyday life, social interaction, and recreation. Holidays include accommodation, full board, and a programme. Social holidays are financially supported by the Funding Centre for Social Welfare and Health Organisations (STEA).

The adult participants have to pay a 100–120-euro fee and for the travel to and from the holiday destination.

## Cultural and sports services

Website: [www.lomajarjestot.fi/in-english/](http://www.lomajarjestot.fi/in-english/)

More information: Senior Info tel. +358 9 310 44556, open on weekdays from 9.00–15.00.

## Senior activities of religious communities

Many religious communities offer activities intended for seniors in the Helsinki area.

### ■ Evangelical Lutheran parishes in Helsinki

Helsinki Parish Union

Seurakuntien talo

Kolmas linja 22 B

tel. +358 9 23400

Website: [www.helsinginseurakunnat.fi](http://www.helsinginseurakunnat.fi)

### ■ Orthodox Parish of Helsinki

Customer service point:

Liisankatu 29 A

tel. +358 9 856 46100

Mon–Fri 9.00–14.00

email: [asiakaspalvelu.helsinki@ort.fi](mailto:asiakaspalvelu.helsinki@ort.fi)

Senior club:

church social worker,

tel. +358 40 703 4616

email: [kari.hartikka@ort.fi](mailto:kari.hartikka@ort.fi)

Information on other religious communities can be found, for example, on these websites:

### Ministry of Education and Culture

[okm.fi/en/religious-communities](http://okm.fi/en/religious-communities)

### Religions in Finland

[www.uskonnot.fi](http://www.uskonnot.fi) A project by Church Research Institute (the Evangelical-Lutheran Church of Finland).

## Multicultural activities

Multicultural groups convene at the City of Helsinki's service centres, allowing you to meet new people and learn more Finnish. For example, you can choose between discussion, exercise and crafts groups and Finnish language courses.

Please ask the service centre's social instructor about the groups. We will find the best activities for you together.

Participation is free of charge. You can get the required Service Centre Card from the service centre's information desk.

Service centres offering multicultural activities: [www.hel.fi/service-centres](http://www.hel.fi/service-centres) > [Multicultural activities at service centres](#)

## Omaisneuvo activities

The Omaisneuvo activities of the Association of Carers in Helsinki and Vantaa support foreign-language informal care families in Helsinki and Vantaa. The activities involve providing information on informal care in different languages, personal counselling (with the help of an interpreter if necessary) and activities supporting the well-being of informal caregivers.

Association of Carers in Helsinki and Vantaa, Omaisneuvo activities

Ratamestarinkatu 7 B

tel. +358 46 922 3590 or +358 46 920 3675

Websites: [www.polli.fi](http://www.polli.fi) and [www.omaisneuvo.fi](http://www.omaisneuvo.fi)

## Let's Read Together

The Let's Read Together network offers free-of-charge language teaching based on voluntary work. Groups meet once a week for two hours in, for example, libraries and community centres. Distance learning group meetings are held online, usually via Zoom.

Website: [www.luetaanyhdessa.fi/english](http://www.luetaanyhdessa.fi/english)

## Bahtalo phuuriba – Happy old age

The Finnish Roma Association's Bahtalo phuuriba project services include support for living at home for the Roma elderly, prevention of loneliness and social exclusion, recreational activities, mobile office services, outreach elderly work and advocacy work. The project offers training for health and social services institutes and professionals providing services for seniors as well as guidance and counselling to the authorities, the Roma population and other people interested in Roma issues in the form of a national telephone service.

Bahtalo phuuriba – Onnellinen vanhuus/Finnish Roma Association,

Kuortaneenkatu 13, 5<sup>th</sup> floor

tel. +358 44 330 8944

Website: [www.suomenromaniyhdistys.fi](http://www.suomenromaniyhdistys.fi)

## Tsaikakeskus ry

The Tsaikakeskus association offers guidance and support to Russian speakers over the age of 60 in their mother tongue. Tsaikakeskus offers a variety of club activities, help with taking care of personal affairs as well as guided walking and bus tours in Helsinki and elsewhere in Finland.

## Cultural and sports services

Tsaikakeskus ry, Vuosaarentie 10, 00980 Helsinki  
tel. +358 50 542 6882, email: [info@tsaikakeskus.fi](mailto:info@tsaikakeskus.fi)

### **Inkerikeskus ry's Senior Club 60+**

The Inkerikeskus association provides recreational activities and everyday support for the elderly. The aim is to improve the well-being and support networks of seniors. Counselling and peer support groups in Russian are also offered to informal caregivers.

Inkerikeskus, Torikatu 3, 2<sup>nd</sup> floor  
tel. +358 44 729 2128, tel. +358 50 432 8543 or  
tel. +358 50 350 5067 (groups for informal caregivers)  
email: [toimisto@inkerikeskus.fi](mailto:toimisto@inkerikeskus.fi)  
verkkosivut: [www.inkerikeskus.fi](http://www.inkerikeskus.fi)

### **JADE Activity Centre for Older Migrants, Jade yhteisö ry**

The activity centre offers low-threshold activities for foreign-language speaking people over the age of 50 in Somali, Arabic, Chinese, Kurdish, Farsi and Dari as well as in plain Finnish. Guided peer group activities promote the inclusion of seniors and support their mental and physical well-being.

JADE offers support and guidance in using services in the person's own language. The activity centre is open Mon–Thu 9.00–16.00.

Jade Activity Centre for Older Migrants  
Topeliuksenkatu 17 C 25  
tel. +358 50 382 6020 and tel. +358 50 440 9097  
Website: [www.jadeyhteiso.fi](http://www.jadeyhteiso.fi)

### **InfoFinland**

InfoFinland is your source of information for moving and living in Finland. The website is available in 12 languages. Information about Helsinki: Mon–Thu 9.00–16.00 and Fri 10.00–15.00, tel. +358 9 310 1111  
Website: [www.infofinland.fi](http://www.infofinland.fi)

### **Diversity of sexual orientation and gender**

There are many associations in Helsinki that offer information on the diversity of sexual orientation and gender. Associations also organise peer activities for members of sexual and/or gender minorities.

### **Sateenkaariseniorit ry**

The Sateenkaariseniorit (Rainbow seniors) association provides information and support to rainbow seniors, meaning seniors belonging to gender and/or sexual minorities. Open and confidential peer support groups for rainbow seniors meet regularly around the city and remotely.

email: [info@sateenkaariseniorit.fi](mailto:info@sateenkaariseniorit.fi)

Website: [www.sateenkaariseniorit.fi](http://www.sateenkaariseniorit.fi)

### **Mummolaakso ry – Gummedalen rf**

Mummolaakso (Granny valley) offers a variety of activities for older lesbians, bisexual women, trans women and other women who love women. The association arranges ladies' choice dances, book clubs, study circles, excursions, visits to cultural events and outdoor recreation. The aim is to support the well-being, inclusion and ability to cope of LGBT women in challenges related to ageing.

Mummolaakso ry – Gummedalen rf, c/o Feminist Association Unioni,  
Bulevardi 11 A 1

email: [info@mummolaakso.fi](mailto:info@mummolaakso.fi)

Website: [www.mummolaakso.fi](http://www.mummolaakso.fi)

### **National Sinuiksi support and advisory service**

Sex therapists of the Sinuiksi service provide support to people belonging to sexual or gender minorities and to those who are reflecting on their identity and their loved ones through various electronic channels.

Sinuiksi ry (formerly Pirkanmaan SETA ry)

tel. +358 44 300 2355, Tue 16.00–17.00 and Thu 13.00–14.00

Website: [www.sinuiksi.fi](http://www.sinuiksi.fi)

### **Gender Diversity & Intersex Centre of Expertise**

The Gender Diversity & Intersex Centre of Expertise provides support and information on gender diversity. Personal counselling and peer support groups are available.

Pasilanraito 5, tel. +358 50 371 6899, Wed 14.00–15.00

Website: [sukupuolenosaamiskeskus.fi/english](http://sukupuolenosaamiskeskus.fi/english)

### Helsinki Pride Community

The activities of Helsinki Pride Community aim to boost opportunities for participation and involvement and to increase information and tools for breaking down the discriminatory structures of society. The community brings strength, security and support, and also organises a variety of events. The community provides information on the diversity of sexual orientation and gender and offers support for different life situations.

Tallberginkatu 1 C, tel. +358 44 744 8042

Website: [pride.fi/en](https://pride.fi/en)

## Participation and influencing

### Citizens' Forum

[www.kansalaisyhteiskunta.fi](https://www.kansalaisyhteiskunta.fi)

Further information: Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00

### Elderly Citizens Council

The Elderly Citizens Council of Helsinki prepares initiatives and proposals on matters concerning seniors and their living conditions.

tel. +358 9 310 43580, email: [vanhusneuvosto@hel.fi](mailto:vanhusneuvosto@hel.fi)

Website: [www.hel.fi/vanhusneuvosto](https://www.hel.fi/vanhusneuvosto)

Elderly Citizens Council on Facebook: Helsingin vanhusneuvosto

([www.facebook.com/profile.php?id=100064334035849](https://www.facebook.com/profile.php?id=100064334035849))

## Physical activity and exercise

The ability to move in everyday life is a key factor in promoting functional capacity, self-sufficiency and the ability to cope independently as we age. Your home is a safe and easy environment for increasing physical activity. If you are looking for a change, Helsinki offers plenty of opportunities for independent physical activity at a number of indoor and outdoor sports venues.

- The City of Helsinki's **Liikuntaluuri** offers free-of-charge information, support and encouragement related to exercise opportunities and sports venues. The service is intended for all residents of Helsinki. The telephone service offers help from specialists in the field of sports to any physical activity-related questions you may have.



Liikuntaluuri is open Mon–Thu 13.00–15.00, tel. +358 9 310 32623  
(normal call charge).

- The City of Helsinki’s Helsinki Liikkuu website offers exercise opportunities for all levels of physical activity. The city is full of possibilities, and everyone can find their own way of staying active.  
[www.helsinkiliikkuu.fi/en](http://www.helsinkiliikkuu.fi/en)
- The City of Helsinki’s website on exercising opportunities for the elderly contains information on for example, everyday exercise, guided exercise and independent exercise.  
[www.hel.fi/en/culture-and-leisure/for-seniors/exercise-for-the-elderly](http://www.hel.fi/en/culture-and-leisure/for-seniors/exercise-for-the-elderly)

## Physical activity counselling for seniors

Physical activity counselling is intended for people over the age of 64 who do not exercise enough to maintain their health and well-being and who need support and encouragement to start exercising and to increase their physical activity. The goal of counselling is to support seniors in finding a physically active lifestyle and increasing their physical activity in ways that they enjoy. Physical activity counselling involves several meetings between the client and a professional.

Additional information and registration:

### **Kamppi Service Centre**

Salomonkatu 21 B (Southern Helsinki),  
tel. +358 9 310 44549

### **Kinapori Service Centre**

Kinaporinkatu 7–9 (Southern Helsinki),  
tel. +358 9 310 71495

### **Kustaankartano Service Centre**

Oltermannintie 32 (Northern Helsinki),  
tel. +358 9 310 54804 and tel. +358 9 310 73642

### **Riistavuori Service Centre**

Isonnevantie 28 (Western Helsinki),  
tel. +358 9 310 64362

## Guided sports

Guided sport activities are organised in Helsinki by Sports Services, adult education centres, service centres and Urheiluhallit Oy.

### Guided sports organised by Sports Services

The City of Helsinki Sports Services organise a varied sports offering to people over the age of 64 in different parts of Helsinki. The objective is maintaining and improving the physical condition, promoting the functional capacity and providing recreational opportunities.

### Sports courses

Seniors are offered paid sports courses that require registration in the form of group exercise classes, dance, outdoor exercise, water sports and gym training. Registration for courses held during the autumn term takes place at the end of August and, for courses held during the spring term, at the end of December.

For more information about sports courses, prices and schedules, please call Liikuntaluuri, Mon–Thu 13.00–15.00, tel. +358 9 310 32623.

### Seniorisäpinät

Let's get your joints moving and even break a sweat! Seniorisäpinät is suitable for all seniors and fitness levels. The exercise classes have their own themes and include warm-ups at the beginning and cool-downs at the end. You do not need to register in advance. Bring your indoor sports clothes and shoes.

#### ■ Liikuntamyly

Jauhokuja 3, 00920 Helsinki

#### ■ Pirkkola Swimming Hall

Pirkkolan metsätie 6,  
00630 Helsinki

Further information: Liikuntaluuri Mon–Thu 13.00–15.00, tel. +358 9 310 32623.

## Regional exercise services

Low-threshold group exercise is available in regional exercise services, and you can join the activities mid-season. No advance enrolment is required for participation in the classes. Regional exercise services are organised in the city districts of Kaarela, Mellunkylä, Vuosaari and Jakomäki-Tapulikaupunki. The regional exercise service pass entitles you to participate in activities in any of the districts. The regional exercise service pass can also be borrowed from the libraries of Jakomäki, Tapulikaupunki, Kannelmäki, Kontula, Malminkartano and Vuosaari, if you want to try out the activities free of charge.

Enquiries on weekdays:

- Jakomäki-Tapuli tel. +358 50 593 3447
- Kaarela area tel. +358 50 362 7017
- Mellunkylä area tel. +358 50 588 1068
- Vuosaari area tel. +358 40 356 1168

Further information is available at [www.hel.fi/helsinki/en/culture/sports/supervised](http://www.hel.fi/helsinki/en/culture/sports/supervised)

## Guided sports at service centres

All Helsinki service centres for seniors and the unemployed offer guided sports classes. The scope and offering of activities vary by service centre. The focus is on clients who need more support in getting exercise due to, for example, memory disorders or physical disabilities.

The service centre clients also have access to a gym. Before starting gym training, you need to enrol for equipment guidance. There are also free-of-charge sport activities under the guidance of volunteers, and paid sport activities organised by the City of Helsinki Sports Services and adult education centre, such as water sports and exercise classes.

Activities are mainly free of charge. You can get the required Service Centre Card from the service centre's information desk.

Contact information for the service centres is provided on page 16.

Websites of the service centres: [www.hel.fi/service-centres](http://www.hel.fi/service-centres)

# 3

# Health services

## Health counselling 24 h

You can ask for advice on non-urgent matters related to health or health services by calling the Telephone Health Service at +358 9 310 10023.

Call the Medical Helpline, tel. 116 117, when you need advice due to a sudden illness or accident. The Medical Helpline provides advice on self-care and tells you whether you need to seek medical assistance from emergency services. On weekdays, the health stations take care of sudden illnesses.

## E-services

### Health stations' online advisory service

The chatbot of the health stations directs you to seek health services in the right place and also advises you on matters related to dental care, mental health, intoxicants and social services. If necessary, the chatbot can connect you to, for example, the city's e-services, Omaolo, MyKanta or the social services chat.

Healthcare professionals are available in the chat Mon–Fri 9.00–14.00.

You can find the chatbot on the website of each health station:

[www.hel.fi/healthstations](http://www.hel.fi/healthstations)

### **Maisa client portal**

In the Maisa client portal, you can use health and social services electronically. You can use Maisa online at [www.maisa.fi](http://www.maisa.fi) or you can download the Maisa app on your mobile device. You need your online banking credentials or another form of strong identification to log in. Professionals usually respond to messages sent through Maisa within three working days.

You can authorise another person to act on your behalf in Maisa or by presenting a power of attorney at a health and social services location. Read more in the section Acting on behalf of another person in health and social services, page 70.

### **MyKanta**

In the MyKanta service you can see your own health information and prescriptions, you can request prescription renewals and state your views on organ donation and prepare an advance decision.

[www.kanta.fi/en/my-kanta-pages](http://www.kanta.fi/en/my-kanta-pages)

### **Support for self-care**

- The free-of-charge health check in the Omaolo service includes approximately 40 questions about your state of health, lifestyle and mental well-being.  
[www.omaolo.fi/palvelut/terveystarkastus](http://www.omaolo.fi/palvelut/terveystarkastus)
- The self-care library provides reliable information about illnesses and risk factors to support care at home.  
[omahoito.duodecim.fi](http://omahoito.duodecim.fi)
- Health Village provides self-care instructions for various illnesses and conditions. Health Village's Ikätalo hub is intended for people over the age of 65.  
[www.terveyskyla.fi/en](http://www.terveyskyla.fi/en)

## Health stations

The health station is your primary source of treatment and care for all your health issues, whether sudden or long-term.

Contact the health station if you are worried about your health, you are experiencing an acute symptom or you need support in the treatment of a long-term illness.

Multi-professional teams at health stations will do their best to provide you with the care and treatment you need. The health station staff includes many professionals, such as public health nurses, registered nurses and doctors.

You can contact your local health station by phone, by visiting the health station or by using Omaolo ([www.omaolo.fi](http://www.omaolo.fi)) or Maisa ([www.maisa.fi](http://www.maisa.fi)) online.

For information about the health care of elderly immigrants go to [www.infofinland.fi/fi/helsinki/health-in-helsinki](http://www.infofinland.fi/fi/helsinki/health-in-helsinki)

### EASTERN HEALTH STATIONS

- **Kivikko Health Station**  
Kivikonkaari 21  
Mon–Fri 8.00–16.00  
tel. +358 9 310 61520
- **Kontula Health Station**  
Ostoskuja 3  
Mon–Fri 8.00–16.00  
tel. +358 9 310 60410
- **Myllypuro Health Station**  
Jauhokuja 4  
Mon–Fri 8.00–16.00  
By appointment Mon–Thu  
16.00–18.00  
tel. +358 9 310 60360  
**We provide service also in Swedish**
- **Vuosaari Health and Well-being Centre**  
Kahvikuja 3 A  
Mon–Fri 8.00–16.00  
tel. +358 9 310 60850

### CENTRAL HEALTH STATIONS

- **Kalasatama Health and Well-being Centre**  
Työpajankatu 14 A  
Mon–Fri 8.00–16.00. By appointment Mon–Thu 16.00–20.00  
tel. +358 9 310 50333
- **Laajasalo Health Station**  
Koulutanhua 2 A  
Mon–Fri 8.00–16.00  
tel. +358 9 310 55400

## CITY CENTRE HEALTH STATIONS

- **Kivelä Health Station**  
 Sibeliuksenkatu 14  
 Mon–Fri 8.00–16.00  
 By appointment Wed 16.00–18.00  
 tel. +358 9 310 45500
- **Lauttasaari Health Station**  
 Taivaanvuohentie 6  
 Mon–Fri 8.00–16.00  
 By appointment Wed 16.00–18.00  
 tel. +358 9 310 45260
- **Ruoholahti Health Station**  
 Tallberginkatu 2  
 Mon–Tue and Thu–Fri 8.00–16.00  
 Wed 8.00–18.00  
 tel. +358 9 310 47366
- **Viiskulma Health Station**  
 Pursimiehenkatu 4  
 Mon–Fri 8.00–16.00  
 By appointment Wed 16.00–18.00  
 tel. +358 9 310 45930  
 We provide service also in  
 Swedish

## NORTH-EASTERN HEALTH STATIONS

- **Jakomäki Health Station**  
 Vuorensyrjä 8  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 53153
- **Malmi Health Station**  
 Talvelantie 4  
 Mon–Fri 8.00–16.00  
 By appointment Wed 16.00–18.00  
 tel. +358 9 310 57702
- **Puistola Health Station**  
 Ajurinaukio 1  
 Mon–Fri 8.00–16.00  
 By appointment Wed 16.00–18.00  
 tel. +358 9 310 53300
- **Suutarila Health Station**  
 Suutarilantie 32  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 53410

## WESTERN HEALTH STATIONS

- **Haaga Health Station**  
 Huovitie 5  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 49270
- **Pitäjänmäki Health Station**  
 Konalantie 6–8 C  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 48300
- **Malminkartano Health Station**  
 Luutnantintie 12–14  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 48210
- **Kannelmäki Health Station**  
 Laulukuja 4  
 Mon–Fri 8.00–16.00  
 tel. +358 9 310 47355

## Health services

### ■ Munkkiniemi Health Station

Laajalahdentie 30

Mon–Fri 8.00–16.00

tel. +358 9 310 48600

We provide service also in Swedish

## NORTHERN HEALTH STATIONS

### ■ Maunula Health Station

Suursuonlaita 3 A

Mon–Fri 8.00–16.00

By appointment Wed 16.00–18.00

tel. +358 9 310 69100

### ■ Paloheinä Health Station

Paloheinäntie 22, 2. krs

Mon–Fri 8.00–16.00

By appointment Tue 16.00–18.00

tel. +358 9 310 69200

### ■ Oulunkylä Health Station

Kylänvanhimmantie 25

Mon–Fri 8.00–16.00

By appointment Wed 16.00–18.00

tel. +358 9 310 69791

### ■ Pihlajamäki Health Station

Meripihkatie 8

Mon–Tue and Thu–Fri 8.00–16.00

Wed 8.00–18.00

tel. +358 9 310 59800

## Self-care points at health stations, Ite points

Each health station has an Ite point, which is available during the opening hours of the health station. At the Ite point you can carry out simple health tests, such as taking your blood pressure and checking your weight and read materials that promote a healthy lifestyle.

## Self-care groups

The City of Helsinki organises groups to support the self-care of illnesses and lifestyle changes. Themes of the self-care groups include asthma and chronic obstructive pulmonary disease, diabetes, weight management, lifestyle, mental health, heart health, musculoskeletal groups and tobacco or some other addiction.

Further information on the health stations' self-care groups:

**Jakomäki, Malmi, Puistola, Suutarila:** group coordinator tel. +358 40 754 9686

**Kivelä, Lauttasaari, Viiskulma:** group coordinator tel. +358 40 334 7459

**Kalasadama, Laajasalo:** group coordinator tel. +358 40 643 3741



**Oulunkylä, Paloheinä, Maunula, Pihlajamäki:** group coordinator  
tel. +358 40 675 9045

**Myllypuro; Kivikko, Kontula, Vuosaari:** group coordinator  
tel. +358 40 687 7349

**Haaga, Malminkartano, Munkkiniemi, Pitäjänmäki:** group coordinator  
tel. +358 40 836 1840

## Vaccinations

The national vaccination programme includes vaccination against diphtheria, tetanus, measles, mumps, rubella and polio. Vaccines are administered free of charge at your local health station.

The influenza vaccine is administered in the autumn, and the schedule is announced beforehand. The influenza vaccine is administered free of charge to people over the age of 65, to those at risk due to illness or treatment and to the loved ones of those who are particularly susceptible to serious influenza.

Since the mass vaccinations have ended, the coronavirus and influenza vaccines are now administered by appointment at your local health station.

Further information is available online at [www.hel.fi/en/health-and-social-services/health-care/health-stations/vaccinations-against-coronavirus](http://www.hel.fi/en/health-and-social-services/health-care/health-stations/vaccinations-against-coronavirus), [influenzavaccination.hel.fi](http://influenzavaccination.hel.fi) and [www.hel.fi/healthstations](http://www.hel.fi/healthstations)

## HUS laboratories and X-ray units

You can make an appointment at the laboratory by calling +358 9 471 86800 Mon–Fri 7.30–15.30 or online at [www.huslab.fi/ajanvaraus](http://www.huslab.fi/ajanvaraus). In the chat, we answer questions regarding appointment booking and the opening hours of the locations. Customer service representatives are available in the chat service Mon–Fri 8.00–15.00. The chatbot is available around the clock.

You can make or reschedule an appointment for some X-ray examinations and other imaging examinations by calling the imaging appointment booking number, tel. +358 9 310 80900, Mon–Fri 8.00–15.30, and online. Further information online: [www.hus.fi/en/patient/treatments-and-examinations/laboratories-and-imaging](http://www.hus.fi/en/patient/treatments-and-examinations/laboratories-and-imaging)

## HUS laboratory and X-ray unit locations

### LABORATORIES

#### SOUTHERN AND CENTRAL HELSINKI

- **Tullipuomi Laboratory**  
Topeliuksenkatu 32  
Mon–Fri 6.45–15.00, Sat 8.00–14.00
- **Kalasadama Laboratory**  
Työpajankatu 14 B, 1<sup>st</sup> floor  
Mon–Fri 7.30–15.30
- **Lauttasaari Health Station’s sampling point**  
Taivaanvuohentie 6, 1<sup>st</sup> floor  
Wed 12.00–14.00  
NR sampling only.
- **Kamppi Laboratory**  
Eteläinen Rautatiekatu 10 A,  
3<sup>rd</sup> floor  
Mon–Thu 6.45–18.00,  
Fri 6.45–16.00, Sat 8.00–14.00  
After 16.00 and at weekends only  
by appointment.
- **Töölö Hospital Laboratory**  
Topeliuksenkatu 5  
Mon–Fri 8.00–15.00

#### EASTERN HELSINKI

- **Myllypuro Laboratory**  
Jauhokuja 4  
Mon–Thu 7.00–17.30  
Fri 7.00–15.00
- **Vuosaari Laboratory**  
Kahvikuja 3 A  
Mon–Fri 7.00–15.00

#### NORTHEASTERN HELSINKI

- **Malmi Hospital Laboratory**  
Talvelantie 6, Building 2, Wing A  
Mon–Fri 8.00–14.45
- **Puistola Laboratory**  
Ajurinaukio 1  
Mon–Fri 7.45–15.00  
Only by appointment.

#### WESTERN HELSINKI

- **Haaga Laboratory**  
Huovitie 5  
Mon–Fri 7.45–15.00  
Only by appointment. The laboratory is not accessible to everyone.

## NORTHERN HELSINKI

- **Oulunkylä Laboratory**  
Kylänvanhimmantie 29,  
2<sup>nd</sup> floor  
Mon–Fri 7.00–15.00

- **Pihlajamäki Laboratory**  
Meripihkatie 8  
Mon–Fri 7.45–15.00  
Only by appointment.

- **Maunula Laboratory**  
Suursuonlaita 3 A  
Mon–Fri 7.30–15.30  
Only by appointment.

## X-RAY UNITS

- **Elielinaukio X-ray Unit**  
Elielinaukio 2 G, 3<sup>rd</sup> floor  
Mon–Thu 7.30–19.00  
Fri 7.00–16.00  
Sat 10.00–16.00  
Routine X-ray examinations  
without an appointment and  
imaging with an appointment.

- **Surgical Hospital X-ray Unit**  
Kasarmikatu 11–13  
Mon–Fri 8.00–15.30  
Only by appointment.

- **Laakso Hospital X-ray Unit**  
Lääkärintie 8 D  
Mon–Fri 8.00–15.15  
Routine X-ray examinations  
without an appointment and  
ultrasound examinations with  
an appointment.

- **Malmi Hospital X-ray Unit**  
Talvelantie 6, Building 2,  
Stairwell A  
Mon–Fri 8.00–15.30  
Only by appointment.

- **Park Hospital X-ray Unit**  
Stenbäckinkatu 11  
Mon–Fri 8.00–15.30  
**Door C** (Paciuksenkatu entrance),  
Wing T: X-ray examinations of  
teeth and jaws  
**Entrance A**, Floor K (lift number 4):  
**MRI, mammography and  
ultrasound examinations.**  
Only by appointment.

## Mental health

Helsinki residents have access to low-threshold mental health services at local health stations and the Mental Health Service Unit Mieppi. If mental health issues persist or become more severe, the attending doctor can make a referral to the Psychiatric Outpatient Clinic.

### Mental Health Service Unit Mieppi

The low-threshold Mental Health Service Unit Mieppi offers free-of-charge conversational support to promote mental well-being. Mieppi serves all adults in Helsinki. The Mieppi service units are located in Haaga, Kalasatama, Myllypuro and Pasila. Mieppi employs mental health professionals whom you can talk to either in person or remotely. You can contact Mieppi to discuss your life situation or mental health concerns. Mieppi can offer 1–5 discussion sessions or advice and service guidance according to your needs.

If your mother tongue is not Finnish or Swedish, we can make use of an interpreter.

You can call Mieppi and make an appointment:

- **Myllypuro location** tel. +358 9 310 26830, Mon–Thu 13.00–14.00
- **Haaga location** tel. +358 9 310 37727, Mon–Thu 12.00–13.00
- **Kalasatama location** tel. +358 9 310 32656, Mon–Thu 10.00–11.00
- **Pasila location** tel. +358 9 310 74627, Mon–Thu 11.00–12.00

You can also visit us without an appointment:

- **Myllypuro Mieppi** Wed 12.00–15.00
- **Haaga Mieppi** Tue 12.00–15.00 (Hopeatie 6, 1st floor)
- **Kalasatama Mieppi** Thu 12.00–15.00, check in using the ITTE machine in the entrance lobby

You can also make an appointment to one of our service units online through Maisa ([www.maisa.fi](http://www.maisa.fi)) or by filling in a contact request form at <https://turvalomake.hel.fi/yhteysmieppiin>.

## Mental health support services for the elderly

We support your mental well-being in the service centres' peer support groups Kööri, Peesi, Vire, Toivo and Pilke and in Senior Services' rehabilitation programmes Tsemppi and Puhti. Social instructors at the service centres provide you with advice and discussion support. More information is available by calling +358 9 310 34888 or by reading online:

[www.hel.fi/mental-health-support-services-for-the-elderly](http://www.hel.fi/mental-health-support-services-for-the-elderly)

## MIELI Mental Health Finland

National Crisis Helpline, tel. +358 9 2525 011. Open 24/7.

You can call anonymously and confidentially.

Svenskspråkig kristelefon +358 9 2525 0112

+358 9 2525 0113 فيبرعلا تمزالا فتاه

English crisis phone +358 9 2525 0116

Український кризовий телефон +358 9 2525 0114

Російський кризовий телефон +358 9 2525 0115

**MIELI SOS Crisis Centre Helsinki** offers short-term and free-of-charge discussion support to help people overcome their crises. You can come to your appointment alone, with your partner or with your family. Support and help are also offered to immigrants in Finnish, Swedish, English or, if necessary, with the help of an interpreter.

Book an appointment, tel. +358 9 413 50510,

Mon–Thu 9.00–12.00 and 13.00–15.00, Fri 9.00–12.00.

## Finnish Central Association for Mental Health's Counselling Service

tel. +358 203 91920, Mon–Fri 10.00–15.00

You can talk with a professional who is familiar with the complexities of everyday life, even in challenging situations. Call cost: 8.35 cents per call + 16.69 cents per minute.

### Mentalhub.fi

The online service [Mentalhub.fi](https://www.mentalhub.fi) is open to everyone and offers information, self-care programmes, guides, symptom navigators and service searches.

[Mentalhub.fi](https://www.mentalhub.fi) also offers online therapy.

Read more at [www.mielenterveystalo.fi/en](https://www.mielenterveystalo.fi/en)

## Substance abuse services

At the local health station, a nurse specialising in mental health and substance abuse work can help if you are concerned about your substance abuse.

Loved ones can also ask for advice.

### The substance abuse services of Jelppi

Let's have a chat and figure out the best way to help you together. If you need help with issues related to substance abuse, you can call Jelppi. Let's have a chat and figure out the best way to help you together. You can also call Jelppi if you are worried about the substance abuse of someone you care about.

Jelppi's work team consists of healthcare and social welfare professionals. Jelppi also employs an experience expert who has personal experience in dealing with a substance abuse problem. We have divided the Jelppi work into four areas, but if you are unsure about which area you belong to, you can call any number.

- Southern area tel. +358 9 310 24350 and +358 9 310 24333
- Eastern area tel. +358 9 310 44791 and +358 9 310 50063
- Western area tel. +358 9 310 69505 and +358 9 310 25807
- Northern area tel. +358 9 310 42974 and +358 9 310 64671

## Substance abuse outpatient clinics

The substance abuse outpatient clinic can help people to break free from addictions related to alcohol, drugs, medicines and gaming. The substance abuse outpatient clinic supports in detoxification, rehabilitation and efforts needed to change the course of your life. Treatment at the substance abuse outpatient clinic usually begins in the low-threshold Startti group, after which you can start your individual treatment programme. You can seek treatment without a referral by booking an appointment by phone or by coming to the Startti group. Treatment at the substance abuse outpatient clinic is free of charge.

**Contact information for substance abuse outpatient clinics:**

- **Kalasatama Substance Abuse Outpatient Clinic**  
 Työpajankatu 14 A  
 Make an appointment by phone,  
 tel. +358 9 310 42947,  
 Mon–Fri 12.00–13.00  
 Reception without an appointment  
 Mon–Fri 8.30–10.30
- **Malmi Substance Abuse Outpatient Clinic**  
 Soidinkuja 6 A  
 Make an appointment by phone,  
 tel. +358 9 310 69340,  
 Mon–Fri 12.00–13.00  
 Reception without an appointment  
 Mon–Fri 8.30–10.30
- **Laakso Substance Abuse Outpatient Clinic**  
 Lääkärintie 8 F, Stairwell B  
 Make an appointment by phone,  
 tel. +358 9 310 47910,  
 Mon–Fri 12.00–13.00  
 Reception without an appointment  
 Mon–Fri 8.30–12.00
- **Vuosaari Substance Abuse Outpatient Clinic**  
 Kahvikuja 3 A  
 Make an appointment by phone,  
 tel. +358 9 310 62444,  
 Mon–Fri 12.00–13.00  
 Reception without an appointment  
 Mon–Fri 8.30–10.30

## Group support

### Groups for quitting smoking

We provide support varying from quitting smoking to guidance on the utilisation of medication. The group instructor is a public health nurse. See the section Self-care groups on page 34.

### Service centres' Pilke groups

Pilke groups are intended for pensioners who use or have used intoxicants. The purpose is not to change your lifestyle. Participants are welcome to join the group just as they are.

The group activities include a free breakfast, discussions and other jointly planned activities. Pilke groups are available at almost every service centre.

### For more information and enrolment contact the instructors:

- Kamppi Service Centre, tel. +358 9 310 44529, Salomoninkatu 21 B
- Kannelmäki Service Centre, tel. +358 9 310 46910, Urkupillintie 4 B

## Health services

- Kinapori Service Centre, tel. +358 9 310 24527, Kinaporinkatu 9
- Kontula Service Centre, tel. +358 9 310 73301, Kontukuja 5
- Koskela Service Centre, tel. +358 9 310 50066, Hospitaalinkulku 8 (formerly Käpyläntie 11), Building N
- Kotikallio Service Centre, tel. +358 9 310 49235, Kyläkirkontie 6–10 E
- Kustaankartano Service Centre, tel. +358 9 310 54805, Oltermannintie 32 E
- Myllypuro Service Centre, tel. +358 9 310 44152, Myllymatkantie 4
- Pohjois-Haaga Service Centre, tel. +358 9 310 69817, Hopeatie 14
- Riistavuori Service Centre, tel. +358 9 310 54805, Isonnevantie 28
- Roihuvuori Service Centre, tel. +358 9 310 4512, Punahilkantie 16
- Siltämäki Service Centre, tel. +358 9 310 58700, Peltokyläntie 4
- Syystie Service Centre, tel. +358 9 310 24972, Takaniitynkuja 3

Further information about services that support mental health is available at [www.hel.fi/mental-health-support-services-for-the-elderly](http://www.hel.fi/mental-health-support-services-for-the-elderly)

### Discussion support over the phone

- Finnish Association for Substance Abuse Prevention EHYT, telephone advisory service, tel. +358 800 90045 (24 h)  
You can call the advisory service if you are concerned about your own or your loved one's use of alcohol, drugs or medicines or if you want to talk to a professional in confidence. The service is free of charge.  
Website: [www.ehyt.fi/en](http://www.ehyt.fi/en)
- AA's helpline Mon–Sun 9.00–21.00, tel. +358 9 750 200 (alcohol addiction)
- NA's helpline Mon–Sun 18.00–20.00, on Fridays also 12.00–14.00, tel. +358 50 307 7597 (drug addiction)



- Irti Huumeista, tel. +358 800 980 66, Mon–Fri 9.00–15.00, Mon–Thu 18.00–21.00
- Peluuri Mon–Fri 12.00–18.00, tel. +358 800 100101. Chat is open Mon, Wed and Fri 12.00–15.00. Website: [www.peluuri.fi/en](http://www.peluuri.fi/en) (gambling addiction)

Helsinki also has a number of patient organisations that organise a wide range of activities and provide information, services and peer support. Further information is available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

## Emergency services

When the health station is closed, emergency situations requiring urgent treatment are handled by the emergency services. Before seeking help from the emergency services, please call the Medial Helpline, tel. 116 117, or complete a symptom checker in the Omaolo online service ([www.omaolo.fi](http://www.omaolo.fi)).

In life-threatening situations, call the Emergency Response Centre, tel. 112.

### ■ Malmi Emergency Department

Malmi Hospital  
Talvelantie 6

### ■ Meilahti Emergency Department

Haartman Hospital  
Haartmaninkatu 4, Building 12

### ■ Psychiatric emergency services

The low-threshold Mental Health Service Unit Mieppi offers conversational support to promote mental well-being.

In acute mental health problems, you can get help from your local health station Mon–Fri 8.00–16.00.

At other times, please call the free-of-charge Medical Helpline, tel. 116 117.

Psychiatric emergency services are available at the Meilahti Emergency Department at Haartman Hospital.

## Hospitals

Helsinki Hospital includes the Laakso, Malmi and Suursuo hospitals. The hospitals treat patients who have suffered, for example, a transient ischaemic

## Health services

attack and surgery patients. There are also wards for geriatric patients. The outpatient clinics of the hospitals focus on geriatrics, internal diseases, palliative care as well as on psychiatry and substance abuse treatment.

### CITY OF HELSINKI'S HOSPITALS

- **Laakso Hospital**  
Lääkärintie 8  
tel. +358 9 310 4701
- **Malmi Hospital**  
Talvelantie 6  
tel. +358 9 310 6611
- **Suursuo Hospital**  
Suursuonlaita 3 B  
tel. +358 9 310 5017
- **Geriatric Outpatient Clinic**  
Sturenkatu 8, 2<sup>nd</sup> floor  
tel. +358 9 310 48043
- **Palliative Outpatient Clinic**  
Suursuonlaita 3 B  
tel. +358 9 310 67003
- **Psychiatric Hospital**  
Aurora Hospital  
Nordenskiöldinkatu 20  
tel. +358 9 310 65605

Further information online: [www.hel.fi/helsinkihospital](http://www.hel.fi/helsinkihospital)

### HUS HOSPITALS

- **Haartman Hospital**  
Haartmaninkatu 4  
tel. +358 9 4711 (exchange)
- **Herttoniemi Hospital**  
Siilikuja 5  
tel. +358 9 4711 (exchange)
- **Skin and Allergy Hospital**  
Meilahdentie 2  
tel. +358 9 471 86355, information point  
tel. +358 9 471 75200, treatment matters
- **Surgical Hospital**  
Kasarmikatu 11–13  
tel. +358 9 471 88310, information point
- **Meilahti Triangle Hospital**  
Haartmaninkatu 4  
tel. +358 9 471 72432, information point
- **Meilahti Bridge Hospital**  
Haartmaninkatu 4  
tel. +358 9 4711 (exchange)
- **Meilahti Tower Hospital**  
Haartmaninkatu 4  
tel. +358 9 471 72432, information point
- **Women's Hospital**  
Haartmaninkatu 2  
tel. +358 9 471 72889, information point

- **Psychiatry Center**  
Välskärinkatu 12  
tel. +358 9 4711 (exchange)
- **Park Hospital**  
Stenbäckinkatu 11  
tel. +358 9 471 71752, information point
- **Eye and Ear Hospital**  
Haartmaninkatu 4  
tel. +358 9 471 73400, eye diseases' telephone service
- **Cancer Center**  
Haartmaninkatu 4  
tel. +358 9 471 731 97, information point  
tel. +358 9 471 74 900, Cancer Centre's telephone service

Further information online: [www.hus.fi/en/patient/hospitals-and-other-units](http://www.hus.fi/en/patient/hospitals-and-other-units)

## Rehabilitative assessment

Hospital staff contact the Rehabilitative Assessment Unit if they believe that a senior patient would benefit from assessing the need for support, for example, due to decreased functional capacity. The Rehabilitative Assessment Unit investigates what kind of support the client needs for living at home when they are discharged from the hospital or emergency services. Rehabilitative assessment clients have not previously been provided home care services. Find further information online: [www.hel.fi/home-care](http://www.hel.fi/home-care)

## Dental care

You can make an appointment for non-urgent and urgent dental care by calling the dental care customer service line, tel. +358 9 310 51400, where the need for and urgency of treatment are assessed.

There is a callback system where you can leave a callback request for making an appointment Mon–Fri 7.00–15.00. The customer service is open Mon–Thu 7.00–18.00 and Fri 7.00–15.00. You can also make an appointment for urgent dental care through the Maisa online service ([www.maisa.fi](http://www.maisa.fi)).

Further information online: [www.hel.fi/dentalcare](http://www.hel.fi/dentalcare)

## Health services

### Dental clinics

All dental clinics also provide service in Swedish.

#### SOUTHERN HELSINKI

- **Kamppi Maternity and Child Health Clinic Dental Care**  
Malminkatu 3 F
- **Kivelä Dental Clinic**  
Sibeliuksenkatu 12–14
- **Lauttasaari Dental Clinic**  
Taivaanvuohentie 6
- **Vironniemi Health Station's Dental Clinic**  
Vironkatu 2, 3<sup>rd</sup> floor

#### CENTRAL HELSINKI

- **Kalasadama Dental Clinic**  
Työpajankatu 14 A

#### EASTERN HELSINKI

- **Itäkatu Maternity and Child Health Clinic Dental Care**  
Tallinnanaukio 1
- **Kivikko Health Station's Dental Clinic**  
Kivikonkaari 21
- **Kontula Health Station's Dental Clinic**  
Ostoskuja 3
- **Myllypuro Health Station's Dental Clinic**  
Jauhokuja 4
- **Vuosaari Health Station's Dental Clinic**  
Kahvikuja 3

#### SOUTHEASTERN HELSINKI

- **Herttoniemenranta Dental Clinic**  
Petter Wetterin tie 5
- **Porolahti Dental Clinic**  
Roihuvuorentie 2
- **Laajasalo Health Station's Dental Clinic**  
Koulutanhua 2 A

**WESTERN HELSINKI**

- **Haaga Health Station's Dental Clinic**  
Huovitie 5
- **Malminkartano Health Station's Dental Clinic**  
Luutnantintie 12–14
- **Meilahti Oral and Dental Centre**  
Haartmaninkatu 1 A
- **Munkkiniemi Health Station's Dental Clinic**  
Laajalahdentie 30
- **Pitäjänmäki Health Station's Dental Clinic**  
Konalantie 6–8 C
- **Unit for Specialised Oral Care**  
Haartmaninkatu 1 A

**NORTHERN HELSINKI**

- **Maunula Health Station's Dental Clinic**  
Suursuonlaita 3
- **Oulunkylä Health Station's Dental Clinic**  
Kylänvanhimmantie 25
- **Paloheinä Health Station's Dental Clinic**  
Paloheinäntie 22

**NORTHEASTERN HELSINKI**

- **Jakomäki Dental Clinic**  
Vuorensyrjä 8
- **Malmi Health Station's Dental Clinic**  
Talvelantie 4
- **Pihlajamäki Health Station's Dental Clinic**  
Meripihkatie 8
- **Puistola Dental Clinic**  
Maatullinaukio 10
- **Suutarila Dental Clinic**  
Seulastentie 11

Further information online: [www.hel.fi/dentalcare](http://www.hel.fi/dentalcare) > [Dental clinics](#)

**Emergency dental care**

Make an appointment for urgent dental care by calling the customer service number +358 9 310 51400 Mon–Fri 7.00–14.00 or through the Maisa online service ([www.maisa.fi](http://www.maisa.fi)). Emergency dental care services for adults are available at the Oral and Dental Centre (Haartmaninkatu 1 D) and Kalasatama Dental Clinic (Työpajankatu 14 A) Mon–Fri 8.00–15.00.

## Health services

### Emergency services in the evenings, at weekends and on mid-week holidays

Emergency dental care is available on weekdays 14.00–21.00 and on mid-week holidays 8.00–21.00 at Park Hospital, Stenbäckinkatu 11 C (the former Children's Hospital). Before going to Park Hospital in the evening or at the weekend, please call +358 9 471 71110 for an assessment of the urgency of your need for treatment.

### Emergency dental care at night

At night, emergency dental care is available at the Meilahti Emergency Department at Haartman Hospital (Haartmaninkatu 4) Mon–Sun 21.00–8.00. Before going to Haartman Hospital at night, please call the Medical Helpline, tel. 116 117, for an assessment of the urgency of your need for treatment.

## Deteriorating vision

Presbyopia, the gradual loss of your eyes' ability to focus on nearby objects, is a natural age-related phenomenon. You can get glasses to see better. Eyeglass prescriptions are not provided in public healthcare.

Further information on problems with vision (in Finnish):

[www.terveyskyla.fi/kuntoutumistalo/kuntoutujalle/nakemisen-ongelmat](http://www.terveyskyla.fi/kuntoutumistalo/kuntoutujalle/nakemisen-ongelmat)

Guidance and advice on seeking services and acquiring assistive devices for the visually impaired can be obtained from the City of Helsinki's Vision Rehabilitation's rehabilitation planner, tel. +358 9 310 67655, Mon–Fri 9.00–14.00.

### Iris service and activity centre (Finnish Federation of the Visually Impaired)

Iris Centre hosts:

- Aviris – a special shop selling assistive devices for people with visual impairments
- Helsinki and Uusimaa Visually Impaired Association, tel. +358 50 419 6477, Mon–Wed 9.00–11.00, email: [toimisto@hun.fi](mailto:toimisto@hun.fi)  
Website: [www.hun.fi/en/helsingin-ja-uudenmaan-nakovammaiset-english](http://www.hun.fi/en/helsingin-ja-uudenmaan-nakovammaiset-english)
- Cultural Services for the Visually Impaired, tel. +358 40 964 9288, email: [toimisto@kulttuuripalvelu.fi](mailto:toimisto@kulttuuripalvelu.fi) Website: [www.kulttuuripalvelu.fi/en/cultural-services-visually-impaired-english](http://www.kulttuuripalvelu.fi/en/cultural-services-visually-impaired-english)

Address: Marjaniementie 74, 00930 Helsinki

Telephone exchange: +358 9 396 041, Mon–Fri 9.00–15.00

Information point: +358 9 396 04330, Mon–Fri 8.00–18.00

Email: [asiakaspalvelu@nkl.fi](mailto:asiakaspalvelu@nkl.fi)

Website: [www.iiris.fi/en](http://www.iiris.fi/en)

The Finnish Federation of the Visually Impaired publishes a Finnish-language service guide for the visually impaired, which can be found at:

[www.nkl.fi/fi/palveluopas](http://www.nkl.fi/fi/palveluopas)

You can request the guide in Braille or as a Daisy recording by email:

[aineistolaukset@nkl.fi](mailto:aineistolaukset@nkl.fi) or by phone, tel. +358 9 396 041.

## Deteriorating hearing

An audiometry exam is used to assess the harm caused by a hearing defect and make decisions on treatment and rehabilitation measures. A single audiometry exam may not be enough. You may need several examinations. Examination methods depend on the patient's age and type of hearing defect.

Further information online: [www.terveyskyla.fi/kuulotalo](http://www.terveyskyla.fi/kuulotalo)

### ■ Helsingin Kuuloyhdistys ry

Peer and recreational activities for the hard of hearing.

A member association of Kuuloliitto ry.

Haagan urheilutie 12, 00320 Helsinki

tel. +358 45 123 2624

email: [toimisto@helky.fi](mailto:toimisto@helky.fi)

Website: [www.helky.fi](http://www.helky.fi)

### ■ Kuuloliitto ry

Support, information and rehabilitation.

Ilkantie 4, 00400 Helsinki  
helpline tel. +358 9 580 3370,  
Mon 9.00–15.00

tel. +358 9 580 3830

email: [info@kuuloliitto.fi](mailto:info@kuuloliitto.fi)

Website: [www.kuuloliitto.fi](http://www.kuuloliitto.fi)

### ■ Kuulokeskus,

Audiometry exams and other services.

tel. +358 9 580 3211

Open Mon–Fri 9.00–15.00

email: [info@khlkuulokeskus.fi](mailto:info@khlkuulokeskus.fi)

Website: [www.kuuloliitto.fi/palvelut/kuulokeskus](http://www.kuuloliitto.fi/palvelut/kuulokeskus)

## Memory disturbances and disorders

If you notice clear symptoms of memory impairment, make an appointment for memory tests at your local health station. If you are a client of home care, you can discuss your memory-related difficulties with the nurse visiting you.

## Health services

### ■ **Memory Advice helpline**

The Memory Advice helpline of the Alzheimer Society of Finland offers advice and guidance on memory disorders, tel. +358 9 876 6550 (€0.08/min + local network charge) Mon, Tue, Thu 12.00–17.00. Service in Swedish Tue 15.00–17.00.

### ■ **Alzheimer's Association of Helsinki**

Support organisation for people with memory disorders and their loved ones in Helsinki.

Tenholantie 10, 00280 Helsinki

Memory counsellor, tel. +358 40 902 2250, Mon–Fri 8.00–16.00

tel. +358 9 454 2750, email: [toimisto@muistihelsinki.fi](mailto:toimisto@muistihelsinki.fi)

Website: [www.muistihelsinki.fi/briefly-in-english](http://www.muistihelsinki.fi/briefly-in-english)

Muistiluotsi (Memory Pilot) expert and support centre of Helsinki and eastern Uusimaa, tel. +358 9 454 2750. Website: [www.muistiliitto.fi/en](http://www.muistiliitto.fi/en)

Further information about memory tests online: [www.hel.fi/senior-services](http://www.hel.fi/senior-services) > [Advice and guidance](#) > [Memory tests](#)

## Physiotherapy

Physiotherapy is there for you when your physical functional capacity is limited due to age, pain, being discharged from the hospital or a serious injury.

Once you have received a referral for physiotherapy, you can make an appointment with a physiotherapist. Book or cancel your appointment by calling the physiotherapy helpline, tel. +358 9 310 67000 Mon–Fri 8.00–15.00. There is a callback service.

If you have a hearing or speech impairment, you can make an appointment by sending an SMS to +358 40 334 2972. Your SMS will be answered with an SMS, including a proposed time for an appointment.

If you have pain, stiffness or an injury to your lower back, shoulder or knee, you can complete the Omaolo symptom checker ([www.omaolo.fi](http://www.omaolo.fi)). Once you have completed your symptom assessment you will receive instructions and, if necessary, an appointment with a physiotherapist.

The need for a physiotherapist's home visit is assessed by a professional, for example, at the client assistance, Senior Info, home care or Geriatric Outpatient Clinic.



**Physiotherapy locations:**

- **Geriatric Outpatient Clinic**  
Sturenkatu 8, 2<sup>nd</sup> floor
- **Kalasantama Physiotherapy**  
Työpajankatu 14 A
- **Kivelä Physiotherapy**  
Sibeliuksenkatu 14
- **Malmi Physiotherapy**  
Talvelantie 6, Building 18 C
- **Myllypuro Physiotherapy**  
Jauhokuja 4
- **Vuosaari Physiotherapy**  
Kahvikuja 3

Further information online: [www.hel.fi/physiotherapy](http://www.hel.fi/physiotherapy)

**Occupational therapy**

The goal of occupational therapy is to support functional capacity and self-sufficiency.

You can access occupational therapy with a referral, which can be obtained, for example, from your local health station or a hospital. You can also call the Occupational therapy helpline, tel. +358 9 310 32249.

In home rehabilitation, an occupational therapist solves the everyday difficulties of a senior client living at home or a person taking care of their loved one at home. Home rehabilitation services of occupational therapy can be accessed, for example, through Senior Info, home care or the Geriatric Outpatient Clinic.

Occupational therapy helpline, tel. +358 9 310 32249

Helpline of informal care occupational therapy, tel. +358 9 310 32591.

Further information online: [www.hel.fi/en/health-and-social-services/health-care/rehabilitation-and-therapies/occupational-therapy](http://www.hel.fi/en/health-and-social-services/health-care/rehabilitation-and-therapies/occupational-therapy)

**Occupational therapy locations**

All locations also provide service in Swedish.

- **Kalasantama Occupational Therapy**  
Työpajankatu 14 A
- **Suursuo Occupational Therapy**  
Suursuonlaita 3 B
- **Laakso Occupational Therapy**  
Lääkärintätkatu 6 C
- **Vuosaari Occupational Therapy**  
Kahvikuja 3
- **Malmi Occupational Therapy**  
Talvelantie 6

## Assistive devices

The most common assistive devices can be borrowed without an appointment or referral by showing your Kela card. The most common assistive devices include forearm crutches, rollators, standard wheelchairs, raised toilet seats, shower chairs, sock aids and grabber tools. Assistive devices that require personal assessment, such as an active wheelchair or person lift, can be borrowed by booking an appointment, tel. +358 9 310 47589. Most assistive devices have been used previously, and they have been cleaned and maintained.

A customised or other personal assistive device, such as a prosthesis, orthopaedic shoes, compression stockings or a wig, are subject to the discretion of a doctor or therapist. The rehabilitation planner is responsible for personal assistive devices, tel. +358 9 310 24701, Mon–Fri 9.00–12.00.

Guidance is available in the use of different assistive devices. The service includes the renewal and maintenance of assistive devices by Konala Assistive Device Services. The service is free of charge.

### ■ **Konala Assistive Device Services**

Ruosilantie 18, 00390 Helsinki

Customer service, tel. +358 9 310 47589, Mon–Tue 8.00–16.00, Wed–Thu 9.00–17.00, Fri 10.00–14.00. On mid-week holiday eves, open until 16.00.

Online appointment booking for basic maintenance: [www.hel.fi/en/health-and-social-services/health-care/rehabilitation-and-therapies/assistive-device-services](http://www.hel.fi/en/health-and-social-services/health-care/rehabilitation-and-therapies/assistive-device-services)

### ■ **Assistive Device Services' mobile unit**

Helsinki Hospital's Assistive Device Services' mobile unit serves you at the Kontula and Kustaankartano senior centres on Tuesdays. We accept returns of assistive devices borrowed from the City of Helsinki, carry out minor, acute maintenance work on borrowed equipment and offer assistive device advice. Minor maintenance work includes servicing the brakes of rollators and standard wheelchairs.

Schedule:

**Kontula Senior Centre:** Kontukuja 5, main lobby, Tue 9.30–11.30

**Kustaankartano Senior Centre:** Oltermannintie 32, Building K, lobby, Tue 13.00–15.00

### ■ **Assistive Equipment Center, Ruskeasuo unit (HUS)**

Demanding special assistive equipment services. The service requires a referral from your home municipality or specialised healthcare.

Further information and guidance on the use of assistive devices online at Health Village's Kuntoutumistalo hub: [www.terveyskyla.fi/kuntoutumistalo/kuntoutujalle/apuvälineet](http://www.terveyskyla.fi/kuntoutumistalo/kuntoutujalle/apuvälineet)

You can also buy or rent assistive devices from private companies.

## Distribution of self-care supplies

Self-care supplies include diabetic supplies, stoma products, adult diapers, catheters and wound care supplies. You are given a referral for the supplies you need by your treatment location, for example your local health station or a specialised healthcare unit. The referral is sent from the treatment location to the Distribution of Self-care Supplies Unit.

You can contact the Distribution of Self-care Supplies by phone, tel. +358 9 310 55002 Mon–Fri 9.00–12.00 (callback service), or through the Maisa online service ([www.maisa.fi](http://www.maisa.fi)). The ordered supplies are delivered to you by post to a pick-up point or parcel point (free-of-charge service).

When ordering, you can also agree on picking up the ordered products from the Koskela location of the Distribution of Self-care Supplies.

Further information online: [www.hel.fi/en/health-and-social-services/health-care/other-health-care-services/distribution-of-self-care-supplies](http://www.hel.fi/en/health-and-social-services/health-care/other-health-care-services/distribution-of-self-care-supplies)

We recommend that you always contact the Distribution of Self-care Supplies first to ensure the availability of the product you need.

### ■ Distribution of Self-care Supplies in Helsinki

Hospitaalinkulku 8 (formerly Käpyläntie 11), Building N, Stairwell B, 3<sup>rd</sup> floor

## Rehabilitation provided by Kela

Kela organises rehabilitation and adaptation training courses that support rehabilitation and help people adapt to the changes brought about by illness. The courses offer information about the disease in question, support and peer support for daily life.

A doctor's medical opinion is needed for the rehabilitation application.

Further information about Kela's rehabilitation services, tel. +358 20 692 205

Website: [www.kela.fi/rehabilitation-and-adaptation-training-courses](http://www.kela.fi/rehabilitation-and-adaptation-training-courses)

# 4

## Social services

### Senior Info

Senior Info offers low-threshold counselling. Healthcare and social welfare professionals working at Senior Info work together with senior clients to find solutions to everyday challenges, such as loneliness. If necessary, we steer our clients through Senior Info or the social guidance of service centres to using home care services as well as housing, day activity or care services. Service guidance and social guidance are also available from social instructors at the service centres. If you already have a designated worker from the city's services, please ask them directly for guidance and advice.

#### **Senior Info contact information:**

Siltasaarencatu 2, 00530 Helsinki  
tel. +358 9 310 44556, Mon–Fri 9.00–15.00

Email: [seniori.info@hel.fi](mailto:seniori.info@hel.fi)

Chat: [www.hel.fi/senior-services](http://www.hel.fi/senior-services), Mon–Fri 9.00–15.00 (the chatbot is available at other times)

Senior Info on Facebook: [www.facebook.com/seniorihelsinki](http://www.facebook.com/seniorihelsinki)

Senior Info on Instagram: [www.instagram.com/seniorihelsinki](http://www.instagram.com/seniorihelsinki)

## Social care notification

You can submit a social care notification if you are concerned about a senior's ability to care for themselves, their health or safety. The purpose of the notification is to ensure that the senior in question receives the care they need, even if they do not know or understand how to ask for it.

The notification can be submitted by any private person. We recommend telling the senior in question that you are about to submit the notification. As a private person, you can also submit the notification anonymously if you so choose.

You can submit the notification electronically at [www.maisa.fi](http://www.maisa.fi) -> Submit a Social Care Notification, or by calling Senior Info, tel. +358 9 310 44556 Mon–Fri 9.00–15.00, and at other times by calling Emergency Social Services, tel. +358 20 696 006.

- If the situation is life-threatening, call the Emergency Response Centre 112
- Medical Helpline 116117
- Health counselling +358 9 310 10023

Social care notifications are processed within seven working days at the latest. We will contact the senior in question and let them know about the notification and its content. We try to establish the senior's own view of their situation. We will discuss together with the senior what kind of help or services they could benefit from.

If the client needs more extensive help than what can be provided through Senior Info, we steer the client to a more extensive service needs assessment, where their overall situation is considered in more detail.

If the senior in question is clearly unable to see that they need help, the notification is sent for further processing to the social welfare unit in charge.

Health and social services authorities are bound by secrecy and confidentiality. Therefore, we cannot disclose any information about the private individual to the person who submitted the social care notification.

## Social and crisis emergency services

### Emergency Social Services

Emergency Social Services perform an assessment of the need for urgent social work and the necessary measures in social welfare crisis situations outside office hours. Emergency Social Services also offer support, guidance and advice in crisis situations.

tel. +358 20 696 006 (24 h)

Further information online: [www.hel.fi/emergency](http://www.hel.fi/emergency) > [Emergency Social Services](#)

### Crisis Emergency Services

Crisis Emergency Services offer mental first aid in sudden crisis situations and also make home visits when agreed.

tel. +358 9 310 44222 (24 h)

Further information online: [www.hel.fi/emergency](http://www.hel.fi/emergency) > [Crisis Emergency Services](#)

## Services that promote everyday life at service centres

You can find various services that make everyday life easier at the City of Helsinki's service centres. The service centres provide personal service guidance and counselling, as well as advice from a physiotherapist in musculoskeletal disorders. Some locations have an Ite point, where you can, for example, take your blood pressure, test your reading vision, measure your waist and weigh yourself.

There are customer computers and an open and free Wi-Fi at the service centres. Digital guidance by appointment is also available.

You can do your laundry at the locations that have washing machines, a drying room or a tumble dryer. You can book a laundry slot at the information desk of the service centre. The service is subject to a charge.

The sauna services of the service centres are intended for clients whose homes do not have washing facilities or they are inadequate. Men and women have separate communal sauna slots. The service is subject to a charge.

The services are intended for pensioners and unemployed people living in Helsinki who have a valid Service Centre Card. You can get the free-of-charge card from the service centre's information desk.

Service centre restaurants and cafés are open to all. In some restaurants, you can also buy food to take home. The service is subject to a charge.

Service centres' contact information on page 16 or call Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

Further information online: [www.hel.fi/service-centres](http://www.hel.fi/service-centres)

## Activity centres for informal care

The City of Helsinki's activity centres for informal care support the well-being, ability to cope and functional capacity of older informal caregivers and informal care receivers.

Social instructors of the activity centres meet informal care families regularly. The meetings aim to provide informal care families with guidance, advice and up-to-date information on services.

At the activity centres, we organise coaching courses for new informal caregivers and the Life after informal care (Omaishoitajasta omaiseksi) coaching for informal caregivers whose loved one is about to move or has already moved into a care home.

Informal caregivers can use the activity centre's premises for independently organised peer group gatherings. You can take part in the activities of any activity centre, not only the one in your residential area.

### ■ Southern Activity Centre for Informal Care

Töölönkatu 3  
tel. +358 9 310 74208

### ■ Eastern Activity Centre for Informal Care

Myllymatkantie 4  
tel. +358 9 310 73995

### ■ Western Activity Centre for Informal Care

Hopeatie 14  
tel. +358 9 310 24213

### ■ Northern Activity Centre for Informal Care

Takaniitynkujja 3  
tel. +358 9 310 46818

Further information online: [www.hel.fi/activity-centres-for-informal-care-families](http://www.hel.fi/activity-centres-for-informal-care-families)

## Other forms of support for informal caregivers

### **The Association of Carers in Helsinki and Vantaa**

Ratamestarinkatu 7 A, 00520 Helsinki

Free-of-charge telephone counselling, tel. +358 50 551 4335, Mon–Thu 9.00–15.00

Website: [www.polli.fi/other-languages/englanti](http://www.polli.fi/other-languages/englanti)

Counsellors of Carers Finland and associations are available in our chat service Mon–Fri 9.00–12.00. Informal care peer chat, Wed 10.00–12.00.

### **FinFami ry**

The association provides free-of-charge information and support when there are mental health disturbances in the family or amongst close relatives or friends. Telephone counselling and individual or family meetings provide information on mental illnesses, services in the area, benefits and support provided by the association.

Jämsänkatu 2 C, 4<sup>th</sup> floor, Mon–Thu 9.00–15.00, tel. +358 9 686 0260

Email: [info@finfamiuusimaa.fi](mailto:info@finfamiuusimaa.fi)

Website: [www.finfamiuusimaa.fi](http://www.finfamiuusimaa.fi)

### **Omaisena edelleen Association**

Omaisena edelleen is an association that supports those relatives, loved ones and informal care families whose loved one affected by a long-term illness, advanced age or disability is about to move, or has moved, to a care environment outside the home.

Tikkurilantie 68 A, 01300 Vantaa

tel. +358 207 411 140, tel. +358 40 520 6083

Website: [www.omaaisenaedelleen.fi](http://www.omaaisenaedelleen.fi)

### **Social holidays for informal caregivers**

Five Finnish social holiday NGOs organise social holidays in cooperation with national healthcare and social welfare organisations. The aim of the holidays is to provide a break from everyday life and promote social interaction and recreation. Holidays are organised for informal caregivers, as well as for informal caregivers together with their care recipients. Holidays are granted on financial, health and social grounds.



Website: [www.lomajarjestot.fi/in-english/](http://www.lomajarjestot.fi/in-english/)

More information: Senior Info tel. +358 9 310 44556, open on weekdays from 9.00–15.00.

## Mental support

- **HelsinkiMissio's Senioripysäkki**  
Discussion support for seniors in difficult situations in life.  
Contact by tel. +358 9 2312 0260 (callback service) or by email [senioripysakki@helsinkimissio.fi](mailto:senioripysakki@helsinkimissio.fi)  
Website: [www.helsinkimissio.fi/en](http://www.helsinkimissio.fi/en)
- **HelsinkiMissio's Aamukorva**  
A reliable listener and interlocutor in the early hours of the morning, Mon–Sun 5.00–8.00.  
tel. +358 9 2312 0210  
The Aamukorva service is intended for people over the age of 65.
- **Mieli Mental Health Finland's Crisis Helpline**  
Mieli Mental Health Finland's Crisis Helpline is available at +358 9 2525 0116. Mon and Tue 11.00–15.00, Wed 13.00–16.00 and 17.00–21.00, Thu 10.00–15.00, Fri 9.00–13.00.  
Website: [www.mieli.fi/en](http://www.mieli.fi/en)
- **Victim Support Finland**  
tel. 116 006, Mon–Fri 9.00–20.00, in Swedish Mon–Fri 12.00–14.00.  
The calls are free of charge.  
Legal advice for victims of crime (free of charge), tel. +358 800 161 177, Mon–Thu 17.00–19.00.  
Website: [www.riku.fi/en](http://www.riku.fi/en).  
Chat: Mon–Fri 9.00–15.00 and Mon 17.00–19.00.
- **Nollalinja Against Domestic Violence**  
Nollalinja is a free-of-charge helpline that you can call 24/7, tel. +358 80 005 005.  
Website: [www.nollalinja.fi/en](http://www.nollalinja.fi/en).  
Chat: Mon–Fri 9.00–15.00.
- **Suvanto – For a Safe Old Age**  
Support and discussion support for parties of domestic violence.  
Suvantolinja helpline, tel. +358 800 06776, Wed 10.00–13.00.  
Nordenskiöldinkatu 18 A  
Website: [www.suvantory.fi](http://www.suvantory.fi)
- **Support for Victims of Religions**  
Support and discussion support for those who have experienced violence related to religion, regardless of their religious community background.  
Peer support helpline, tel. +358 400 466 990, Tue 18.00–20.00, Thu and Sat 13.00–15.00  
email: [tiedotus@uut.fi](mailto:tiedotus@uut.fi) (English, Swedish, German)  
Website: [www.uskontojenhien-tuki.fi/english](http://www.uskontojenhien-tuki.fi/english)

## Spiritual support

You can seek spiritual support from the employees of your parish.

**The Evangelical Lutheran Church of Finland's** discussion support helpline:

tel. +358 400 221 180 (in Finnish) Mon–Sun 18.00–24.00

tel. +358 400 221 190 (in Swedish) Mon–Sun 20.00–23.00

Chat service: [evl.fi/kirkonkeskusteluapu](https://evl.fi/kirkonkeskusteluapu) Mon–Fri 12.00–20.00

Support by letter: You can also make contact by writing a letter. Send your letter to the following address: Palveleva kirje, P.O. Box 210, FI-00131 Helsinki. Please provide your name and address in your letter if you wish to receive a reply.

**The Orthodox Parish of Helsinki's** helpline: +358 9 85 646 299,

Tue, Fri, Sat 18.00–22.00

Website: [www.hos.fi/en](http://www.hos.fi/en)

**The Catholic Church in Finland** offers discussion support through its parishes.

Website: [www.katolinen.fi/catholic-church-in-finland](http://www.katolinen.fi/catholic-church-in-finland)

**The Jewish Community of Helsinki's** service counsellor offers assistance, advice and help to the community members in confidential matters related income support and social allowances and in filling in related applications.

Jewish Community of Helsinki, tel. +358 9 586 0310, Mon–Thu 11.00–16.00.

Website: [jchelsinki.fi/palvelut-ja-toiminnot/sosiaalitoiminta](http://jchelsinki.fi/palvelut-ja-toiminnot/sosiaalitoiminta)

**Islamic communities and organisations** often organise support measures electronically in the midst of a crisis. People are encouraged to follow community websites. Imams and leaders of Islamic communities maintain close contact with people in WhatsApp groups.

**Amal ry is a social sector organisation**, based on Islamic values, that provides services to women of all ages who need advice, guidance or discussion support in challenging life situations.

tel. +358 40 874 7255, Mon–Fri 11.00–16.00 (Finnish, English)

## Help and support in daily life

### Cleaning services, nursing services and home nursing

These services can be purchased directly from private companies. You may be entitled to tax credit for household expenses and services exempt from value added tax (VAT). Home services exempt from VAT can be purchased from a private entrepreneur if your ability to cope at home has deteriorated and the services provided at home are considered social welfare services or their support services.

Home services exempt from VAT that are purchased from private service providers include activities related to housing, personal care and nursing as well as other activities that are part of normal life or help with these activities. Support services for home services include meal, clothing care, cleaning, bathing and accompanying services as well as services promoting social interaction.

In order for services exempt from VAT to also qualify for tax credit for household expenses, the services must be ordinary care and nursing services or domestic work services that are mainly provided at home. The tax credit can also be granted for work done in an apartment used by the parents or grandparents of the taxpayer or their partner. The credit threshold is €100.

Further information online:

National Elias.fi online service: [www.elias.fi](http://www.elias.fi)

Private home services not subject to value added tax:

[www.hel.fi/en/health-and-social-services/senior-services/advice-and-guidance/private-home-services-not-subject-to-value-added-tax](http://www.hel.fi/en/health-and-social-services/senior-services/advice-and-guidance/private-home-services-not-subject-to-value-added-tax)

Support service providers of home services approved by the City of Helsinki (PDF), in Finnish: [www.hel.fi/static/sote/yksityiset/kotipalvelun-tukipalvelutuottajat.pdf](http://www.hel.fi/static/sote/yksityiset/kotipalvelun-tukipalvelutuottajat.pdf)

Tax Administration's information on tax credit for household expenses:

[www.vero.fi/en/individuals/tax-cards-and-tax-returns/deductions/Tax-credit-for-household-expenses](http://www.vero.fi/en/individuals/tax-cards-and-tax-returns/deductions/Tax-credit-for-household-expenses)

Further information is also available from Senior Info,  
tel. +358 9 310 44556, Mon–Fri 9.00–15.00

## Social services

### Grocery shopping and meal services

Grocery shopping services are provided by several private operators and can be ordered by phone. The collection and delivery of the purchased items are invoiced separately. Food shops also offer a variety of pre-cooked meals.

You can order meals to your home from private meal service companies. In addition, many private companies offer home services that include cooking.

Further information is available from Senior Info, tel. +358 9 310 44556, Mon-Fri 9.00–15.00.

### Safety phone

You can purchase a safety phone service privately from companies. Further information is available from Senior Info, tel. +358 9 310 44556.

## Service needs assessment and social work and social guidance

Social work and social guidance intended for seniors help solve many questions, be it challenges in relationships, life management or housing.

### Client assistance

The main task of client assistance is to carry out comprehensive service needs assessments for Helsinki residents over the age of 65. The assessment of service needs is carried out primarily in the form of a home visit and, if necessary, multi-professional cooperation.

During the visit, the need for home services, such as home care and home care support services, day activities and informal care support, is assessed and any related service decisions are made.

Based on the service needs assessment, the service package is planned together with the client and their loved ones.

Further information online: [www.hel.fi/en/health-and-social-services/senior-services/advice-and-guidance/service-needs-assessment](http://www.hel.fi/en/health-and-social-services/senior-services/advice-and-guidance/service-needs-assessment)

## Gerontological social work and social guidance

The main task of gerontological social work is to strengthen the well-being of seniors in challenging life situations. You can become a client of gerontological social work through a service needs assessment carried out by client assistance.

New clients access these services, for example, through Senior Info. If you already have a designated worker from the city's services, please ask them directly for guidance and advice.

## Informal care support for the elderly and people with memory disorders

In informal care, a family member or loved one cares for a senior or a person with a memory disorder who needs daily care at home.

The basis for granting informal care support is that the care recipient needs continuous, daily care and attention in order to be able to live at home.

The granting of informal care support is based on an assessment of the overall situation, taking into account the binding nature of the care provided by the informal caregiver and the care recipient's need for supervision and guidance. Informal care support consists of a remuneration, statutory leave and other services to support informal care.

You can complete a preliminary assessment of your eligibility for informal care support in the Omaolo online service: [www.omaolo.fi/palvelut/palveluarviot/omaishoidon-tuki](http://www.omaolo.fi/palvelut/palveluarviot/omaishoidon-tuki)

## Day activities

Day activities support the living at home, well-being and rehabilitation of older Helsinki residents whose memory or functional capacity has become impaired. With the help of the activities, we also support the coping of informal caregivers and next of kin.

You can apply for day activities by contacting Senior Info. We will start by assessing your need for services, based on which the decision to provide the service will be made. If you are already a home care or informal care client, please contact your designated worker.

Once the application for day activities has been approved, you can wait for a place to be assigned by the city or choose a service voucher to purchase the service from a private service provider. Further information about providers of

## Social services

service-voucher day activities for seniors is available in Finnish at [www.palse.fi](http://www.palse.fi) under Helsingin sosiaali-, terveys- ja pelastustoimi > Ikääntyneiden päivätoiminnan palveluseteli.

Further information is available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00

If you already have a designated worker from the city's services, please ask them directly for guidance and advice.

## Home care

Home care can support a senior client living at home in the daily activities that they can no longer perform on their own. Such activities include eating, washing, dressing and going to the toilet. Some of home care visits can be carried out remotely.

Home care clients also receive the health care and medical care they need at home if it is not reasonable to arrange it in other ways.

The home care fee is determined on the basis of the need for help and income. Home care can also be purchased with a service voucher. When using a service voucher, you can choose the provider of service voucher services yourself from among those approved by the city ([www.palse.fi](http://www.palse.fi)).

Further information online: [www.hel.fi/home-care](http://www.hel.fi/home-care)

### Support services for home care clients

- If necessary, home care takes care of its clients' **meals** as a grocery shopping and/or meal service.
- A person with a low income can be granted a **cleaning** service voucher (2 h/month) by the City of Helsinki on the basis of their functional capacity. The gross income limits for the cleaning service voucher are:
  - The value of the service voucher is €24/hour when the income of a person living alone is no more than €1,138/month or the income of a couple is no more than €1,575/month.
  - The value of the service voucher is €21/hour when the income of person living alone is €1,138.10–€1,422/month or the income of a couple is €1,575.10–2,107/month (in 2023).

Contact information for the providers of service voucher services is available at [www.palse.fi](http://www.palse.fi).

**The safety phone service** can be granted as a support service for the home care services provided by the city. As a home care support service, the safety phone service is dependent on income. The gross income limits for the safety phone are:

- A person living alone and a couple can get the safety phone service free of charge (€0) if their income does not exceed €1,138/month.
- A person living alone with an income of €1,138.10–€1,707/month is charged €34.55/month (device lease) for the safety phone.
- A couple with an income of €1,138.10–€2,101/month is charged €34.55/month for the safety phone.
- Others are charged a client fee of €54/month for the safety phone. In addition, an alarm visit costs €40/visit for these clients (in 2023).

The installation of the safety phone is free of charge.

Home care clients receive advice on home care support services from their designated worker or from the contact number of the home care team.

Further information on home care support services: [www.hel.fi/home-care](http://www.hel.fi/home-care)

Further information on fees related to home care and support services: [www.hel.fi/en/health-and-social-services/data-and-the-rights-of-the-client/fees](http://www.hel.fi/en/health-and-social-services/data-and-the-rights-of-the-client/fees)

## Service housing and 24-hour care

Service housing is intended for people who, even with the help of home care, can no longer cope at home, but need plenty of 24-hour care and help.

Once the need for 24-hour care has been assessed and established, it is possible to choose either the care place provided by the city or the service voucher. Clients have the right to refuse the service voucher. With the service voucher, the client can choose a care place from among those approved by the City of Helsinki ([www.palse.fi](http://www.palse.fi)).

You can also seek 24-hour care by contacting private service providers at your own expense. Such private service providers can be found, for example, at [www.kotiopas.fi](http://www.kotiopas.fi).

Further information is available from your designated worker or Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

## Services for veterans

You can ask the Veteran Ombudsperson of the City of Helsinki about benefits for veterans and, if necessary, get help in applying for services.

### **Veteran Ombudsperson**

The best time to make contact is Mon–Fri 9.00–14.00, tel. +358 9 310 50513, email: [veteraantiasiamies@hel.fi](mailto:veteraantiasiamies@hel.fi)

### **Rehabilitation Office of Frontline Veterans**

Veterans are offered institutional rehabilitation as well as outpatient and day rehabilitation.

Further information tel. +358 9 310 50544, Mon–Wed 9.00–12.00.

### **Services to support living at home of frontline veterans and disabled veterans**

A veteran can receive services provided at home, such as cleaning, window cleaning, transport services or lunch vouchers.

Further information tel. +358 9 310 75637, Mon–Wed 9.00–12.00.

### **Disabled veterans' service advisor**

works at the Oulunkylä Rehabilitation Centre, tel. +358 40 559 4988

Website: [www.okks.fi](http://www.okks.fi)

### **Rehabilitation for disabled veterans**

is applied for from the State Treasury, tel. +358 29 550 3070

Website: [www.valtiokonttori.fi/en](http://www.valtiokonttori.fi/en)

### **Rehabilitation for Lottas and Junior Lottas**

can be enquired about from the Lotta Svärd Foundation, tel. +358 9 477 02881, Mon–Fri 9.00–16.00, or from the rehabilitation planner, tel. +358 9 477 02886.

In addition to rehabilitation, Lottas and Junior Lottas with a low income can apply for financial assistance.

Website: [www.lottasaatio.fi/eng](http://www.lottasaatio.fi/eng)

## Services for people with disabilities

Counselling for people with disabilities provides advice and guidance on services for people with disabilities and how to apply for them.

Helpline +358 9 310 32889 Mon, Wed, Fri 9.00–11.00, Tue–Thu 9.00–11.00 and 12.00–14.00. At other times, you can leave a callback request.

email: [sote.vammaisneuvonta@hel.fi](mailto:sote.vammaisneuvonta@hel.fi)



### Counselling service point for people with disabilities

Itäkatu Family Centre, Tallinnanaukio 1, 00930 Helsinki, 1<sup>st</sup> floor  
On Wednesdays 14.00–16.00, check in with the porter.

### Locations of services for people with disabilities:

- **Southern location**  
Työpajankatu 14 A, 6<sup>th</sup> floor, P.O.  
Box 6420, FI-00099 City of Helsinki
- **Western and Northern Social Work for the Disabled**  
Ala-Malmintori 2, 5<sup>th</sup> and 7<sup>th</sup> floor,  
P.O. Box 7980, FI-00099 City of  
Helsinki
- **Eastern location**  
Kahvikuja 3, P.O. Box 6250,  
FI-00099 City of Helsinki

## Transport services

Transport services are intended for running errands and recreational trips. The service cannot be used for medical appointments as those trips are covered by Kela.

**Mobility support based on the Social Welfare Act** is part of the support for independent living. It is primarily intended for seniors who, due to their reduced mobility, cannot use public transport independently or with an escort. The benefit is dependent on income and wealth. It comprises a maximum of six (in 2023) one-way trips per month.

The required application appendices include an income and wealth report and a doctor's medical opinion on the need for transport support.

**Transport services based on the Disability Services Act** and the related escort services are intended for people who have particular difficulties with mobility and who, due to their disability or illness, cannot use public transport without unreasonable difficulties. The application form must be accompanied by a doctor's medical opinion on the need for transport services in accordance with the Disability Services Act.

Further information is available from the helpline for services for people with disabilities, tel. +358 9 310 32889.

## Home alterations

Often, homes of seniors require repairs and alterations. As a rule, the residents themselves are responsible for repairing and equipping their apartment to meet their functional capacity. There are several financing options for home alterations.

## Social services

### Home repair advice

Home repair experts of the Finnish Association for the Welfare of Older Adults assist seniors in planning home repairs and applying for repair allowances.

The home repair experts' services are free of charge.

Home repair helpline +358 9 350 86013, Mon–Fri 9.00–15.00.

Website: [www.vtkl.fi/in-english](http://www.vtkl.fi/in-english)

### State's home renovation subsidies

Home renovation subsidies are granted by the Housing Finance and Development Centre of Finland (ARA), which makes the decision and handles the payment of subsidies.

Further information tel. +358 29 525 0818, Tue–Wed 9.00–11.00 and 12.00–15.00

Email: [korjausavustus.ara@ara.fi](mailto:korjausavustus.ara@ara.fi)

Website: [www.ara.fi/en-US/Housing\\_finance/Renovation\\_subsidies/Subsidies\\_for\\_the\\_renovation\\_of\\_homes\\_for\\_elderly\\_or\\_disabled\\_people](http://www.ara.fi/en-US/Housing_finance/Renovation_subsidies/Subsidies_for_the_renovation_of_homes_for_elderly_or_disabled_people)

You can also make use of the tax credit for household expenses when paying for the labour costs of standard home renovations. **Note!** You cannot apply for both the home renovation subsidy and tax credit for household expenses for the same renovation work.

Further information is available from the Tax Administration's helpline, tel. +358 29 497 002.

### Home alterations based on the Disability Services Act

The prerequisite is the severe disability of the person in question.

The alterations are not dependent on income.

Further information is available from the helpline for services for people with disabilities, tel. +358 9 310 32889.

### Home alterations based on the Social Welfare Act

Home alterations of low-income clients can be supported within the limits of the appropriations. When granting home alterations, the client's functional capacity, income and wealth are taken into account, as well as how the alterations support living at home.

Further information is available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

# 5

# Preparation for the future and finances

## Housing

It is good to think about your future housing, your own wishes and needs well in advance. It is worth considering whether your current home is the one in which you can and want to live until the end of your life. The safety and functionality of your home are important factors. It is also good to assess the suitability of the living environment from the viewpoint of accessibility, transport connections and services.

Further information is available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00, and online at: [www.vanheneminen.fi/asuminen](http://www.vanheneminen.fi/asuminen)

## Acting on behalf of another person and powers of attorney

The right to self-determination, that is the right to make your own decisions, remains a fundamental right even at old age. If you wish, you can authorise your loved one to act on your behalf in matters related to health and social services. In addition, you can ensure the implementation of your own will in the future by making an advance decision and a continuing power of attorney.

### Acting on behalf of another person in health and social services

You can authorise your loved one to act on your behalf in the Maisa online service ([www.maisa.fi](http://www.maisa.fi)) in matters related to health or social services. You can specify the scope of the authorisation. In addition to the services of the City of Helsinki, the authorisations apply to the healthcare services of HUS.

Alternatively, you can fill in the paper form and take it to your local health station, where a healthcare professional records the information in the patient information system.

Further information and the form: [www.hel.fi/senior-services](http://www.hel.fi/senior-services) > [Advice and guidance](#) > [Right to self-determination and acting on behalf of another person](#)

After authorisation, the person acting on your behalf can take care of your affairs electronically, by phone or at health and social service locations.

If you would like to authorise a loved one to act on your behalf only at the pharmacy, you can do so in the MyKanta online service ([www.kanta.fi/en/my-kanta-pages](http://www.kanta.fi/en/my-kanta-pages)).

### Giving bank account access to a loved one

Financial matters that require foresight include the management of banking matters, such as the payment of invoices. With a personalised power of attorney, you can give a person you trust access to your bank account. Ask your bank for more information.

If the health of the person who has given the authorisation deteriorates to the point where they are no longer able to supervise the actions of the authorised person, the bank in all probability will refuse the power of attorney. In anticipation of such a situation, it is recommended to also prepare a continuing power of attorney.

### Continuing power of attorney and guardianship

A continuing power of attorney allows you to decide how your personal affairs will be handled if you are unable to take care of them yourself due to, for example, illness or a weakened state of health. You can specify the responsibilities of the person acting on your behalf and how their activities will be supervised. The power of attorney will only be adopted when you are no longer able to take care of your own affairs and the power of attorney has been validated at DVV, the Digital and Population Data Services Agency.

The continuing power of attorney is prepared in writing.

Further information online: [www.suomi.fi/guides/guardianship](http://www.suomi.fi/guides/guardianship)

The appointment of a guardian is the last resort in organising the management of your affairs. You can apply for a guardian if you are unable to take care of your financial affairs due to illness, weakened state of health or other similar reasons. Make the application only if your affairs cannot be taken care of by other means, such as a continuing power of attorney.

More information: Digital and Population Data Services Agency's helpline, tel. +358 295 536 256, Mon–Fri 9.00–12.00.

Website: [www.dvv.fi/en/how-to-apply-for-a-guardian-for-yourself](http://www.dvv.fi/en/how-to-apply-for-a-guardian-for-yourself)

### **Advance decision**

You can prepare an advance decision for a situation where you are unable to make decisions regarding your care. In an advance decision, you can, for example, refuse certain treatment measures or share your wishes regarding care.

You can write your advance decision on a piece of paper or fill in an advance decision form, print it out and ask a healthcare professional to record it in the patient information system. You can write your advance decision in the MyKanta online service ([www.omakanta.fi](http://www.omakanta.fi)), where healthcare professionals will be able to see it.

If you have any questions about making an advance decision or if you would like to state your advance decision orally, discuss the matter with a social welfare or healthcare professional who is in charge of your care.

Template forms are also available in Finnish from Senior Info or the website of the Alzheimer Society of Finland: [www.muistiliitto.fi/fi/etuudet-ja-oikeudet/hoitotahto](http://www.muistiliitto.fi/fi/etuudet-ja-oikeudet/hoitotahto)

Further information online: [www.vanheneminen.fi/asiakirjat](http://www.vanheneminen.fi/asiakirjat)

## Services exempt from value added tax

If your ability to function has become impaired due to age, illness, exhaustion caused by informal care or other similar reasons, you can purchase home services and related support services from a private company without value added tax. The prerequisite for the VAT-exempt price is for the company to sell services to a person in need of social welfare.

Home services cover assistance related to housing, personal care and other activities that are part of normal life. Home care support services refer, for example, to a meal service, clothing care, cleaning, bathing and accompanying services as well as services promoting social interaction.

You can contact companies approved as service providers yourself. You do not need a decision from social welfare authorities. The company can assess whether you are entitled to receive the service at the VAT-exempt price.

The company will assess your service needs and make a service plan and agreement with you for the provision of the services as social welfare services.

Further information online: [www.hel.fi/senior-services](http://www.hel.fi/senior-services) > [Advice and guidance](#) > [Private home services not subject to value added tax](#)

Elias online service: [www.elias.fi](http://www.elias.fi)

Further information is also available from Senior Info, tel. +358 9 310 44556, Mon–Fri 9.00–15.00.

## Tax credit for household expenses

For example, household and nursing work as well as renovation and gardening can be eligible for tax credit for household expenses. Any public support granted directly for the same work can prevent the granting of tax credit.

The service provider must be registered in the prepayment register in order for the tax authorities to approve the tax credit (with the exception of certain work carried out by non-profit organisations). Service providers can be found online at [www.ytj.fi/en](http://www.ytj.fi/en) and [www.elias.fi](http://www.elias.fi).

In 2023, you can claim for 60% of the amount you have paid for household, nursing and care work. The maximum credit for household expenses that you can claim for these services is €3,500.

For renovations, the maximum credit is €2,250. If your renovation is carried out by a company, you can claim for 40% of the cost of labour. The credit threshold is €100.

When paying a company for services provided at home, it is recommended to check that the company is registered in the prepayment register. An agreement is needed to itemise the planned work and prices. Receipts must be kept in case the tax authorities request them.

Further information is available from the income taxation helpline, tel. +358 29 497 002. Forms and further information online: [www.vero.fi/en](http://www.vero.fi/en).

## Client fees and the payment cap in health and social services

Health and social services are either free of charge, fixed-summed for everyone or income-based, in which case the client fee is determined according to income and family relationships. If necessary, you can apply for an adjustment or a reduction in the client fee. Instructions and contact information for doing so are given as an attachment to the decision or invoice. If, based on the client's application, the conditions are met, the amount of the fee must be changed.

The maximum payment limit, also referred to as the payment ceiling or payment cap, is the maximum amount that can be charged annually per person for public health and social services. In 2023, the payment cap is €692. You must keep an eye on reaching your payment cap yourself. When your payment cap has been reached, the services covered by the payment cap will be mostly free of charge for you until the end of the year. When your payment cap is exceeded, you can get a certificate stating the fact. Keep all invoices and receipts related to your payment cap.

If your payment cap is exceeded when you receive an invoice from the City of Helsinki Financial Management Services, please contact Financial Management Services to get your certificate, tel. +358 9 310 25300, Mon–Fri 9.00–15.00, or email: [talpa.asiakaspalvelu@hel.fi](mailto:talpa.asiakaspalvelu@hel.fi) or apply for the certificate with the following form (in Finnish): [www.hel.fi/static/sote/lomakkeet/Te-323.pdf](http://www.hel.fi/static/sote/lomakkeet/Te-323.pdf).

## Preparation for the future and finances

The following fees, for example, **count** towards the payment cap:

- health station fees (not charged in Helsinki)
- fees for outpatient clinics
- day surgery fees

The following fees, for example, **do not count** towards the payment cap:

- fees for a medical certificate
- fees for ambulance transport
- fees for unused or uncanceled appointments

Private sector services do not count towards the payment cap.

Further information from Financial Management Services and online:

[www.hel.fi/health-and-social-services/fees](http://www.hel.fi/health-and-social-services/fees) > [maximum payment limit](#)

## Financial and debt counselling and social lending

Specialists in financial and debt counselling can help you if you are worried about your finances. You can receive, for example, advice on how to plan your spending and stick to a budget. You can also receive help with debt matters. A specialist in financial and debt counselling can help you in resolving your financial situation, help you weigh different options and conclude payment agreements. In addition, financial and debt counsellors can advise you on applying for a collective loan and debt restructuring.

Social lending is intended for people with a low income or limited means living permanently in Helsinki who do not have access to other forms of credit on reasonable terms.

### Financial and debt counselling

#### Helsinki Legal Aid Office

Financial and debt counselling helpline +358 29 566 0123, Mon–Fri 8.00–16.15, appointment booking Mon–Fri 9.00–12.00

Email: [helsinki.velkaneuvonta@oikeus.fi](mailto:helsinki.velkaneuvonta@oikeus.fi)

Website: [www.talousjavelkaneuvonta.fi](http://www.talousjavelkaneuvonta.fi)

Chat: Mon–Fri 10.00–12.00, Thu 15.00–17.00

Helsinki Court House, Porkkalankatu 13 J, P.O. Box 600, FI-00181 Helsinki, open Mon–Fri 8.00–16.15.



## Social lending

### City of Helsinki

Advisory services, tel. +358 9 310 43929,

Mon–Tue and Thu–Fri 9.00–11.00 and 12.00–14.00

Email: [sosiaalinen.luototus@hel.fi](mailto:sosiaalinen.luototus@hel.fi)

Specialists in financial and debt counselling are available by appointment  
Mon–Fri 8.15–16.00.

Malmi Office Building, open Mon–Fri 8.15–16.00, tel. +358 9 310 43929

Ala–Malmintori 2, 4<sup>th</sup> floor, P.O. Box 7970, FI-00099 City of Helsinki

### Financial Advice Clinic

The Financial Advice Clinic is a free-of-charge low-threshold service where you can discuss everyday financial matters confidentially without an appointment, also anonymously. Specialists in financial and debt counselling and enforcement offer help and advice at the Financial Advice Clinic.

On Wednesdays 15.00–17.00 in the Helsinki Central Library Oodi,  
Töölönlahdenkatu 4, 00100 Helsinki.

Advisory services are provided in Finnish and English.

Website: [www.hel.fi/en/health-and-social-services/financial-advice-clinic](http://www.hel.fi/en/health-and-social-services/financial-advice-clinic)

## Lutheran Church in Helsinki's financial counselling

The financial counselling service Rari offers advice on handling everyday financial matters. Book an appointment by contacting the church welfare work of the parish in your residential area (Seurakuntien talo telephone exchange, tel. +358 9 23400) or by sending email to: [rari.helsinki@evl.fi](mailto:rari.helsinki@evl.fi).

Website: [www.helsinginseurakunnat.fi/en](http://www.helsinginseurakunnat.fi/en)

### Financial assistance and advice from the church welfare work in your residential area

The church welfare work can help you financially in an acute emergency. You can seek help from the Evangelical Lutheran Church parish of your residential area. You can discuss your financial and debt matters confidentially with the church social worker.

The church welfare work helps people without asking about church membership or religious affiliation.

## Kela benefits and social assistance

- **Kela Itäkeskus**  
Turunlinnantie 6 A
- **Kela Kalasatama**  
Työpajankatu 14 A
- **Kela Kamppi**  
Salomonkatu 17
- **Kela Malmi**  
Soidintie 4 B

The opening hours of the service points can be checked online at [www.kela.fi/service-point-locator](http://www.kela.fi/service-point-locator) and over the phone by calling the customer service number of each service (see below).

You can call the customer service number to book an appointment. The appointment can take place either at a service point or over the phone.

## Social assistance

Basic social assistance can be applied for through Kela's online service, where you can also send attachments electronically: [www.kela.fi/social-assistance](http://www.kela.fi/social-assistance).

You can also apply for social assistance using a paper form, which you can print out at [www.kela.fi/forms](http://www.kela.fi/forms), or pick up at a Kela service point. Send the form to the following address: Kela, P.O. Box 10, FI-00056 Kela.

Kela's online benefit calculators let you assess whether you might be eligible for various Kela benefits and how much you could expect to get: [www.kela.fi/calculators](http://www.kela.fi/calculators)

Further information tel. +358 20 692 207 and the Kela service points.

Supplementary and preventive social assistance is applied for from the city's social services. First, you need to apply for Kela's decision on basic social assistance.

Helpline for supplementary and preventive social assistance

Mon–Fri 9.00–12.00:

tel. +358 9 310 56257 (in Finnish)

tel. +358 9 310 44967 (in Swedish)

## Pension

You can receive an old-age pension or early old-age pension from Kela based on your age. The national retirement age is 65. The early old-age pension is a smaller amount than that of the national pension at the age of 65. The amount of the national pension is determined on the basis of family ties, other pension income and the period of time lived in Finland.

A guarantee pension safeguards the livelihood of a pensioner. A full guarantee pension is payable if you have no other pension income. Other pension income from Finland or abroad reduce its amount. People receiving an old-age or disability pension who reside in Finland and people over the age of 65 who have resided in Finland for at least 3 years are entitled to a guarantee pension. In addition, it is required that all other forms of pension income remain below €914.97/month (in 2023). The full guarantee pension is €922.42/month (in 2023). The early old-age pension also reduces the amount of the guarantee pension.

A recipient of Kela's old-age pension can receive a guarantee pension in addition to the old-age pension. A recipient of Kela's old-age pension cannot receive any other pensions paid by Kela in addition to the guarantee pension, or, as a rule, sickness or unemployment allowance.

Further information is provided by Kela, tel. +358 20 692 202.

## Housing allowance for pensioners

Housing allowance for pensioners is available to people with a low-income who receive a pension entitling them to housing allowance and who reside permanently in Finland in a rented or owner-occupied dwelling. The application must be accompanied by a report of your housing costs and a report of your and your partner's income, assets and debts.

Further information is provided by Kela, tel. +358 20 692 210.

## Care allowance for pensioners

Care allowance supports the living and care of a sick or disabled pensioner at home and compensates for special costs caused by illness or disability.

In order to receive care allowance, a person's functional capacity must be impaired continuously for at least a year. Care allowance can be applied for retroactively from the beginning of the need for assistance for a maximum of six months. The doctor's medical opinion C or other corresponding doctor's medical opinion is required as an attachment to the application. Care allowance is not dependent on income.

Further information is provided by Kela, tel. +358 20 692 205.

## Reimbursements for medicine expenses

Kela can pay reimbursements for medicines purchased at pharmacies that have been prescribed with a prescription for the treatment of an illness. The reimbursement is paid after the initial deductible has been reached. The initial deductible is €50 per calendar year.

Once the initial deductible has been reached, the basic rate of reimbursement of prescription medicines (40% of the price of the medicine) is available at the pharmacy. You do not need to present your Kela card, as an ID card is also acceptable. In the case of severe or long-term illnesses, a special rate of reimbursement is paid for medicines and clinical nutrients.

Reimbursement under the health insurance can be applied for a medicine based on the doctor's medical opinion B.

If prescription medicine costs exceed €592.16 during a calendar year (in 2023), the excess will be reimbursed in full. You only pay a €2.50 deductible for each reimbursable medicine after reaching the annual maximum limit.

Further information is provided by Kela, tel. +358 20 692 204.

## Travel costs

Kela pays reimbursements for travel costs to a healthcare unit due to illness or rehabilitation arranged by Kela. As a rule, travel costs are reimbursed on the basis of the cost of public transport. The use of a taxi is reimbursed when the health care provider gives the client a certificate (certificate for travel cost reimbursement, SV 67) entitling them to use a taxi.

If you are entitled to a taxi ride reimbursed by Kela, call a taxi from the regional call number. You get the reimbursement directly in the taxi and you pay at most the €25 deductible for your taxi ride. If you call a taxi in another way, Kela will not reimburse your taxi ride.

Taxi call numbers in Uusimaa:

- Suomen Lähilogistiikka Oy, tel. +358 800 05150
- Taksi Helsinki, tel. +358 800 414600

All taxi rides falling short of the deductible (€25) also accrue the maximum deductible limit for one year, which is €300 (in 2023).

Further information is provided by Kela, tel. +358 20 692 204.

## Senior Info

tel. +358 9 310 44556,  
Mon–Fri 9.00–15.00

## Health counselling 24 h

tel. +358 9 310 10023

### Give feedback on the city's services

You can give feedback on the services provided  
by the City of Helsinki online at  
[www.hel.fi/feedback](http://www.hel.fi/feedback) or through Helsinki-info,  
tel. +358 9 310 11111, Mon–Thu 9.00–16.00, Fri 10.00–15.00.

The logo for the City of Helsinki, featuring the word "Helsinki" in a white, bold, sans-serif font. The text is enclosed within a white, rounded rectangular border that has a decorative, slightly scalloped bottom edge. The entire logo is set against a solid green background.

**Helsinki**