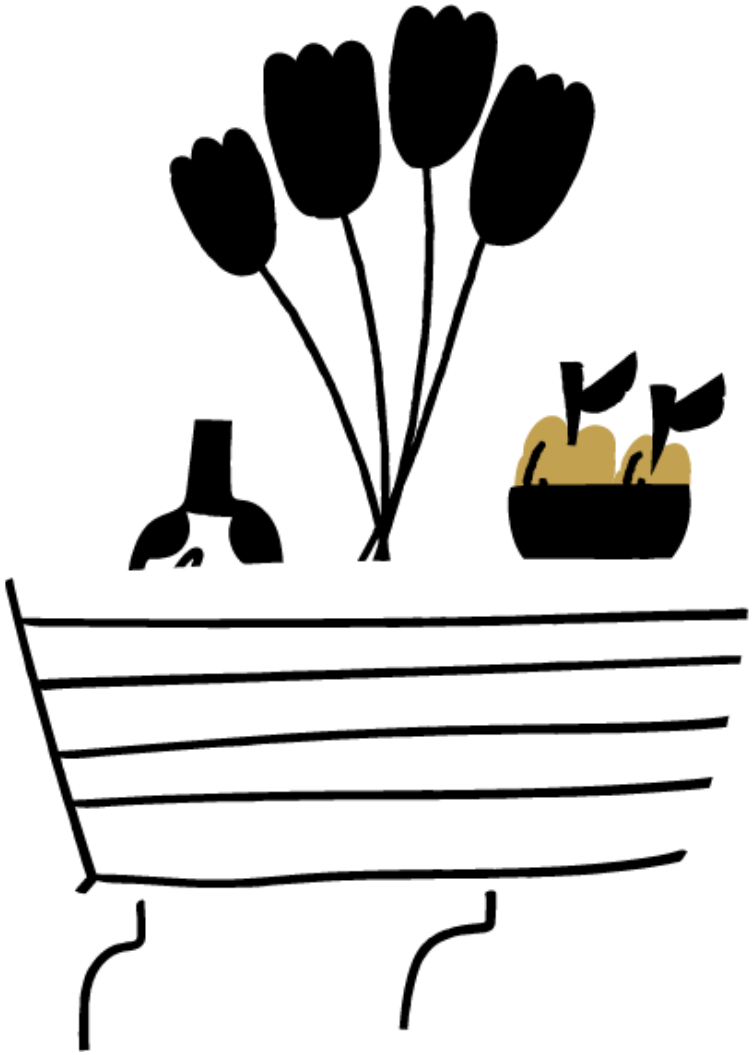
Information about Services for Immigrants in Helsinki

Social, Health, and Rescue Services



Kuvitukset: Lille Santanen

Contents



- Special services for immigrants
- Mental health services in special services for immigrants
- Digital and Population Data Services Agency
- Kela (Social Insurance Institution of Finland)
- Identity card and residence permit
- Bank account and credit information
- Client information system and Maisa
- HSL – public transportation
- Dental care in Helsinki
- Health care in Helsinki
- Kindergartens and schools
- Useful links

Helsinki

Special Services for Immigrants



Kuvitukset: Lille Santanen

Social services supporting integration



- The foundation of the work is a jointly created assessment of service needs and a plan: **What kind of support do you need in your daily life?** What is your situation? Your plan can include individual and group meetings, other activities, and information that supports integration.



- The principle is to **support your independence and strengthen your societal participation.** You are encouraged to, for example, fill out forms independently based on your abilities and skills. We support you, but do not do tasks on your behalf.



- **Guidance and advice** are available for everyday matters, such as housing, finances, immigration, and residence.



- All our services are **free of charge.** We use **interpreters** in our services. All employees and interpreters are **bound by confidentiality.**

What kind of help and support can I get?

- **Psychosocial support**: This is a part of every staff member's work. We support the deepening of knowledge and skills that strengthen well-being.
- **Support for families**: We assist in addressing various challenges faced by families and guide them to appropriate services.
- **Special needs**: We take into account various special needs and direct clients to suitable services, such as those for the elderly or individuals with disabilities.
- Social worker and social counselor services: Available also for urgent and essential social service needs.
- **Financial support**: Financial support is primarily managed by Kela. Special services for immigrants can provide preventive and supplementary income support. Additionally, you will receive guidance in planning your own financial situation.



Helsinki

Professionals working with you

Social worker

Social counselor

Psychologist

Physiotherapist and occupational therapist

Psychiatric immigrant work team

Psychiatrist
Psychiatric nurse

Health team

Doctor
Nurse

Helsinki

Helpline

09 3103 7577

- Available: Monday to Friday
- Time: 8:15 AM – 4:00 PM

- We provide advice to anyone who needs it.



Helsinki

Service without an appointment at the info point

- Location: Kalasatama Health and Well-being Centre (THK), Työpajankatu 14A
- Open: Monday to Friday
- Hours: 8:15 AM – 3:45 PM
- Floor: 1, Room 1001

- Queue system: Take a number
- Interpreter service: Available if needed



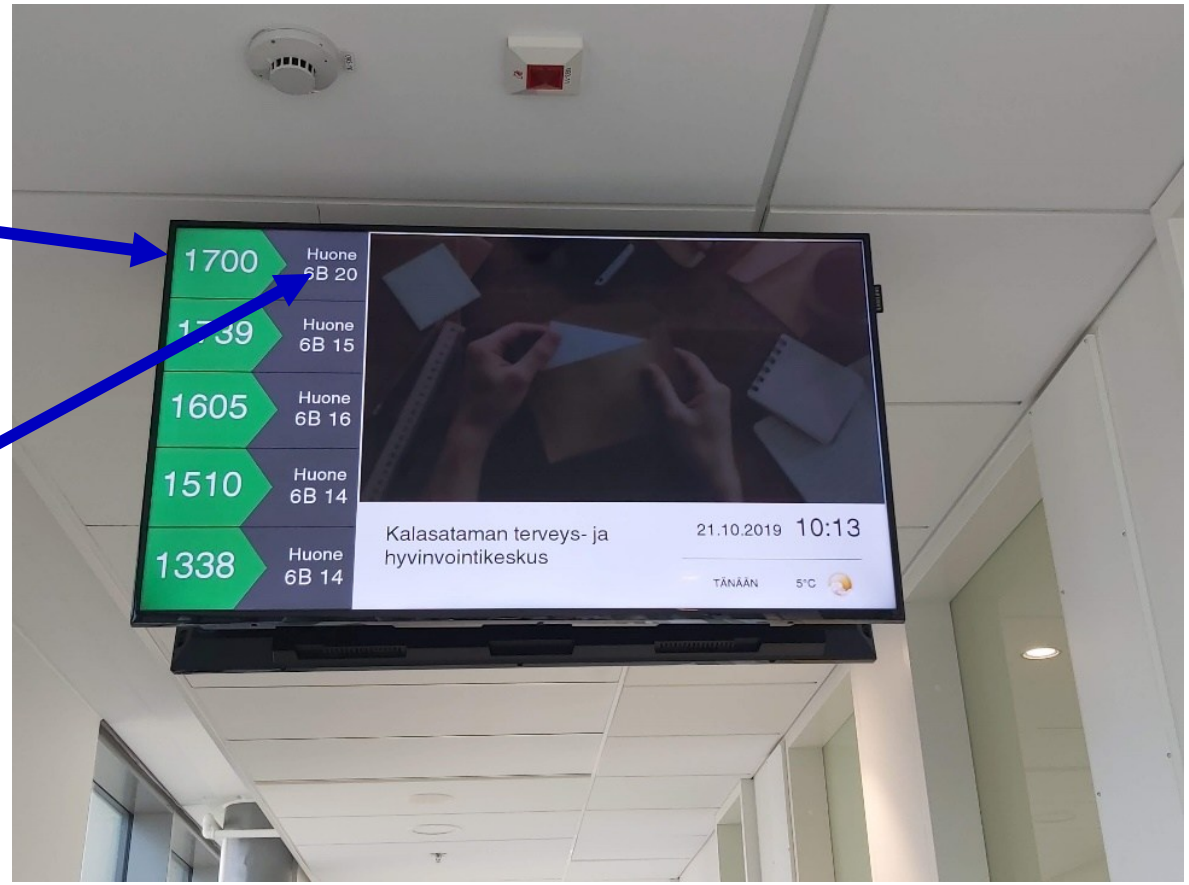


Helsinki

Follow your turn from the screen

Queueing number

Room number



Helsinki

Services at the info point

At the service point, you can:

- Apply for services and establish a client relationship
- Receive general advice
- Submit applications for preventive or supplementary income support
- Leave a contact request for your assigned worker
- Access an on-call social worker or social advisor

At the service point, you cannot:

- Fill out other applications, such as Kela applications or residence permit applications for Migri
- Decisions are not made at the service point



Helsinki

Confidentiality and Privacy

- Healthcare and social welfare professionals are required by law to keep all client and patient information private.
- This means they cannot share details from client or patient records or any other information they learn while doing their job.
- Confidentiality applies to any information shared in a situation that is meant to be private.
- This obligation remains in effect even after the professional is no longer working in the same role.

Laki terveydenhuollon ammattihenkilöistä (559/1994)

Laki sosiaalihuollon ammattihenkilöistä (817/2015)

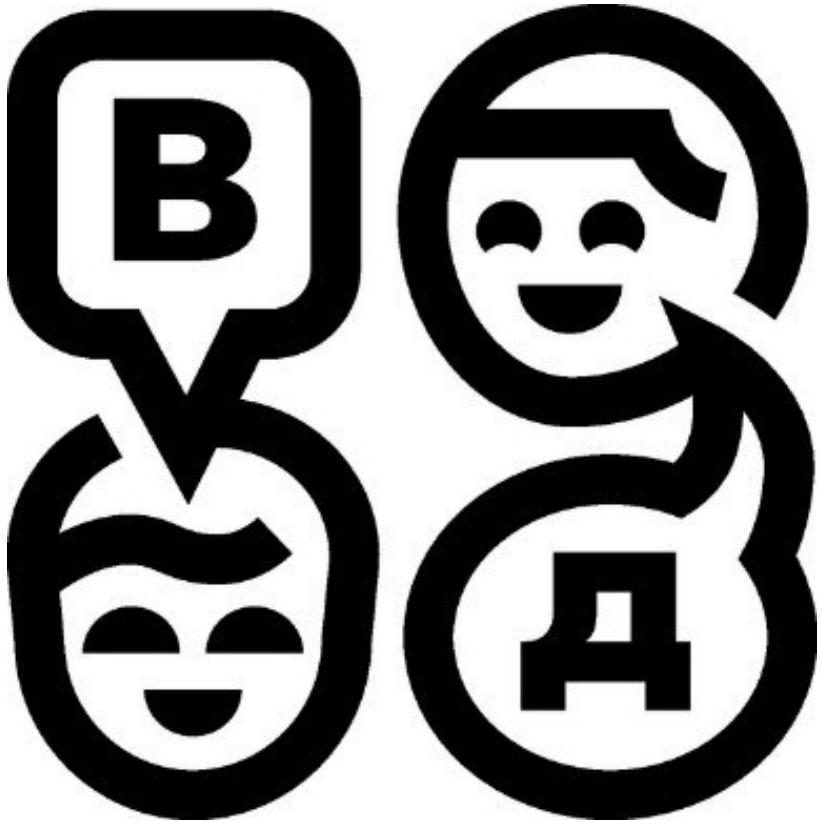
Laki potilaan asemasta ja oikeuksista (785/1992)

Laki sosiaalihuollon asiakkaan asemasta ja oikeuksista (812/2000)

Helsinki

The Role of an Interpreter

- An interpreter will be arranged for meetings if needed.
- The interpreter can be present on-site or participate remotely via phone.
- Clients may have preferences regarding the interpreter, such as dialect, gender, or phone-based interpretation.
- The interpreter is bound by confidentiality, remains impartial, and translates everything accurately without adding or omitting anything.
- Children, relatives, or acquaintances are not used as interpreters.



Helsinki

Acting on Behalf of Another Person

- Acting on behalf of another person refers to handling matters for someone else.
- Examples of people who can act on behalf of someone else include:
  - Guardians of minors, who handle matters for their child.
  - Adult children or close relatives, who are authorized to act on behalf of, for example, an elderly parent.
  - Legal guardians.
- In digital authorization, the authorizing person gives another individual the right to act on their behalf for a specific matter and defines the duration of the authorization.
- The authorization is recorded in the Suomi.fi e-Authorization service.More information: Acting on behalf of another person - Suomi.fi

Assisted Interaction

- A person helps and supports a client in handling matters, but the client is actively involved in making decisions.
- Assisted interaction may occur in situations where the client needs support due to language skills or the complexity of the matter.
- The assisting person helps with filling out forms or explaining official letters, but the client is responsible for making the final decisions and signing documents themselves.



Helsinki Partners / N2 Albiino

Mental health

> Mental health is a state of well-being where an individual can recognize their own abilities, cope with the challenges of life, work productively, and participate in their community.
>
> (WHO 2013)



Helsinki

Support for Well-Being in Special Services for Immigrants 1/2

- Mental health challenges are nothing to be ashamed of, and it is important to talk about your concerns.
- You can receive support for your well-being from various professionals in the special services for immigrants, such as:
  - Psychologists
  - Physiotherapist
  - Occupational therapist

- Discuss your need for support with your assigned worker without hesitation.

Helsinki

Support for Well-Being in Special Services for Immigrants 2/2



Meetings can be held individually or in groups.



A psychologist and a social worker conduct a family assessment for all families.

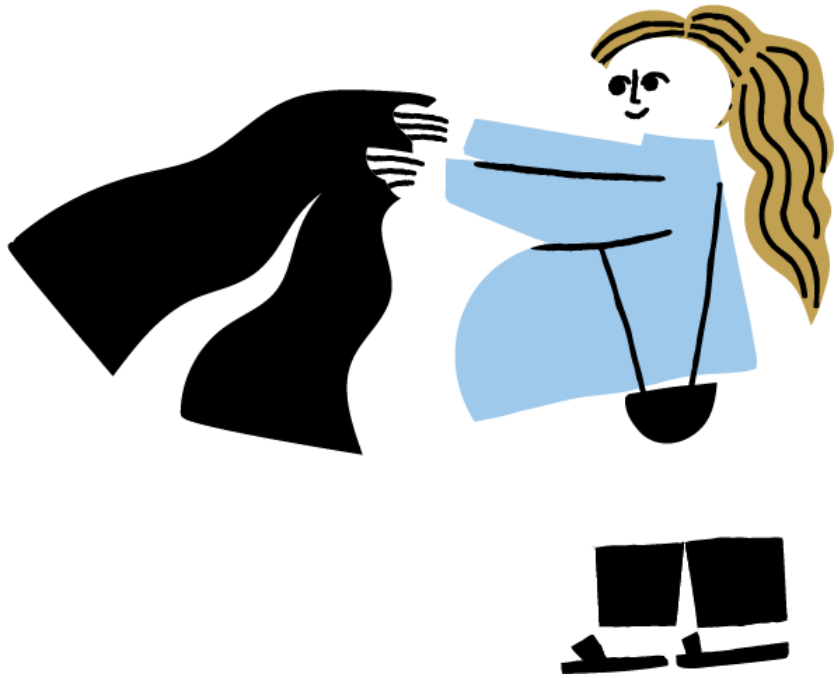


You can participate in the Parenting in Finland group activity.

Helsinki

Parenting in Finland -Groups

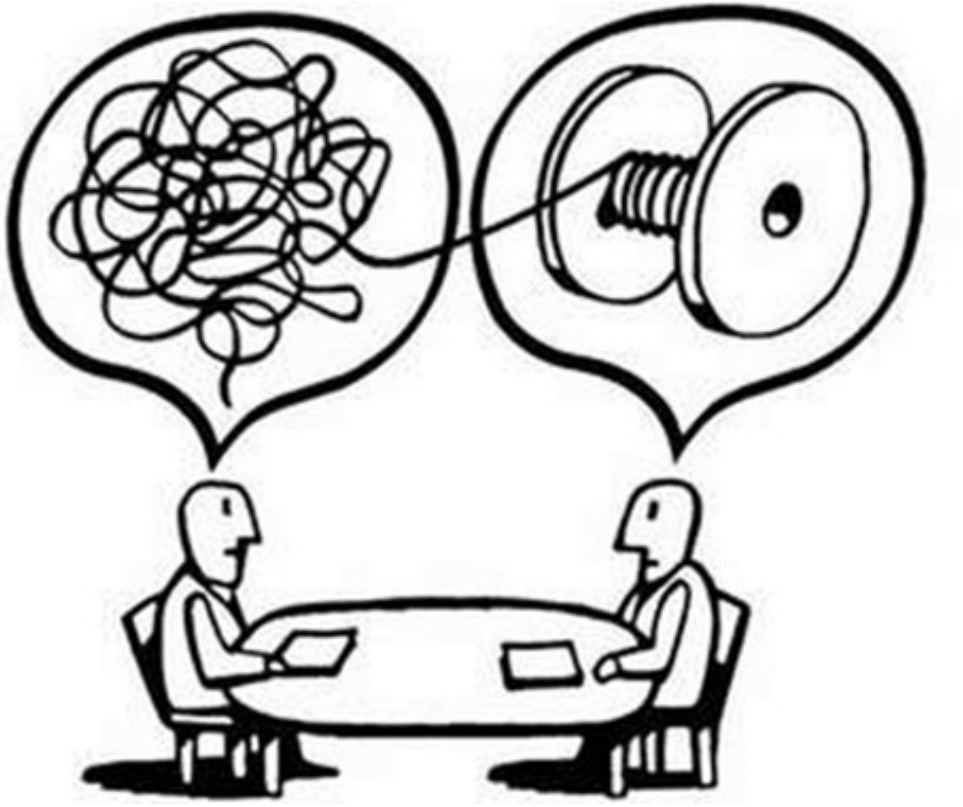
- The group meets four times.
- Topics covered during the meetings include:
  - Services for families with children in Helsinki.
  - Rights of the child and the parent.
  - Parenting practices that support the child's development, well-being, and a positive parent-child relationship.
  - Growing up in two cultures.
  - Family well-being
- A professional interpreter is present during the meetings.
- Coffee, tea, and light snacks are provided.
- Participation in the group is free of charge.





Helsinki

Challenges in Mental Health



- Difficult life experiences and events
- Major life changes
- Difficulties in adjusting
- Insomnia, fatigue
- Memory and concentration problems
- Learning difficulties
- Mood disorders
- Anxiety, stress
- Relationship challenges
- Concerns about loved ones
- Substance abuse and gambling problems
- Feelings of exclusion

Crisis Helpline by Mieli Organization



MIELI Kriisipuhelin 09 2525 0111



Helsinki



Instagram:
Maahan muuttaneiden erityispalvelut Helsinki

Helsinki

Facebook:
Maahan muuttaneiden erityispalvelut Helsinki

Helsinki



Kuva: DVV

Digital and Population Data Services Agency

Helsinki

Municipality of Residence

DIGI- JA VÄESTÖTIETO-VIRASTO

- Everyone who permanently resides in Finland has a municipality of residence.
- The municipality of residence is determined by where the person lives.
- A person moving to Finland from abroad must apply separately for a municipality of residence.
- The municipality of residence is applied for through the Digital and Population Data Services Agency (it may take several weeks to receive the municipality status).
  - Form for requesting a personal identity code
  - Application for obtaining a municipality of residence
  - Book an appointment for an identification visit

Helsinki

Effects of Municipality of Residence Registration

DIGI- JA VÄESTÖTIETO-VIRASTO

- You can obtain an identity card.
- You can open a bank account.
  - Banks may require an official interpreter to be present.
- You can get online banking credentials, which allow you to access digital services (requires an identity document).
- You can use all public health and social welfare services.
- Extended compulsory education applies to children aged 6–18.
- You are entitled to daycare services.

Helsinki



Kuva: Kela, mediapankki

Helsinki

Kela – The Social Insurance Institution of Finland

Kela Provides Social Security

- Kela is responsible for social security in Finland and grants benefits for various life situations.
- Social security ensures a reasonable income when it is threatened by unemployment, illness, disability, or old age, as well as in cases of childbirth or the loss of a guardian.
- Benefits are defined by law.
- Examples of benefits:
  - Child allowance
  - Maternity package
  - Housing benefits
  - Unemployment benefits
  - Income support

Helsinki

Kela-kortti



- By presenting the Kela card, you receive direct reimbursement for your expenses at pharmacies and many private medical clinics.
- The Kela reimbursement is deducted from the total amount, and you only pay the co-payment.
- The right to access public healthcare is based on the Digital and Population Data Services Agency's registration that you have a municipality of residence in Finland.
- In public healthcare, you are often asked to identify yourself with a Kela card, but you can still access public healthcare services even if you do not have a Kela card.

Helsinki

Handling Kela Benefit Matters

Kela



By phone:

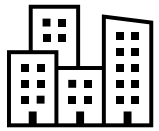
Call Kela



Online:

Use the OmaKela online service

Kela



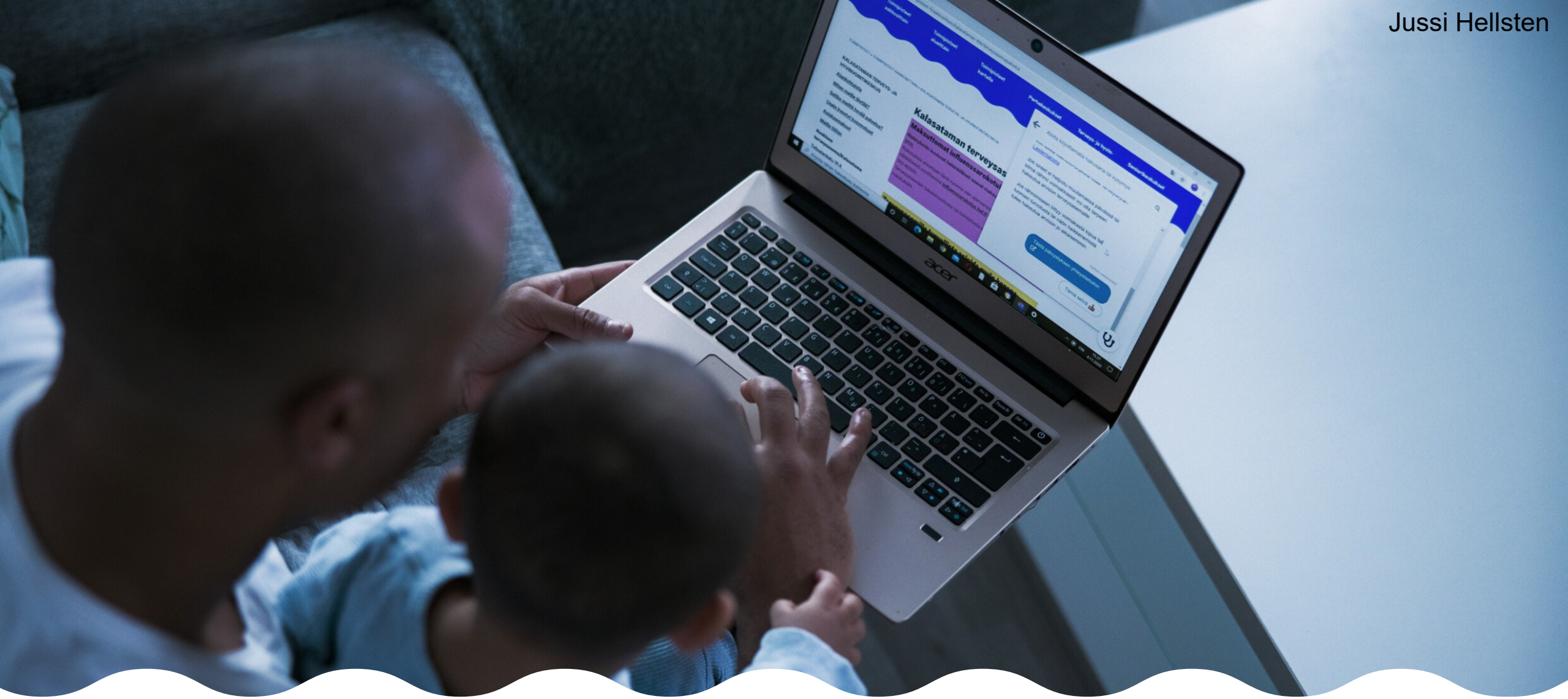
At a Kela office:

Visit a Kela office in person

Helsinki

Services in Other Languages at Kela

- Other languages | Individual Customers | Kela
- Kela provides services in Finnish, Swedish, English, and Sámi. You can also handle Kela matters with the help of an interpreter.
- Most Kela service points offer instant interpretation. No appointment is needed for instant interpretation, and a Kela representative can connect with an interpreter immediately via phone or tablet. Instant interpretation is suitable for short interactions.
- If necessary, a Kela representative can book you a phone service appointment with an interpreter. The need for an interpreter is always assessed on a case-by-case basis. You cannot book an interpreter yourself. Interpretation services are free of charge.



Helsinki

Identity Card & Residence Permit

Identity Card for Foreign Nationals

- To obtain an identity card, you need a municipality of residence registration and a residence permit.
- The identity card is issued by the police.
  - How to apply for an identity card
  - Children do not need an identity card.
- If your identity card is lost or stolen, you must file a police report.
  - File a police report
- The identity card is granted for the validity period of the applicant's residence permit or residence card.
- An identity card issued to a foreign national cannot be used as a travel document.
- When traveling abroad, it is advisable to carry your identity card, residence permit card, and passport with you.

POLIISI



Helsinki

Temporary Protection Residence Permit

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

- Ukraine / Україна | Finnish Immigration Service
- Transition to a Municipality: Information about transitioning to a municipality for those under temporary protection.
- Extension of temporary protection

- You can apply for a new residence permit card as long as your temporary protection residence permit is valid.
- The residence permit card can be applied for via the Enter Finland online service.
- Keep your residence permit card up to date and carry it with you at all times.



Helsinki

Residence Permit

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

- You must know when your residence permit expires.
- You must know the basis on which your residence permit was granted.
  - Types of residence permits | Finnish Immigration Service

- Apply for a new residence permit and travel document on time.
  - Approximately 3 months before your current residence permit and travel document expire.

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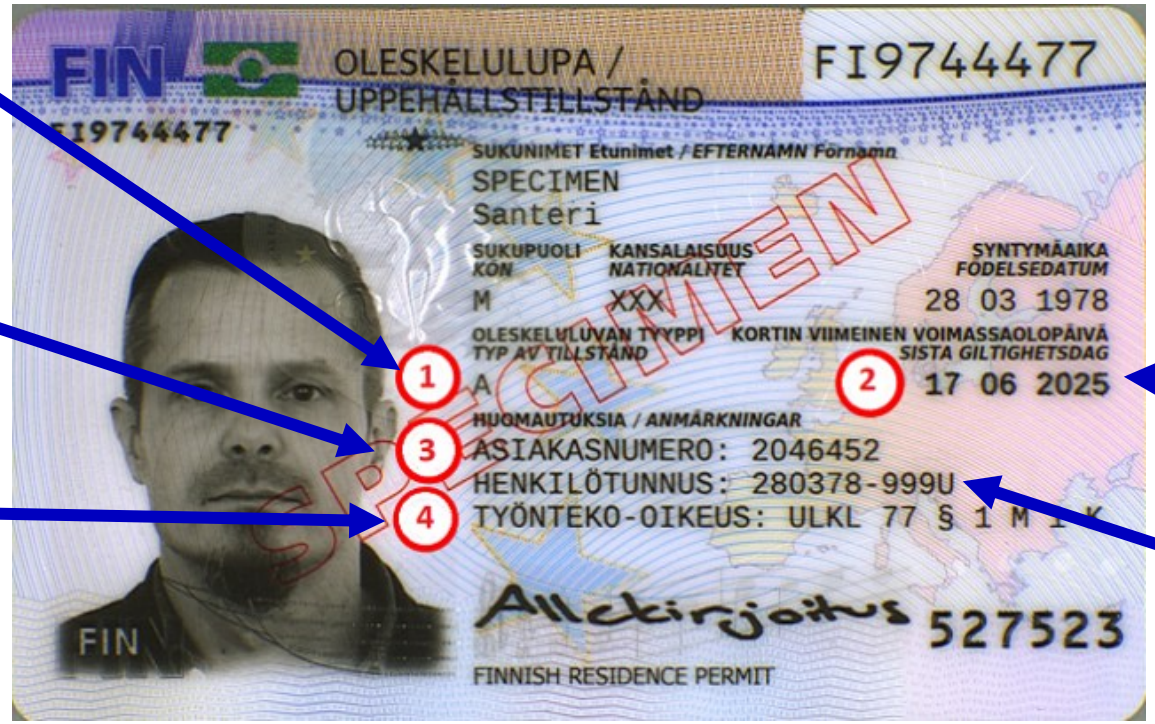
Residence Permit Card

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

1. Type of residence permit

3. Migri Client number

4. Right to work



2. Validity period

5. Personal identity code

Helsinki

Applying for a Residence Permit

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

- Applying for a Residence Permit
- You can apply for a residence permit by filling out an application either on paper or through the Online Service Enter Finland .
- Book an appointment at the Finnish Immigration Service's service point for identification.
    - Vihta - Appointment booking system
- First Residence Permit
- Extended Permit
    - Apply for an extended residence permit approximately 3 months before your current permit expires.

Helsinki

Travel Documents

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

- You are generally required to have a valid passport when arriving in Finland and during your stay in the country.
  - Travel Documents

- National Passport
  - Check which travel document is recommended for your situation.
- Refugee Travel Document
- Alien’s passport





Helsinki

You can receive financial support from Kela for applying for an extended residence permit and travel documents.



Kela

Financial support from Kela is not available for renewing a national passport.

Helsinki

Family Reunification

Maahanmuuttovirasto
Migrationsverket
Finnish Immigration Service

- Family Reunification – Instructions in various languages.

  How to apply for a residence permit based on family ties – webinar.
- In Finland, family members are considered to be the nuclear family: mother, father, and underage children.
- The applicant is the person moving to Finland and applying for a residence permit from abroad.
- The sponsor is the family member in Finland to whom the applicant is moving.
- If you have received international protection, you can apply for family reunification without an income requirement within 3 months of receiving your residence permit. Check updated information from the Finnish Immigration Service.

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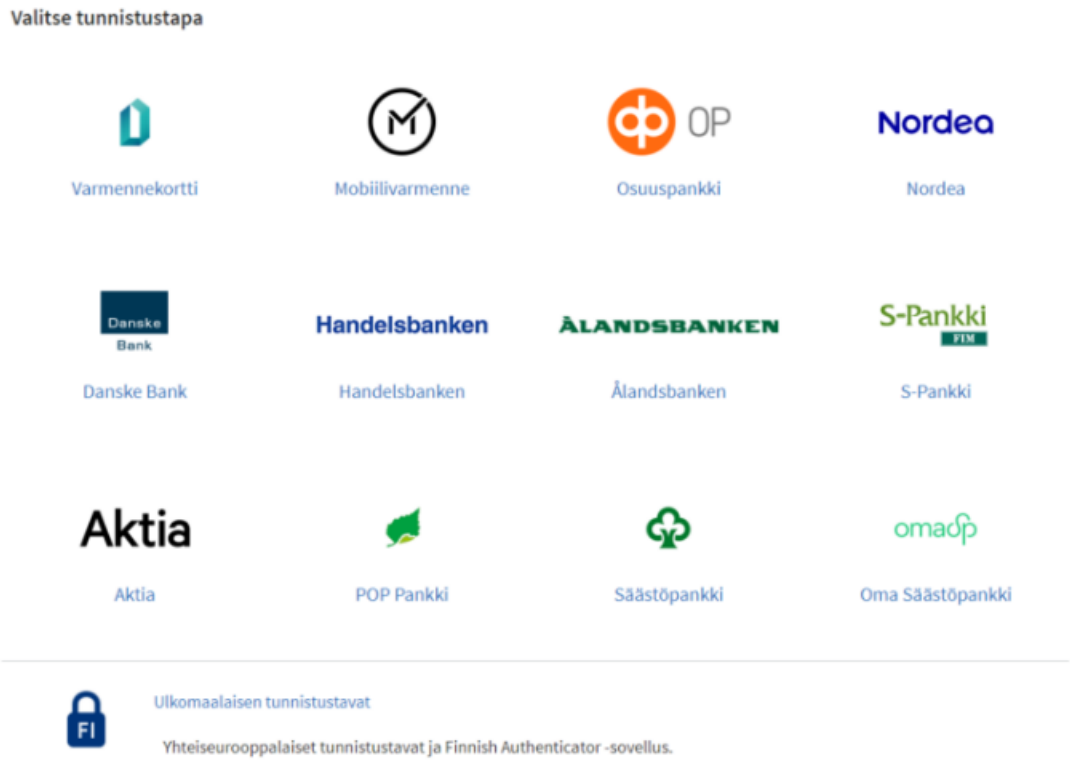


Helsinki

Bank Account and Credit Information

Account and Online Banking Credentials

- Opening a bank account may require the presence of an official interpreter.
- A new account number can be provided to Kela and your social worker.
- You gain the right to strong identification once you have a municipality of residence, an identity card, and a personal identity code.
- Strong electronic identification refers to verifying your identity online.
- For example, you can log in to OmaKela, OmaVero, and OmaKanta.
- It can also be used for tasks like signing an electricity contract or a home insurance policy.



Helsinki

Credit Information

- Credit information refers to data stored in a credit register that indicates a person's financial situation and payment behavior.
- Companies use credit information to assess a person's ability to pay and reliability in financial agreements.
- Decline any requests to purchase your credit information or to take out installment plans on your behalf.
- Credit information is very important in Finland, and negative entries in the credit register can, for example, prevent you from renting an apartment.

- Do not share your online banking password or username with anyone.
- Only enter your online banking credentials on official service websites.

Helsinki

Kuva: HUS



Helsinki

Client Information System and Maisa

Client Information System

Client Information System

- The Apotti client information system is used in the social services of the City of Helsinki.
- The Social Welfare Act and several other regulations concerning social services define what information must be recorded.

Maisa Client Portal

- The Maisa client portal combines the electronic services of social and healthcare into a single platform.
- Through Maisa, you can manage your social and healthcare matters anytime, anywhere.
- In Maisa, you can view social care client records, plans, and decisions.

Helsinki

maisa

Download on the App Store

GET IT ON Google Play

Nordea

- Download the Maisa app
  - Log in with your online banking credentials
  - Available in Finnish, Swedish, and English
- Maisa.fi
  - It is easier to use translation tools via web browser.

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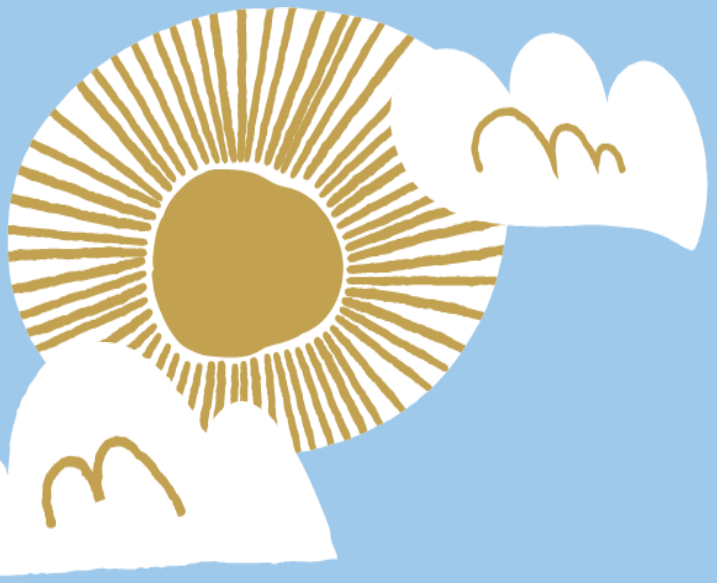
Using Maisa

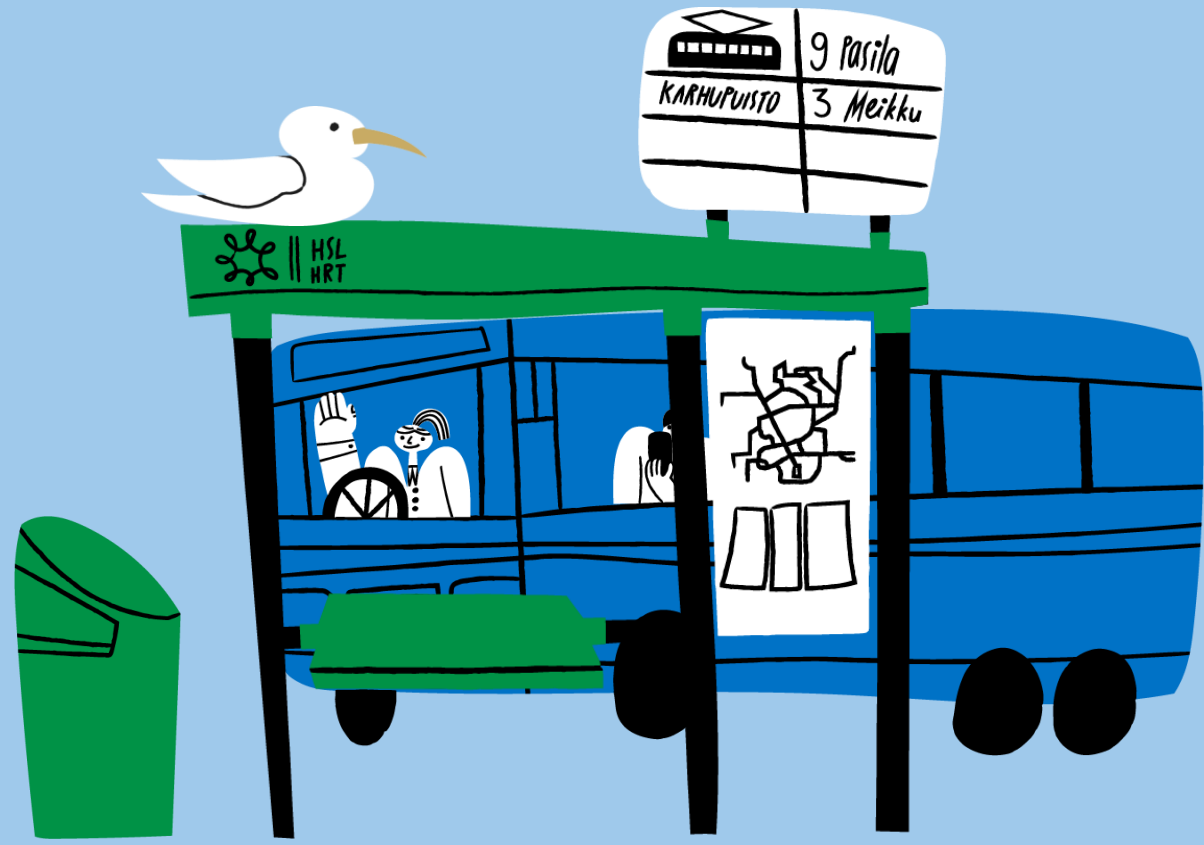
1. Appointments
2. Menu
   - Supplementary income support
3. Medications
4. Messages:
   - Social worker
   - Health center



Helsinki

21.10.2025





HSL – public transport

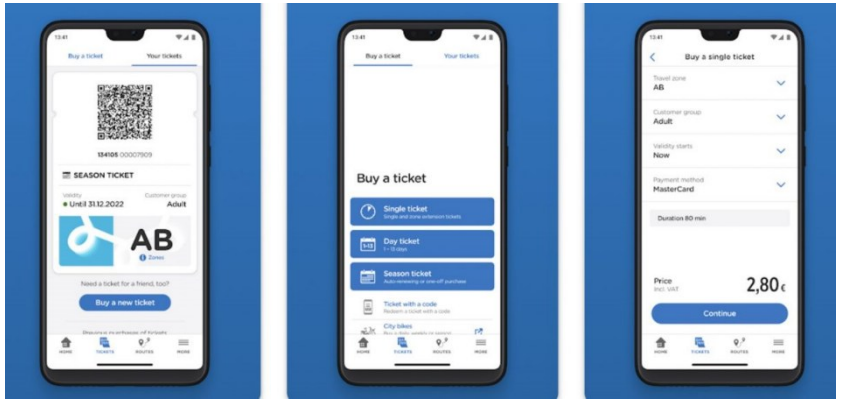
Helsinki

Helsinki Region Transport

- The HSL area is divided into four zones, named ABCD, starting from Helsinki city center.
- Tickets can be purchased via the **HSL app**, loaded onto a travel card, from ticket machines, or at sales points.

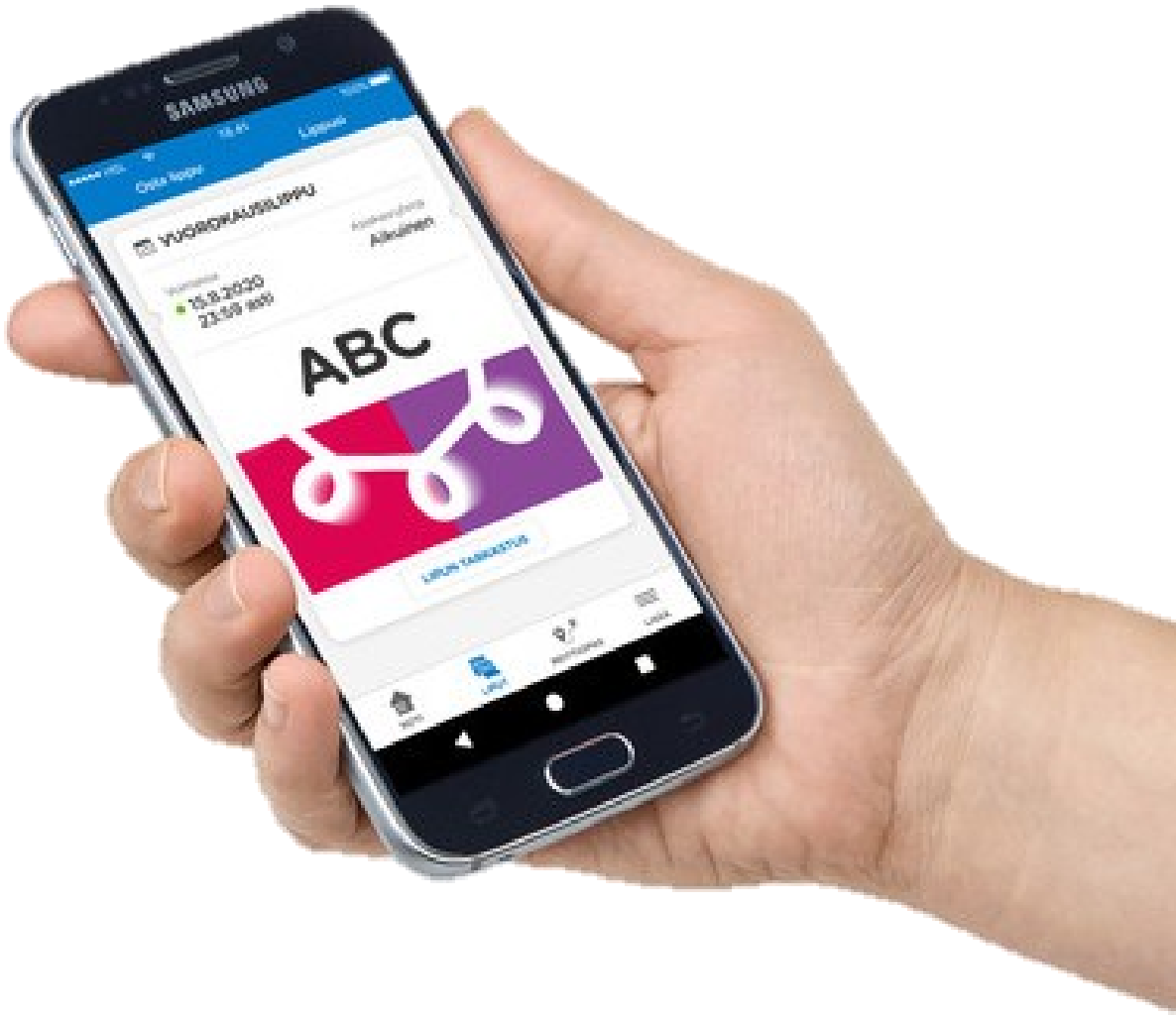






Instructional Video for Using the HSL App

Link to the video



Helsinki

Inspection Fee

- The inspection fee is €100.
- In the HSL app, your ticket must be active on your phone before boarding a bus, tram, commuter train, or entering the metro fare zone.
- For matters related to the inspection fee, you can contact HSL customer service or visit the HSL service point.
- For payment collection, enforcement, or debt restructuring issues, email: perinta@hsl.fi.



100
€

Dental and Oral Health Care Services



Helsinki

Helsinki Dental Care



You can visit any of the dental clinics in Helsinki.



Book a check-up appointment when you have a personal identity code.



To book an appointment, call:

09 310 51400

(callback service)

Helsinki

Emergency Dental Care on Weekdays 7AM-2PM

09 310 51400

Kalasatama Dental Clinic
Työpajankatu 14 A

Emergency Dental Care on Evenings And Weekends

09 471 71110

Puistosairaala
Stenbäckinkatu 11

→ **Always call before visiting emergency services.**

→ **You can use emergency services even before you receive a personal identity code.**

Helsinki

Dental Care Fees

€

Dental care for adults is subject to a fee.



Dental care for children is free of charge.



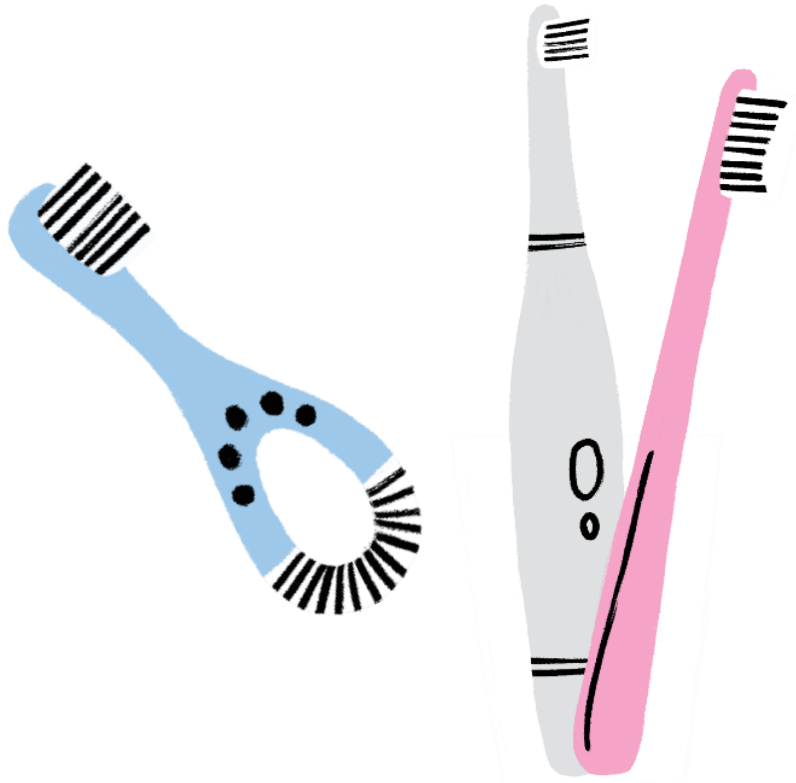
The invoice will be sent to your home.

Helsinki

Dental care at home

- The most important thing is to take good care of your teeth at home.
- Oral health care advice / PDF
- Avoid giving children too much sugar.

- Children under 10 years old can practice brushing their teeth themselves, but an adult should ensure they are properly cleaned.



Helsinki

Health Care Services

Helsinki

Health Centers Are the Primary Place for Care

- Open Monday to Friday
- 8:00 AM – 4:00 PM

- Health Centers | City of Helsinki

Check your designated health center.

Helsinki



Kuva: Virpi Velin

How to book an appointment

- By calling (callback service)
- By visiting the health center

You are entitled to an interpreter or a worker who speaks your native language.

Helsinki


Kuva: Marek Sabogal

Emergency Services in the Evenings, Nights, and Weekends



Uusi Lastensairaala
Stenbäckinkatu 9
Under 16 year old children.



Malmin sairaala
Talvelantie 6



Haartmanin sairaala
Haartmaninkatu 4,
rakennus 12

Helsinki

Emergency Assistance
Call 116117 (24/7) for urgent matters.



Health Advice
Call 09 310 10023 (24/7) for non-urgent matters.

Helsinki

Emergencies

- Call the emergency number **112** only for urgent situations when life, health, property, or the environment is in danger.
  - The same number connects you to the police, fire department, and emergency medical services.
  - Interpretation services are available.
  - Free 24/7 service; you can call even without phone credit.

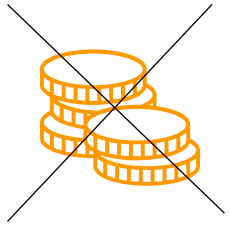
112



You can also download the 112 app.

Helsinki

Practices in Health Care Services 1/2



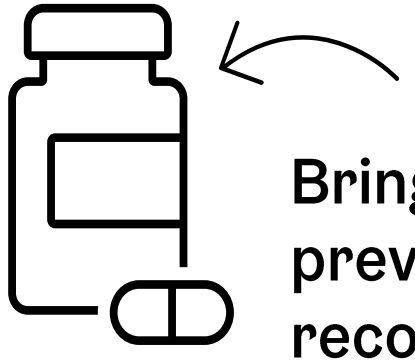
Visits to health centers are free of charge.

€

Emergency and specialized care require a fee.



The invoice will be sent to your home.



Bring your previous medical records with you.

Helsinki

Practices in Health Care Services 2/2

Cancel your appointment by 4 PM the previous day if possible.

There is a penalty fee of €56.70 for missed appointments without cancellation.

Arrive on time!



Bring your Kela card!

Helsinki

Taking Care of Your Health

Sleep and stress management





Physical activity





Vitamin D

Nutrition



Helsinki

Service guidance for early childhood education and pre-primary education

- Service guidance provide help with application processes.
- You can get assistance in filling out applications and information about submitted early childhood education applications and their progress.

- Contact Information:
  - Phone: 09 310 80488, Monday–Friday, 9:00 AM–3:00 PM
  - Email: varepalveluohjaus@hel.fi (available in Finnish, English, and Swedish)

- You can book a phone appointment with an interpreter through guidance services.
- Requests for appointments can be sent by email, including interpreter preferences.



Helsinki

Education Division Advisory Services

- Education Division Advisory Services provides general advice, but no client-specific information is available.
- You can ask about topics such as:
  - Early childhood education and pre-primary education (daycare, family daycare, club activities)
  - Playground activities
  - Basic education (comprehensive schools, afternoon activities, student admissions)
  - Upper secondary and vocational education
  - Applying for education and training services
- Interpreter services are available in the guidance service.
- .

Helsinki

Contact Information for Service Guidance

Phone Number:
09 310 44986

Available weekdays from
10:00 AM to 12:00 PM and
1:00 PM to 3:00 PM
Email: koulutusneuvonta@hel.fi

Service Desk:
Työpajankatu 8, 00580 Helsinki

Open weekdays:
10:00 AM – 12:00 PM
1:00 PM – 3:00 PM
You can also book an appointment during the service guidance's opening hours.

Useful links

Special Services for Immigrants

InfoFinland

THL – Mental Health Support for Immigrants

Helsinki