



Helsinki

Senior Info

# Senior Services Guide 2025–2026

EN

# Dear reader

This guide has been put together to help you find information about services for older people in the Helsinki area. Inside, you'll discover a variety of cultural and sports opportunities to enrich your everyday life, along with key health and social services.

A new edition of the guide is published every two years, so some opening hours or contact details may change in between. This guide is based on information from 2025. For the most up-to-date information, please visit our website at [hel.fi/senior-services](https://hel.fi/senior-services).

At our advisory point, you'll find a wide selection of brochures about activities offered by the City of Helsinki and various organisations. If you wish, you can also have a confidential and unhurried chat with one of our service advisors.

We hope this guide helps you discover services and activities that support your wellbeing and add meaning to your everyday life. Our aim is for you to enjoy a good life in Helsinki.

Wishing you an enjoyable read!

The Senior Info team



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# Advisory services

## The City of Helsinki's advisory services

### City of Helsinki's telephone exchange

The City of Helsinki's telephone exchange will guide you to the right expert at +358 9 310 1641  
Mon–Fri 8.00–16.00

### The City of Helsinki's advisory services

The City of Helsinki offers a variety of advisory services, available both remotely and in person.

You can find all advisory services here: [hel.fi/en/decision-making/contact-the-city-of-helsinki/advisory-services](https://hel.fi/en/decision-making/contact-the-city-of-helsinki/advisory-services)

### Helsinki-info

Information on the City's services. Services are provided in many different languages at the service points, over the phone and in the chat.

### Advice over the phone

+358 9 310 11111

### Advice in the chat

[hel.fi/helsinki-info](https://hel.fi/helsinki-info)  
Mon–Thu 9.00–16.00 and  
Fri 10.00–15.00

### Advice in person

Central Library Oodi  
Töölönlahdenkatu 4, 1st floor  
Mon–Thu 10.00–18.00, Fri 10–16

### International House Helsinki

Lintulahdenkuja 2 D, 2nd floor  
Mon–Thu 9.00–16.00, Fri 10.00–16.00

### Cultural Centre Stoa

Turunlinnantie 1  
Mon and Wed 9–16, and Fri 10–16



The 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.

Health advice is also available 24/7 through the City of Helsinki's health and social services chatbot and the Omaolo service.

## Senior Info

Senior Info is a non-urgent advisory service for older people in Helsinki. The service offers information on the City's services, as well as on events, leisure activities, and services provided by organisations and companies. Senior Info also supports clients in finding solutions to everyday challenges.

Senior Info can be contacted by phone, email, online chat or by visiting the service point.

Advice and guidance are available in Finnish and Swedish. Interpretation services are also available when needed. If Finnish or Swedish is not your first language, you are entitled to an interpreter when using health and social services. Interpretation is free of charge for the client.

The Senior Info client service point is in Hakaniemi at Siltasaarenkatu 2. Opening hours Mon–Fri 9.00–15.00.

Senior Info's client service advisor is available every week at:

- Vuosaari Health and Wellbeing Centre Tue 8.00–11.00
- Kalasatama Health and Wellbeing Centre Wed 8.00–11.00

In addition, Senior Info's client service advisors are available at alternating advisory service points in different parts of Helsinki.

### Contact us

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

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

Website and chat:  
[www.hel.fi/senior-services](https://www.hel.fi/senior-services)

### Follow Senior Info on social media!

Facebook: [seniorihelsinki](https://seniorihelsinki)

Instagram: [seniorihelsinki](https://seniorihelsinki)

The website chatbot is available around the clock to help you find the information you need, even when services are closed.

## Liikuntaluuri telephone service

Call the free Liikuntaluuri and ask about exercise opportunities and sports facilities. Liikuntaluuri is open from Monday to Thursday 13.00–15.00, +358 9 310 32623.

## Public transport advisory services

Advice is available over the phone from HSL's customer service, +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 [hsl.fi/en](https://hsl.fi/en). Remember to download the HSL app on your phone

## Housing counselling

Helsinki's health and social services housing counselling offers support with housing-related questions. Guidance is available on matters such as applying for housing, signing rental agreements, and resolving issues related to rent payments.

Housing counsellors can be reached via chat on the website 9.00–15.00, Monday to Friday. In-person appointments are also available at the

Haaga, Herttoniemi, Kalasatama and Malmi service points.

Contact details and answers to frequently asked questions can be found on the housing counselling website.

Further information and the chat service: [hel.fi/housing-counselling](https://hel.fi/housing-counselling)

Housing support services for residents of HEKA Helsinki City Housing Company are available at their service points. Website: [hekaoy.fi/housing-consultation](https://hekaoy.fi/housing-consultation)

Central Union of Tenants' telephone advisory service

+358 600 9 1515 (EUR 1.92/min + local network charge), Mon 8.30–14.00 and 16.00–18.00, Tue–Thu 8.30–13.30. Website: [vuokralaiset.fi/en](https://vuokralaiset.fi/en)

## Public Service Info

Public Service Info helps you find the right public service and provides support in using [Suomi.fi](https://suomi.fi) services.

Assistance is available by phone at +358 29 5000, via chat from Monday to Friday 9.00–15.00, and on the website at [dvv.fi/en/public-service-info](https://dvv.fi/en/public-service-info).

People with speech or hearing impairments can also send questions by SMS to 18 395.

## Consumer advisory

Consumer advisory services offer information and guidance on consumer rights issues and disputes.

+358 9 5110 1200, Mon–Wed, Fri 9.00–12.00, Thu 12.00–15.00  
Website: [kkv.fi/en/consumer-affairs/consumer-advisory-services](https://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

Book an appointment or ask for advice: +358 29 566 0120, Mon–Fri 8.00–16.15

Website: [oikeuspalveluvirasto.fi/en/legal-aid](https://oikeuspalveluvirasto.fi/en/legal-aid)

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

Members of the Finnish Bar Association offer free legal advice at Töölö Library on a voluntary basis. This walk-in service provides general legal guidance but does not include assignments or document preparation.

The service is available twice a month on Mondays 16.00–19.00. For more information and to book an appointment, call +358 9 310 85025.

Walk-in service schedule online: [asianajaliitto.fi/en](https://asianajaliitto.fi/en)

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

Ombudspersons offer advice and guidance but do not make decisions or assess medical treatment or staff actions. They can assist with both public and private health and social services. The service is free of charge.

+358 9 310 43355, Mon–Thu 9.00–11.00

[sotepe.potilasasiavastaava@hel.fi](mailto:sotepe.potilasasiavastaava@hel.fi)

Encrypted emails can be sent at [securemail.hel.fi](https://securemail.hel.fi)

Private appointments should always be booked in advance.

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

# Cultural and sports services

## Helsinki cultural centres

Helsinki's cultural centres offer a variety of events, including concerts, theatre performances, film screenings, exhibitions, workshops and community gatherings such as dances and sing-alongs.

Tickets for paid events are available through Lippupiste ([lippu.fi/en](http://lippu.fi/en)) or at the ticket desks of the cultural centres. Many events are free of charge, and performances and screenings are often held during the day and in the afternoons. Entry to the cultural centres' galleries is always free.

### Caisa

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

### Kanneltalo

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

### Malmitalo

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

### Savoy Theatre

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

### Stoa

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

### Vuotalo

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

### Culture companion

Culture companions are volunteers from HelsinkiMissio who accompany seniors to cultural events, help book tickets and assist with practical arrangements. When attending an event with a culture companion, the ticket usually costs no more than EUR 5. The companionship and support are free of charge.

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

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

Website: [helsinkimissio.fi/en/a-culture-companion](http://helsinkimissio.fi/en/a-culture-companion)

## 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, and the entry is free of charge.

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  
+358 9 310 36630.  
Website: [helsinginkaupunginmuseo.fi](http://helsinginkaupunginmuseo.fi)

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

### Burgher's House

Kristianinkatu 12  
+358 9 310 71549  
Open primarily in the summer and during the Christmas season.  
Free entry.  
Website: [ruiskumestarintalo.fi/en](http://ruiskumestarintalo.fi/en)

### Tram Museum

Töölönkatu 51 A  
+358 9 310 23921  
Open Mon–Sun 11.00–17.00.  
Free entry.  
Website: [trammuseum.fi](http://trammuseum.fi)

### Villa Hakasalmi

Mannerheimintie 13 B  
+358 9 310 78519  
Open Tue 11.00–19.00,  
Wed–Sun 11.00–17.00

Admission fee EUR 16/11. Free entry for visitors with the Museum Card.  
Website: [hakasalmivilla.fi](http://hakasalmivilla.fi)

Worker Housing Museum  
Kirstinkuja 4  
+358 9 310 71548

Open in the summer. Free entry.  
You can take a virtual tour online at [workerhousingmuseum.fi](http://workerhousingmuseum.fi)

### 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: [myhelsinki.fi](http://myhelsinki.fi)

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

### Museum Card

The Museum Card is a paid pass that grants entry to museums without separate admission fees. It is accepted at more than 40 locations in Helsinki.

+358 44 784 5745,  
Mon–Fri 9.00–16.00.  
[museokortti@museot.fi](mailto:museokortti@museot.fi)  
Website: [museot.fi/en](http://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  
+358 9 3102 2700

Tickets to the concerts are available to purchase online, at the physical box office in Musiikkitalo or by phone at +358 600 411 101 (EUR 0.99/minute).

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

## Events in Helsinki

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

You can search for events, for example, that are free or by date or area.

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

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

## Library

Libraries in Helsinki are open to everyone. The collection includes books, magazines, films, games and music. Many libraries also lend out utility items and devices.

You can use customer computers and access common software, a scanner and a printer. Free Wi-Fi is available in all libraries, and it is also possible to use your own device on the premises.

Library staff can help with devices, software and online services. You can take part in group sessions, lectures or information events, or ask for individual guidance. Most guidance is offered as one-off sessions. Adult education centres also offer courses where you can learn more.

Libraries host a wide range of events, including author visits, lectures and workshops for learning new skills. Guided tours are organised for all age groups in different languages.

Library facilities can be reserved for meetings, presentations or exhibitions.

There are 38 libraries in Helsinki, and two mobile libraries operate across the city.

To get the phone number of your local library, call the Culture and Leisure telephone exchange at +358 9 310 1060.

For information about events and services, visit [hel.fi/library](https://hel.fi/library) or [helmet.fi/en-US](https://helmet.fi/en-US).

## Home Library

The Home Library service is intended for customers who live at home and are unable to visit the library due to age or health reasons. The service delivers requested books to your home and collects returns. It is free of charge.

+358 9 310 85214,  
Mon–Fri 12.00–15.00  
[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, you can register as a flexi customer. As a flexi customer, you authorise another person to use library services on your behalf.

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

## eLibrary

You can borrow eBooks and audiobooks using the eLibrary app. The eLibrary also offers digital magazines, music services and online courses, all free of charge. Library staff are available to help you use these services.

Ask for more information from the library staff or read online at [helmet.fi/ekirjasto](https://helmet.fi/ekirjasto) or [e-library.fi](https://e-library.fi)

## Audiobooks

If you are unable to read due to an illness or disability, Celia Library offers around 40,000 audiobooks that you can listen to free of charge. You can register for the Celianet online service at your local library.

Further information:  
+358 29 533 3050  
[palvelut@celia.fi](mailto:palvelut@celia.fi)  
Website: [celia.fi/eng](https://celia.fi/eng)

## Cultural activities of service centres

The City of Helsinki's service centre activities are intended for seniors and unemployed residents of Helsinki.

At the service centres, you can take part in group activities, guided courses, various events, workshops and leisure activities. Multicultural activities are also available. The range and content of activities vary by service centre. You can participate independently or with the support of a personal assistant or a family member.

Library service points for seniors are available at the Kontula, Kustaankartano, Myllypuro, Riistavuori and Roihuvuori service centres.

Most activities are free of charge. You will receive a free service centre card from the service centre. Please take the card with you when visiting. Each year, you can get a new annual sticker for your card at the service centre's advisory desk.

### Contact information for service centres

**Itäkeskus Service Centre**  
Voikukantie 6  
+358 9 310 62250

**Kamppi Service Centre**  
Salomonkatu 21 B  
+358 9 310 44513

**Kannelmäki Service Centre**  
Urkupillintie 4  
+358 9 310 44006

**Kinapori Service Centre**  
Kinaporinkatu 7–9  
+358 9 310 52910

**Kontula Service Centre**  
Kontukuja 5  
+358 9 310 61800

**Koskela Service Centre**  
Hospitaalinkulku 8, building N, 1st floor  
+358 9 310 50476

**Kustaankartano Service Centre**  
Kivalterintie 16 / Oltermannintie 32,  
Building E, ground floor  
+358 9 310 54796

**Laajasalo Service Centre**  
Rudolfintie 17–19  
+358 9 310 56330

**Munkkiniemi Service Centre**  
Laajalahdentie 30  
+358 9 310 48617

**Myllypuro Service Centre**  
Myllymatkantie 4  
+358 9 310 60676

**Pohjois-Haaga Service Centre**  
Hopeatie location:  
Hopeatie 14  
Mariankoti location: Schildtinpolku 6  
+358 40 180 1904  
[seniorisaatio.fi/palvelukeskus](http://seniorisaatio.fi/palvelukeskus)

**Riistavuori Service Centre**  
Isonnevantie 28  
+358 9 310 46955

**Roihuvuori Service Centre**  
Punahilkantie 16  
+358 9 310 60790

**Syystie Service Centre**  
Takaniitynkuja 3  
+358 9 310 58413

**Töölö Service Centre**  
Töölönkatu 33  
+358 9 310 44538

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

## Activities of community houses

The City of Helsinki's community houses are open recreational spaces for everyone. You can take part in various groups and events, join in planning activities, or simply drop by for a cup of coffee and read the newspaper.

Events and excursions are free of charge, but there is a fee for materials and trips related to leisure activities.

All community houses offer access to computers. You can also receive digital support for using your own devices, if needed.

**Community House Hanna**  
Sturenkatu 12  
+358 9 310 73933

**Community House Kontula**  
Keinulaudankuja 4 C  
+358 9 310 51988

**Community House Vuosaari**  
Mustalahdentie 10  
+358 9 310 51988

**Community House Lassila**  
Kaupintie 16  
+358 9 310 3013

**Community House Oulunkylän Seurahuone**  
Larin Kyöstin tie 7  
+358 9 310 40912

**Community House Saunabaari**  
Metsäpurontie 25  
+358 9 310 24587

**Community House Malmi**  
Kirkonkyläntie 2  
+358 9 310 58579

**Community House Pihlajamäki**  
Liusketie 3 A  
+358 9 310 41010

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

Senior courses are intended for those over 65 years of age. They progress at a slower pace than other courses, and, for example, senior fitness courses are specifically designed with the needs of older adults in mind. Senior courses are often held during the day at service centres and the adult education centre's own locations. The course fee for senior courses is 50% off, and no additional discounts can be applied.

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 [ilmonet.fi](http://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

#### Opistotalo

Helsinginkatu 26, 2nd floor

#### Malmitalo

Ala-Malmin tori 1 B

#### Maunula House

Metsäpurontie 4

#### Stoa, Itäkeskus

Turunlinnantie 1

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

+358 9 310 88610,  
Mon–Thu 10.00–16.00

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

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

### 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. Website:

[kansalaisopistot.fi/kielet/english](http://kansalaisopistot.fi/kielet/english)

Contact information can also be obtained from Senior Info, +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 offers free computer, tablet, and mobile phone guidance to all seniors. The guidance is personalised to suit each individual. It is provided by Enter's volunteer peer instructors and is available in libraries, service centres, and other public locations, with or without an appointment. For more details, inquire at the nearest location, visit the website, or call. Remote guidance is also available, providing phone support through various programmes.

+358 50 374 8645

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

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

### City of Helsinki digital support

Helsinki offers digital support, free of charge, at over 150 locations, such as 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, +358 9 310 10011, Mon–Fri 9.00–12.00.

Further information is available at [digituki.hel.fi/en](http://digituki.hel.fi/en) or by calling Helsinki-info, +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 Helsinki-Missio, +358 9 231 20370, Mon, Wed, Thu 9.00–12.00.

### Information technology courses

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

The Helsinki Finnish Adult Education Centre's customer service, +358 9 310 88610, Mon–Thu 10.00–16.00  
Website: [tyovaenopisto.hel.fi/en](http://tyovaenopisto.hel.fi/en)

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 [kansalaisopistot.fi/kielet/english](http://kansalaisopistot.fi/kielet/english)

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

## Associations and volunteer activities

Helsinki is home to countless associations offering opportunities to engage in a wide range of activities and advocacy work.

Search associations:

**Citizens' Forum's organisation directory**  
[kansalaisyhteiskunta.fi](https://kansalaisyhteiskunta.fi) (in Finnish)

**Helsinki Neighbourhoods Association Helka**  
Helsinki Neighbourhoods Association Helka ry is a cooperative organisation that supports diverse and participatory neighbourhood activities. Check the website for a club or association in your area and sign up!  
Website: [kaupunginosat.fi/helka](https://kaupunginosat.fi/helka) (in Finnish)

**Eläkeläiset ry**  
Eläkeläiset ry and its branches offer retirees opportunities for social activities, hobbies, advocacy, and publish the Eläkeläinen magazine for members.  
Website: [elakelaiset.fi](https://elakelaiset.fi) (in Finnish)

**Volunteers to help seniors and offer companionship**  
Associations train and organise volunteers to act as conversation or exercise companions, or as one-time escorts to assist with running errands.

**Become a volunteer!**  
The City of Helsinki provides volunteer opportunities for all ages, ranging from one-time events to longer commitments, with tasks suited to different skills and interests.

Further information:  
+358 9 310 64884, +358 9 310 46940 and +358 9 310 37147  
[vapaaehtoistoiminta@hel.fi](mailto:vapaaehtoistoiminta@hel.fi)  
Website: [vapaaehtoistoiminta.hel.fi/en](https://vapaaehtoistoiminta.hel.fi/en)  
Facebook: [VapaaehtoistoimintaHelsinki](https://VapaaehtoistoimintaHelsinki)

**Senior activities of parishes**  
Many parishes offer activities intended for seniors in the Helsinki area.

**Evangelical Lutheran parishes in Helsinki**  
Helsinki Parish Union Seurakuntien talo Kolmas linja 22 B  
+358 9 23400  
Website: [helsinginseurakunnat.fi](https://helsinginseurakunnat.fi)

**Orthodox Parish of Helsinki**  
Liisankatu 29 A  
+358 9 856 46100, mon–Fri 9.00–14.00  
[asiakaspalvelu.helsinki@ort.fi](mailto:asiakaspalvelu.helsinki@ort.fi)

**Multicultural activities**  
Multicultural groups at the City of Helsinki's service centres offer opportunities to meet people, practise Finnish, and join activities like discussion, exercise, and crafts. Participation is free with a service centre card, which you can get at the information desk. Ask the social instructor for help finding suitable groups.

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

**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: [luetaanyhdessa.fi/english](https://luetaanyhdessa.fi/english)

**Finnish Roma Association**  
The Finnish Roma Association promotes the equality and influence of the Roma population.

Kuortaneenkatu 13, 5th floor  
[info@suomenromaniyhdistys.fi](mailto:info@suomenromaniyhdistys.fi)  
Website: [suomenromaniyhdistys.fi/finnish-roma-association](https://suomenromaniyhdistys.fi/finnish-roma-association)

**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 tours in Helsinki and elsewhere in Finland.

Vuosaarentie 10  
+358 50 542 6882  
[irina.mokitcheva@tsaikakeskus.fi](mailto:irina.mokitcheva@tsaikakeskus.fi)

**Inkerikeskus ry's Senior Club 60+**  
The Inkerikeskus association offers recreational activities and everyday support to improve the wellbeing and support networks of seniors. It also provides counselling and peer support groups in Russian for informal caregivers.

Inkerikeskus, Torikatu 3, 2nd floor  
+358 50 436 8227, +358 50 557 6761 or +358 50 350 5067  
(groups for informal caregivers)  
[toimisto@inkerikeskus.fi](mailto:toimisto@inkerikeskus.fi)  
Website: [inkerikeskus.fi](https://inkerikeskus.fi)

**JADE Activity Centre for Older Migrants, Jade yhteisö ry**  
The activity centre provides peer support for people over 50 in Somali, Arabic, Chinese, Kurdish, Farsi, Dari, Thai, and Vietnamese. The activities promote inclusion and support mental and physical wellbeing. JADE employees also do outreach in their own language and help individuals access services.

The activity centre is open Mon–Thu 9.00–16.00.  
Topeliuksenkatu 17 C 25  
+358 50 382 6020 and +358 50 440 9097  
Website: [jadeyhteiso.fi](https://jadeyhteiso.fi)

**InfoFinland**  
The InfoFinland website provides information on living and life in Finland and Helsinki in 12 languages.

Website: [infofinland.fi](https://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.

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

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

### Mummolaakso ry

Mummolaakso (Granny Valley) offers a range of activities for older lesbians, bisexual women, trans women, and other women who love women. The association organises ladies' choice dances, book clubs, study circles, excursions, cultural outings, and outdoor activities. Its goal is to promote the wellbeing, inclusion, and resilience of LGBT women as they navigate the challenges of ageing.

Bulevardi 11 A 1

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

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

## National Sinuiksi support and advisory service

Sex therapists at the Sinuiksi service offer support to sexual and gender minorities, as well as those exploring their identity and their loved ones, through various online channels.

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

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

## Gender Diversity & Intersex Centre of Expertise

The Gender Diversity & Intersex Centre of Expertise provides support and information on gender diversity.

Haapaniemenkatu 7–9 B  
+358 50 371 6890, Mon 10.00–11.00

Website:

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

## Helsinki Pride Community

The Helsinki Pride Community is a human rights and civil society organisation that promotes the rights, inclusion, and wellbeing of sexual and gender minorities. Helsinki Pride engages in diverse social and community work, offers training and consultancy services, and organises Finland's largest human rights and cultural event, Helsinki Pride.

Tallberginkatu 1 C

[info@pride.fi](mailto:info@pride.fi), website: [pride.fi/en](http://pride.fi/en)

## Get involved

There are lots of different opportunities to take part in developing Helsinki. You can make a difference by voting in OmaStadi, submitting a resident initiative, and, of course, voting in municipal elections.

Explore other direct ways to participate and follow the City's decision making here: [hel.fi/en/decision-making/get-involved](http://hel.fi/en/decision-making/get-involved)

### Elderly Citizens Council

The Elderly Citizens Council is a statutory advisory body that influences the planning, preparation, and monitoring of the City's activities related to older people.

+358 9 310 43580

[vanhusneuvosto@hel.fi](mailto:vanhusneuvosto@hel.fi)

Website: [paatokset.hel.fi/en/decision-making/working-groups-and-advisory-boards/elderly-citizens-council](http://paatokset.hel.fi/en/decision-making/working-groups-and-advisory-boards/elderly-citizens-council)

Elderly Citizens Council on Facebook:  
Helsingin vanhusneuvosto

### VTKL – The Finnish Association for the Welfare of Older Adults

The Finnish Association for the Welfare of Older Adults works actively to promote the wellbeing and social security of the ageing population.

Website: [vtkl.fi](http://vtkl.fi)

## 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. Regular physical activity and strength training are essential for individuals of all ages. You can work on muscle strength and balance almost anywhere and at any time, such as in the comfort of your own home. Everyday activities like walking or cycling are simple yet effective ways to maintain your health.

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 related to exercise. Liikuntaluuri is open Mon–Thu 13.00–15.00, +358 9 310 32623 (normal call charge).
- You can find information on the condition of skiing trails, swimming spots and ice-skating rinks on the Outdoor Exercise Map at [ulkoliikunta.fi/en](http://ulkoliikunta.fi/en).
- On the [helsinkiliikkuu.fi/en](http://helsinkiliikkuu.fi/en) website, you will find all the sports services provided by the City of Helsinki.

### 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 wellbeing 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. Physical activity counselling can involve several meetings between the client and a professional.

### Additional information and registration:

#### Kamppi Service Centre

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

#### Kustaankartano Service Centre

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

#### Riistavuori Service Centre

Isonnevantie 28 (Western Helsinki)  
+358 9 310 64362

### Sports courses by the City of Helsinki Sports Services

The City of Helsinki's senior sports programme offers a wide range of guided group exercise activities.

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

#### Seniorisäpinät

Get your joints moving and even break a sweat! Seniorisäpinät is suitable for all seniors and fitness levels. Each exercise class has its own theme and includes a warm-up at the beginning and a cool-down at the end. No advance registration is required. Just bring indoor sports clothes and shoes.

#### Liikuntamyly

Jauhokuja 3

#### Pirkkola Swimming Hall

Pirkkolan metsätie 6

Further information:  
Liikuntaluuri  
Mon–Thu 13.00–15.00,  
+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, Malmi and 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, Malmi, Kannelmäki, Kontula, Malminkartano and Vuosaari, if you want to try out the activities free of charge.

Enquiries on weekdays:

- **Malmi and Tapulinkaupunki area**  
+358 50 593 3447
- **Kaarela area**  
+358 50 362 7017
- **Mellunkylä area**  
+358 50 588 1068
- **Vuosaari area**  
+358 40 356 1168

Further information is available at  
[hel.fi/sport](https://hel.fi/sport)

### Guided sports at service centres

All Helsinki service centres 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.

As a service centre client, you have access to a gym free of charge, where you can train independently or participate in instructed group sessions. Guidance on using the gym equipment will be provided before independent training begins. There are also free sport activities led by volunteers, as well as paid sport activities organised by the City of Helsinki Sports Services and the 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.

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

# Health services

## Health counselling 24 h

### Helsinki City health and social services chatbot

The health station chatbot helps you find information on the Helsinki Health and Social Services website and provides guidance on matters related to dental care, mental health, substance use, and social services. You can find the chatbot at the bottom right corner of the health station webpage: [hel.fi/healthstations](https://hel.fi/healthstations)

### Omaolo service

The Omaolo service is available around the clock. If you become ill, fill out the symptom check in Omaolo. Based on your answers, you will receive self-care instructions or be connected with a professional. [omaolo.fi/palvelut/oirearviot](https://omaolo.fi/palvelut/oirearviot)

### Phone advice

You can ask for general advice on non-urgent health and health care matters by calling the health advice number at +358 9 310 10023. If you need urgent care, complete the symptom check at [omaolo.fi](https://omaolo.fi) or call your health station Monday to Thursday from 8.00–16.00, and on Fridays and eves of public holidays from 8.00–15.00. At other times, call the Medical Helpline at 116 117. The Medical Helpline also provides guidance on self-care.

## Digital health and social services

### Maisa client portal

The Maisa client portal allows you to use health and social services electronically at [maisafi.fi](https://maisafi.fi) or via the mobile app. Logging in requires online banking credentials or other strong identification. You can authorise someone to act on your behalf in Maisa or by submitting a power of attorney. If the authorised person lives outside Uusimaa, the power of attorney must be submitted in person.

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

### MyKanta

In the MyKanta service at [omakanta.fi](https://omakanta.fi), you can view your health information and prescriptions, request renewals, express organ donation wishes, and make an advance decision.

Website: [omakanta.fi](https://omakanta.fi)

With Suomi.fi authorisation, you can also use the service on behalf of another adult. Authorisation can be granted even by someone who does not use online services or have online banking credentials. The Kanta website includes a chatbot for guidance.

Website: [kanta.fi/en/on-behalf-of-an-adult](https://kanta.fi/en/on-behalf-of-an-adult)

### 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 wellbeing. Website: [omaolo.fi/palvelut/terveystarkastus](https://omaolo.fi/palvelut/terveystarkastus)
- The self-care library provides reliable information about illnesses and risk factors to support care at home. Website: [omahoito.duodecim.fi](https://omahoito.duodecim.fi)
- Health Village provides self-care instructions for various illnesses and conditions. Website: [terveyskyla.fi/en](https://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.

Website: [hel.fi/healthstations](https://hel.fi/healthstations)

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

Note! Please remember to cancel your appointment if you are unable to attend. A fee will be charged for missed or uncanceled appointments.

### Eastern health stations

#### Kivikko Health Station

Kivikonkaari 21  
Mon–Fri 8.00–16.00, +358 9 310 61520  
By appointment Tue 16.00–18.00

#### Kontula Health Station

Ostoskuja 3  
Mon–Fri 8.00–16.00, +358 9 310 60410  
By appointment Wed 16.00–20.00

#### Myllypuro Health Station

Jauhokuja 4  
Mon–Fri 8.00–16.00  
By appointment Tue 16.00–20.00  
+358 9 310 60360  
We provide service also in Swedish

#### Vuosaari Health and Wellbeing Centre

Kahvikuja 3,  
Mon–Fri 8.00–16.00, +358 9 310 60850

### Central health stations

#### Kalasatama Health and Wellbeing Centre

Työpajankatu 14 A  
Mon–Fri 8.00–16.00. By appointment  
Mon–Thu 16.00–20.00  
+358 9 310 50333

#### Laajasalo Health Station

Koulutanhua 2 A  
Mon–Fri 8.00–16.00, +358 9 310 55400

### City centre health stations

#### Kivelä Health Station

Sibeliuksenkatu 14  
Mon–Fri 8.00–16.00  
By appointment Tue 16.00–18.00,  
+358 9 310 45500

#### Lauttasaari Health Station

Taivaanvuohentie 6  
Mon–Fri 8.00–16.00  
By appointment Wed 16.00–18.00,  
+358 9 310 45260

#### Ruoholahti Health Station

Tallberginkatu 2 A  
Mon–Fri 7.00–20.00 Sat 9.00–15.00  
+358 9 310 47366

#### Viiskulma Health Station

Pursimiehenkatu 4  
Mon–Fri 8.00–16.00  
By appointment Thu 16.00–18.00,  
+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,  
+358 9 310 53153

#### Malmi Health Station

Talvelantie 4  
Mon–Fri 8.00–16.00  
By appointment Wed 16.00–18.00,  
+358 9 310 57702

#### Puistola Health Station

Ajurinaukio 1  
Mon–Fri 8.00–16.00  
By appointment Wed 16.00–18.00,  
+358 9 310 53300

#### Suutarila Health Station

Suutarilantie 32  
Mon–Fri 8.00–16.00,  
+358 9 310 53410

### Western health stations

#### Haaga Health Station

Huovitie 5  
Mon–Fri 8.00–16.00,  
+358 9 310 49270

#### Kannelmäki Health Station

Kaustisenpolku 6a  
Mon–Wed 7.00–20.00  
Thu 7.00–18.00, Fri 7.00–16.00  
+358 9 310 47355

#### Malminkartano Health Station

Luutnantintie 12–14  
Mon–Fri 8.00–16.00,  
+358 9 310 48210

#### Munkkiniemi Health Station

Laajalahdentie 30  
Mon–Fri 8.00–16.00,  
+358 9 310 48600  
We provide service also in Swedish

#### Pitäjänmäki Health Station

Konalantie 6–8 C  
Mon–Fri 8.00–16.00  
+358 9 310 48300

### Northern health stations

#### Maunula Health Station

Suursuonlaita 3 A  
Mon–Fri 8.00–16.00  
By appointment Wed 16.00–18.00,  
+358 9 310 69100

#### Oulunkylä Health Station

Kylänvanhimmantie 25  
Mon 8.00–18.00. Tue–Fri 8.00–16.00  
+358 9 310 69791

#### Paloheinä Health Station

Paloheinäntie 22, 2. Krs  
Mon–Fri 8.00–16.00  
By appointment Tue 16.00–18.00,  
+358 9 310 69200

#### Pihlajamäki Health Station

Meripihkatie 8  
Mon–Fri 8.00–16.00  
+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 support your health.

### Self-care groups

At the health stations, you can receive support and guidance for managing diseases and making lifestyle changes through self-care groups. These groups focus on conditions such as diabetes, asthma, and cardiovascular diseases, as well as lifestyle changes like quitting smoking and weight management. You can register for the groups by contacting your health station. The groups are free of charge.

## Vaccinations

Helsinki offers free-of-charge vaccinations to those at risk of severe influenza or COVID-19, in line with the recommendations issued by the Finnish Institute for Health and Welfare (THL). Vaccinations provide protection especially against severe forms of the disease.

The national vaccination programme includes vaccinations against diseases such as diphtheria, tetanus, measles, whooping cough, mumps, rubella and polio. You can receive the

vaccinations free of charge at your local health station. You can book an appointment via Maisa or by calling your local health station.

Read more: [hel.fi/vaccinations](https://hel.fi/vaccinations)

## HUS laboratories and X-ray units

A referral from a doctor is always required for laboratory and imaging tests. You can book a laboratory appointment online at [huslab.fi/ajanvaraus](https://huslab.fi/ajanvaraus).

When making an appointment, you will receive information on how to cancel or reschedule it. HUS's chatbot can assist with questions related to imaging and laboratory tests. Customer service agents are available via live chat on weekdays from 9.00–16.00.

The service is also available by phone at +358 9 471 86800 on weekdays from 7.30–15.30. A callback service is available from 8.00–13.30. Phone services offer guidance, including preparation for laboratory tests, and assistance with choosing a laboratory.

For some X-ray and other imaging tests, you can book or reschedule an appointment by calling +358 9 471 80900, Monday to Friday from 9.00–14.30, or online.

Website: [hus.fi/en/patient/treatments-and-examinations](https://hus.fi/en/patient/treatments-and-examinations)

### HUS laboratory and X-ray unit locations

#### Laboratories

#### Southern and central Helsinki

##### Tullinpuomi Laboratory

Topeliuksenkatu 32  
Mon–Fri 6.45–15.00, By appointment  
Sat 8.00–14.00

##### Kalasatama Laboratory

Työpajankatu 14 A, 1st floor  
Mon–Thu 7.00–17.30  
Fri 7.00–15.00  
After 15.00 only by appointment

##### Lauttasaari Health Station's

sampling point  
Taivaanvuohentie 6, 1st floor  
Wed 12.00–13.30 only by appointment

##### Kamppi Laboratory

Eteläinen Rautatiekatu 10 A, 3rd floor  
Mon–Thu 7.00–17.30,  
Fri 7.00–17.00, Sat 8.00–14.00  
After 15.00 and on Saturdays only by appointment

#### Eastern Helsinki

##### Myllypuro Laboratory

Jauhokuja 4  
Mon–Thu 7.00–17.30  
Fri 7.00–15.00  
After 15.00 only by appointment

##### Vuosaari Laboratory

Kahvikuja 3 A  
Mon–Fri 7.00–15.00

#### Northeastern Helsinki

##### Malmi Hospital Laboratory

Talvelantie 6, Building 2, Wing A  
Mon–Fri 7.00–14.45

##### Puistola Laboratory

Ajurinaukio 1, 2nd floor  
Mon–Fri 7.45–15.00  
Only by appointment

#### Western Helsinki

##### Haaga Laboratory

Huovitie 5  
Mon–Fri 7.45–15.00  
Only by appointment

##### Pitäjänmäki sampling point

Konalantie 6–8  
Thu 12.30–13.30  
Only by appointment

#### Northern Helsinki

##### Oulunkylä Laboratory

Kylänvanhimmantie 29, 2nd 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, 3rd floor  
Mon–Thu 7.30–18.00  
Fri 7.30–16.00

Routine X-ray examinations without an appointment and imaging with an appointment.

**Laakso Hospital X-ray Unit**  
Lääkärinkatu 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

Routine X-ray examinations without an appointment and imaging with an appointment.

## Mental health

As a Helsinki resident, you have access to low-threshold mental health services at your local health stations and the Mental Health Service Unit Mieppi. If mental health issues persist or become more severe, you can get a referral to the Psychiatric Outpatient Clinic.

Read more:  
[hel.fi/mental-health-services](https://hel.fi/mental-health-services)

## Digimieli

The Digimieli project has developed self-care programmes to strengthen mental wellbeing. These self-care programmes allow you to enhance your mental wellbeing whenever it suits you best.

Website: [digimieli.hel.fi/en/self-care-programmes](https://digimieli.hel.fi/en/self-care-programmes)

## Mentalhub.fi

Mentalhub.fi is an online service providing information related to mental health. It offers open symptom questionnaires, self-care programmes, and other resources. Online therapy and the professional section, aimed at professionals, require login.

Website: [mentalhub.fi](https://mentalhub.fi)

## Mental Health Service Unit Mieppi

The low-threshold Mental Health Service Unit Mieppi provides free conversational support to promote mental wellbeing. Mental health professionals are available to speak with in person or remotely. Mieppi can be contacted to discuss personal life situations or mental health concerns, or if there are worries about someone close.

If Finnish or Swedish is not your native language, an interpreter can be arranged.

Read more: [hel.fi/mieppi](https://hel.fi/mieppi)

## Mieppi City Centre

Sibeliuksenkatu 14, +358 9 310 74627,  
Mon–Fri 8.00–18.00  
Without appointment Mon 12.00–15.00

## Mieppi Haaga

Hopeatie 6, +358 9 310 37727,  
Mon–Thu 12.00–13.00  
Without appointment Tue 12.00–15.00

## Mieppi Kalasatama

Työpajankatu 14 A, +358 9 310 32656,  
Mon–Thu 10.00–11.00  
Without appointment Thu 12.00–15.00

## Mieppi Myllypuro

Jauhokuja 4, +358 9 310 26830,  
Mon–Thu 13.00–14.00  
Without appointment Wed 12.00–15.00

You can also book an appointment using Maisa at [maisafi.fi](https://maisafi.fi)

## Therapy Navigator

The Therapy Navigator is used to assess the need for treatment related to adults' mental health challenges. Completing the voluntary questionnaire helps speed up the initial assessment and assists in finding the most suitable form of treatment.

Website: [terapianavigaattori.fi](https://terapianavigaattori.fi)

## Mental health support services for the elderly

The peer support groups Kööri, Peesi, Vire and Toivo, which support the mental wellbeing of the elderly, will start in February and September. Please note that the groups are held

in Finnish and that you cannot join them mid-season. The groups meet in different service centres.

- Kööri is a peer support group for pensioners who want to reduce or stop using substances.
- Peesi is a peer support group for pensioners whose loved one has a substance abuse problem and who want support in the situation.
- Vire is a peer support group for seniors with depression or depressive symptoms and need help.
- Toivo is a peer support group for pensioners whose loved one has passed away

Pilke Groups are for retirees who need support with long-term substance dependence. These groups meet once a week, with sessions lasting between 1.5 to 3 hours. The meetings include a shared free breakfast, discussions, and activities planned together. Pilke groups are available at nearly every service centre.

Tsemppi is a social rehabilitation programme for retirees facing challenges with substance use or mental health. It offers a free 6-month period, with weekly one-hour personal meetings at home. For more information, call +358 9 310 37333.

Puhti is a 24-hour, 6-week group rehabilitation programme at the Roihuvuori Senior Centre for retirees dealing with substance use or mental health challenges. The programme includes peer support groups, physical activities, individual counselling sessions, a 1–2-person room, and meals. Puhti is a paid service. For more information, call +358 9 310 39277.

Additionally, you can receive counselling support from social workers at the service centres. You can meet with them 1–5 times to discuss concerns or explore activities that may bring more enjoyment to your daily life.

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

### Telephone support for conversations

**MIELI Mental Health Finland**  
English Crisis Helpline  
+358 9 2525 0116, Fri 9.00–13.00

**National Crisis Helpline (in Finnish),**  
+358 9 2525 0111. Open 24/7. You can call anonymously and confidentially.

**Svenskspråkig kristelefon**  
+358 9 2525 0112,  
mån och ons kl.16–20,  
tis, tors, fre kl. 9.00–13.00

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

Address: Maistraatinportti 4 A  
+358 9 413 50510, Mon–Thu at 9.00–12.00 and 13.00–15.00,  
and Fri at 9.00–12.00.

Website: [mieli.fi/en/support-and-help/mieli-crisis-centre-helsinki](https://mieli.fi/en/support-and-help/mieli-crisis-centre-helsinki)

**Finnish Central Association for Mental Health's Counselling Service**  
+358 203 91920, Tue–Thu 10.00–15.00. A professional will answer the call. Call charges apply according to your service provider's agreement.

**FinFami Uusimaa ry**  
FinFami Uusimaa ry is an association for families and loved ones of individuals with mental health or substance use challenges. It offers peer support and professional counselling services.

+358 9 686 0260  
[info@finfamiuusimaa.fi](mailto:info@finfamiuusimaa.fi)  
Website: [finfamiuusimaa.fi/in-english](https://finfamiuusimaa.fi/in-english)

## Substance abuse services

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

Loved ones can also ask for advice.  
Read more:  
[hel.fi/substance-abuse-services](https://hel.fi/substance-abuse-services)

### The substance abuse services of Jelppi

If you need help with issues related to substance abuse, you can call Jelppi. Jelppi's work team consists of health care and social welfare professionals. Jelppi also employs an experience expert who has personal experience in dealing with a substance abuse problem. 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. 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,** +358 9 310 24350 and +358 9 310 25807
- **Eastern area,** +358 9 310 44791 and +358 9 310 50063
- **Western area,** +358 9 310 69505 and +358 9 310 24333
- **Northern area,** +358 9 310 42974 and +358 9 310 64671

### Symppis

Symppis is a low-threshold day activity centre that provides health and social counselling for individuals dealing with substance abuse issues. No sobriety or personal information is required to access the services.

### Itis Symppis

Mon–Fri 10–15.30  
Kajaaninlinnantie 10 A

### Kontula Health Counselling Point

Mon–Fri 10–15  
Naapuritie 14

### Sörkka Symppis

Mon–Fri 10–15.30  
Pääskylänrinne 5 B

### Substance abuse outpatient clinics

Substance abuse outpatient clinics help individuals overcome addictions related to alcohol, drugs, medication, and gaming. They provide support in detoxification, rehabilitation, and the necessary steps to change the course of your life. Treatment at outpatient clinics is free of charge.

You can seek treatment without a referral by calling +358 9 310 42900 on weekdays from 8.30–15.30 or by visiting the Startti Info at the Kalasatama Health and Wellbeing Centre.

Treatment typically begins with the low-threshold Startti Info, after which you can start an individual treatment programme. Startti Info sessions are held weekly at the Kalasatama Health

and Wellbeing Centre (Työpajankatu 14 A) on Tuesdays from 14.00–15.00

Website:  
[hel.fi/substance-abuse-services](https://hel.fi/substance-abuse-services)

### Contact information for substance abuse outpatient clinics

**Kalasatama Substance Abuse Outpatient Clinic**  
Työpajankatu 14 A  
Without appointment  
Mon–Fri 8.30–15.30

**Laakso Substance Abuse Outpatient Clinic**  
Lääkärinkatu 8 F, Stairwell B

**Malmi Substance Abuse Outpatient Clinic**  
Soidinkuja 6 A

**Vuosaari Substance Abuse Outpatient Clinic**  
Kahvikuja 3

### Quitting smoking

At the health station, support for quitting smoking is available through a group led by a nurse. To register, simply contact your health station.

Additionally, the Lung Association offers free Stumppi counselling through a helpline at 0800 148 484. The helpline is available on Mondays and Tuesdays from 10.00–18.00, and Thursdays from 13.00–16.00.

### Discussion support over the phone

- Finnish Association for Substance Abuse Prevention EHYT, telephone advisory service, +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: [ehyt.fi/en](https://ehyt.fi/en)
- AA's helpline Mon–Sun 9.00–21.00, +358 9 750 200 (alcohol addiction)
- NA's helpline Mon–Thu, Sat–Sun 18.00–20.00, +358 50 307 7597 (drug addiction)
- Irti Huumeista, +358 800 980 66, Mon–Fri 9.00–15.00, Mon–Thu 18.00–21.00
- Peluuri Mon–Fri 12.00–18.00, +358 800 100101. Chat is open Mon, Wed, Thu and Fri 12.00–15.00. Website: [peluuri.fi/en](https://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, +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, 116 117, or complete the symptom check in the Omaolo online service [omaolo.fi](https://omaolo.fi). In life-threatening situations, call the Emergency Response Centre, 112.

### Malmi Emergency Department

Malmi Hospital, Talvelantie 6  
For sudden illnesses and injuries that require urgent care.

### Meilahti Emergency Department

Meilahti Bridge Hospital, Paciuksenkatu 3  
For sudden illnesses and injuries that require urgent care.

### Dental emergency

Weekdays from 7.00–14.00, book an appointment via Maisa or by calling +358 9 310 51400.

Evening and weekend emergency care, as well as public holiday emergency care, are available at Puistosairaala. Call +358 9 471 71110 before heading to the emergency department.

Night emergency care is available at the Meilahti Joint Emergency Department. Call the Emergency Helpline at 116 117 before going to night emergency care.

### Substance abuse detoxification emergency

If you are facing an urgent situation related to substance use, visit the Kalasatama Health and Wellbeing Centre without an appointment on weekdays from 8.30–15.30 at Työpajankatu 14 A.

### Crisis emergency

Open 24 hours every day, call +358 9 310 44222

The crisis emergency service provides assistance in situations such as accidents, violence, or the sudden death of a loved one.

### Psychiatric emergency services

In acute mental health problems, you can seek help from your local health station Mon–Fri 8.00–16.00. At other times, please call the Medical Helpline, 116 117.

Psychiatric emergency services are available at the Meilahti Emergency Department.

Website: [hel.fi/emergency](https://hel.fi/emergency)

## Hospitals

### City of Helsinki's hospitals

Helsinki City Hospital treats patients recovering from events like transient ischaemic attacks or surgery, and have wards for geriatric care. The outpatient clinics of the hospitals focus on geriatrics, internal diseases, palliative care as well as on psychiatry and substance abuse treatment. Further information online: [hel.fi/helsinkihospital](https://hel.fi/helsinkihospital)

#### Aurora Hospital

Nordenskiöldinkatu 20, bldg 15  
+358 9 310 65605

#### Laakso Hospital

Lääkärinkatu 8  
+358 9 310 4701

#### Malmi Hospital

Talvelantie 6  
+358 9 310 6611

#### Suursuo Hospital

Suursuonlaita 3 B  
+358 9 310 5017

#### Geriatric Outpatient Clinic

Sturenkatu 8, 2nd floor  
+358 9 310 48043

#### Palliative Outpatient Clinic

Suursuonlaita 3 B  
+358 9 310 67003

### HUS' hospitals

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

#### Haartman Hospital

Haartmaninkatu 4  
+358 9 4711 (exchange)

#### Skin and Allergy Hospital

Meilahdentie 2  
+358 9 471 86355, information point  
+358 9 471 75200, treatment matters

#### Surgical Hospital

Kasarmikatu 11–13  
+358 9 471 88310, information point

#### Meilahti Triangle Hospital

Haartmaninkatu 4  
+358 9 471 72432, information point

#### Meilahti Bridge Hospital

Haartmaninkatu 4  
+358 9 4711 (exchange)

#### Meilahti Tower Hospital

Haartmaninkatu 4  
+358 9 471 72432, information point

#### Women's Hospital

Haartmaninkatu 2  
+358 9 471 72889, information point

#### Psychiatry Centre

Välskärinkatu 12  
+358 9 4711 (exchange)

#### Park Hospital

Stenbäckinkatu 11  
+358 9 471 71752, information point

### Ophthalmology at Oak Hospital

Zaidankatu 2  
+358 9 471 73155

### Cancer Centre

Haartmaninkatu 4  
+358 9 471 731 97, information point  
+358 9 471 74 900, Cancer Centre's telephone service

### Malmi Hospital

Talvelantie 6  
+358 9 4711 (exchange)

### Rehabilitative assessment

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.

You will need a referral to the service, for example, from the hospital when you are being discharged.

## Dental care

The interval for dental check-ups is determined based on individual care needs. For adults, a dental examination every 2–3 years is usually sufficient if the mouth and teeth are healthy and general health is good.

You can make your dental care appointment by calling the dental care client service line, +358 9 310 51400, where the need for urgency and treatment is assessed. There is a callback system where you can leave a callback request Mon–Thu 7.00–16.00 and Fri 7.00–15.00. You can book an appointment for urgent dental care by calling the client service on weekdays from 7.00–14.00.

**Note!** Please remember to cancel your appointment if you are unable to attend. A fee will be charged for missed or uncanceled appointments.

You can cancel or reschedule your appointment by calling the client service on Monday to Thursday from 7.00–18.00, and on Friday from 7.00–15.00. Alternatively, you can reschedule or cancel through Maisa at [maisafi.fi](https://maisafi.fi).

Appointment-related matters can also be handled directly at the dental clinic.

Website: [hel.fi/dentalcare](https://hel.fi/dentalcare)

## Omaolo

Complete the Omaolo symptom assessment if you have dental or mouth symptoms or have sustained an injury. Urgent care is needed for severe, persistent pain, pain-related swelling and fever, or difficulty opening the mouth.

Website: [omaolo.fi/palvelut/oirearviot](https://omaolo.fi/palvelut/oirearviot)

## Dental clinics

All dental clinics also provide service in Swedish

### Southern Helsinki

**Kivelä Dental Clinic**  
Sibeliuksenkatu 14

**Lauttasaari Dental Clinic**  
Taivaanvuohentie 6

**Vironniemi Health Station's Dental Clinic**  
Vironkatu 2, 3rd floor

### Central Helsinki

**Kalasatama Dental Clinic**  
Työpajankatu 14 A

### Eastern Helsinki

**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 3A

### 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

**Oral and Dental Centre in Meilahti**  
Haartmaninkatu 1 A

**Munkkiniemi Health Station's Dental Clinic**  
Laajalahdentie 30

**Pitäjänmäki Health Station's Dental Clinic**  
Konalantie 6–8 C

## Northern Helsinki

**Maunula Health Station's Dental Clinic**  
Suursuonlaita 3 A

**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 A

**Suutarila Dental Clinic**  
Vaskiniitynkuja 5

**Äggelby hälsostation/ tandklinik**  
Byäldstevägen 25

## Emergency dental care

Make an appointment for urgent dental care by calling the client service number +358 9 310 51400 Mon–Fri 7.00–14.00 or through the Maisa online service. 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.

## 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. 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 Bridge Hospital (Paciuksenkatu 1) Mon–Sun 21.00–8.00. Before going to the emergency dental care, please call the Medical Helpline, 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 health care.

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, +358 9 310 67655, Mon–Fri 9.00–14.00.

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

**Information point**  
Marjaniementie 74  
+358 9 396 04330,  
Mon–Fri 8.00–18.00  
[asiakaspalvelu@nkl.fi](mailto:asiakaspalvelu@nkl.fi)  
Website: [iris.fi/en](https://iris.fi/en)

**Digital guidance by the Finnish Federation of the Visually Impaired**  
+358 9 396 04000, Mon–Tue 9.00–15.00 and Wed–Fri 12.00–15.00  
[digineuvonta@nakovammaistenliitto.fi](mailto:digineuvonta@nakovammaistenliitto.fi)

**Aviris – a special shop selling assistive devices for people with visual impairments**  
+358 9 3960 4700,  
Mon–Fri 9.00–12.00  
[info@aviris.fi](mailto:info@aviris.fi)  
Website: [aviris.fi](https://aviris.fi)

**Helsinki and Uusimaa Visually Impaired Association**  
+358 50 419 6477,  
Mon–Wed 9.00–11.00  
[toimisto@hun.fi](mailto:toimisto@hun.fi)  
Website: [hun.fi/en](https://hun.fi/en)

**Cultural Services for the Visually Impaired**  
+358 40 964 9288  
[toimisto@kulttuuripalvelu.fi](mailto:toimisto@kulttuuripalvelu.fi)  
Website: [kulttuuripalvelu.fi/en](https://kulttuuripalvelu.fi/en)

The Finnish Federation of the Visually Impaired publishes a Finnish-language service guide for the visually impaired, which can be found at:  
[nkl.fi/fi/palveluopas](https://nkl.fi/fi/palveluopas)

You can request the guide in Braille or as a Daisy recording by email from [aineistotilaukset@nkl.fi](mailto:aineistotilaukset@nkl.fi) or by phone, +358 9 396 041.

## Deteriorating hearing

If your hearing has deteriorated, please make an appointment to your local health station or a private health clinic. After a preliminary audiometry exam, you can get a referral to specialised health care for further examinations. You can seek hearing tests and hearing aid fittings from hearing care companies.  
Website: [terveyskyla.fi/kuulotalo](https://terveyskyla.fi/kuulotalo)

HUS Hearing Centre is a referral clinic that treats patients with hearing and

balance issues. In addition to patients with hearing loss, it also treats patients with dizziness and tinnitus.

**Adult Hearing Centre**  
Surgical Hospital  
Kasarmikatu 11–13, entrance floor E2

### **Support from associations**

**Helsingin Kuuloyhdistys ry**  
Peer and recreational activities for the hard of hearing.  
+358 45 123 2624, [toimisto@helky.fi](mailto:toimisto@helky.fi)  
Website: [helky.fi](https://helky.fi)

**Kuuloliitto ry**  
Support, information and rehabilitation.  
+358 9 580 3370, Mon 9.00–12.00  
[info@kuuloliitto.fi](mailto:info@kuuloliitto.fi)  
Website and chat service: [kuuloliitto.fi](https://kuuloliitto.fi)

**KHL Hearing Centre**  
Hearing services for private individuals and clients covered by insurance companies.  
+358 44 988 0123,  
Mon–Fri 9.00–15.00  
[info@khlkuulokeskus.fi](mailto:info@khlkuulokeskus.fi)  
Website: [khlkuulokeskus.fi](https://khlkuulokeskus.fi)

## 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.

Further information:  
[hel.fi/senior-services](https://hel.fi/senior-services) > [Advice and guidance](#) > [Memory tests](#)

**Memory Advice helpline**  
The Memory Advice helpline of the Alzheimer Society of Finland offers advice and guidance for people with memory disorders and their loved ones in Helsinki, +358 9 876 6550 (local network charge)  
Mon, Tue, Thu 12.00–17.00.  
Service in Swedish Tue 15.00–17.00.

Memory advice helpline offers peer support for loved ones of those suffering from memory disorders,  
+358 800 9 6000  
Mon–Sat 17.00–20.00.

**Alzheimer's Association of Helsinki**  
Support organisation for people with dementia and their families in Helsinki.

Tenholantie 10  
Memory advisor: +358 40 902 2250,  
Monday to Friday from 8.00–16.00  
More information: [muistihelsinki.fi](https://muistihelsinki.fi)

**Muistiluotsi**  
Muistiluotsi is part of the Expert and Support Centres' Network, offering free group activities designed for individuals with mild dementia. The goal is to stimulate and maintain mental and physical functionality. More information: [muistihelsinki.fi/muistiluotsi](https://muistihelsinki.fi/muistiluotsi)

## 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, +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 check [omaolo.fi](https://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.

Website: [hel.fi/physiotherapy](https://hel.fi/physiotherapy)

### Physiotherapy locations

**Geriatric Outpatient Clinic**  
Helsinginkatu 24, 6th floor

**Kalasatama Physiotherapy**  
Työpajankatu 14 A

**Kivelä Physiotherapy**  
Sibeliuksenkatu 14

**Malmi Physiotherapy**  
Talvelantie 6, Building 18 C

**Myllypuro Physiotherapy**  
Jauhokuja 4

**Vuosaari Physiotherapy**  
Kahvikuja 3

## Occupational therapy

The goal of occupational therapy is to support better functioning in your own environment. Activities may include practising how to run errands or function at home, as well as assessing the need for assistive devices. Occupational therapy is free of charge. Access to occupational therapy requires a referral, which can be obtained from your local health station or a hospital.

Occupational therapy helpline,  
+358 9 310 32249, Tue 16.00–17.30.

Website: [hel.fi/occupational-therapy](https://hel.fi/occupational-therapy)

Home rehabilitation services of occupational therapy support your living at home. The services can be accessed, for example, through Senior Info, home care or the Geriatric Outpatient Clinic.

### Occupational therapy locations

**Kalasatama occupational therapy**  
Työpajankatu 14 A

**Laakso occupational therapy**  
Lääkärinkatu 6 C

**Malmi occupational therapy**  
Talvelantie 6

**Suursuo occupational therapy**  
Suursuonlaita 3 B

**Vuosaari occupational therapy**  
Kahvikuja 3 A

## Assistive devices

You can borrow most common assistive devices without an appointment or referral by showing your Kela card. The most common assistive devices include forearm crutches, rollers, 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, +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, +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

Client service, +358 9 310 47589  
Ruosilantie 18, opening hours and online appointment booking for basic maintenance: [hel.fi/assistive-devices](https://hel.fi/assistive-devices)

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

Helsinki Hospital's Assistive Device Services mobile unit visits the Kontula and Kustaankartano senior centres on Tuesdays. The unit accepts returns of assistive devices borrowed from the City of Helsinki, carries out minor, acute maintenance work on borrowed equipment, and offers assistive device advice. Minor maintenance 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**

Olttermannintie 32, Building K, lobby,  
Tue 13.00–15.00

Assistive Device Services' mobile unit is closed for a summer break from midsummer until the end of July

### **Drop-off points for assistive devices**

The drop-off points are located at Myllypuro Health Station and at Kallio Family Centre. You can use the drop-off point to return a wheelchair, a walker, or smaller assistive devices. Any larger assistive devices such as reclining wheelchairs and shower chairs with wheels must be returned to Konala.

#### **Myllypuro Health Station**

Jauhokuja 4 Mon–Fri 7.50–19.50

#### **Kallio Family Centre**

Toinen linja 4 C Mon–Fri 8.00–16.00.

#### **Assistive Equipment Centre (HUS)**

Demanding special assistive equipment services. The service requires a referral.

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

## **Distribution of self-care supplies**

You can receive self-care supplies free of charge if you need them for the treatment of your illness or injury for at least three months. You are given a referral for the supplies you need by your treatment location, for example your local health station or a specialised health care unit. For home care clients, the referral is written by a home care physician. Ask your place of treatment to activate the distribution of self-care supplies for you in the Maisa client portal.

You can contact the Distribution of Self-care Supplies by phone, +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)).

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

## **Kela's rehabilitation for older adults**

If you are over 65 years old, you can apply for rehabilitation courses, adjustment training courses, and multidisciplinary individual rehabilitation through Kela. Courses are offered for individuals with conditions such as stroke or movement disorders like Parkinson's disease. Rehabilitation courses are also available for family caregivers. In addition, you can receive rehabilitation psychotherapy and neuropsychological rehabilitation until the age of 67.

More information on Kela's website: [kela.fi/web/selkokieli/ikaantyneen-kuntoutus](http://kela.fi/web/selkokieli/ikaantyneen-kuntoutus)

# Social services

## Senior Info

If you find that you need more assistance with daily activities than before and do not have a designated worker in the City's elderly services, contact Senior Info. Staffed by health and social service professionals, Senior Info provides information on various services and support options. If needed, you will be directed to a service needs assessment, client guidance, or an evaluation for home care, day services, or housing and care services.

You can also contact Senior Info on behalf of an elderly relative.

Contact us:  
By phone: +358 9 310 44556,  
Mon–Fri 9.00–15.00.

Service point:  
Siltasaarenkatu 2,  
Mon–Fri 9.00–15.00.

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

Website and chat:  
[hel.fi/senior-services](https://hel.fi/senior-services)

Follow Senior Info on social media!  
Facebook: [seniorihelsinki](https://www.facebook.com/seniorihelsinki)  
Instagram: [seniorihelsinki](https://www.instagram.com/seniorihelsinki)

If you already have a designated worker from the City's services, please contact them directly for guidance and advice. Service guidance and advice are also available from the social counsellors at the service centres.

### Network of outreach elderly work

Professionals and volunteers of several different associations and parishes together with 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. The network works together with you to seek long-term solutions for everyday life that improve the quality of life.

## Notification of concern

You can submit a notification of concern if you are concerned about an elderly person's ability to care for themselves, their health or safety. The purpose of the notification is to ensure that the person 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 individual. It is recommended to inform the person in ques-

tion that a notification of concern will be submitted. As a private individual, you may also submit the notification anonymously.

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

The notifications are processed within seven working days at the latest. The elderly person concerned will be contacted and informed about the notification and its content. Efforts will be made to understand their perspective on the situation, and a discussion will take place about the type of assistance or services that may be beneficial.

If the client requires more comprehensive assistance than what Senior Info can provide, they will be referred for a more detailed service needs assessment, which will consider their overall situation.

If the elderly person is clearly unable to recognise their need for help, the notification will be forwarded to the social welfare unit responsible for further processing.

Please note that health and social services authorities are bound by confidentiality. As a result, information about the private individual cannot be disclosed to the person who submitted the 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.

+358 20 696 006 (24 h)

Website:  
[hel.fi/emergency-social-services](https://hel.fi/emergency-social-services)

### Crisis Emergency Services

Crisis Emergency Services provide emergency assistance to Helsinki residents and people staying in Helsinki in the case of an accident, violence or the sudden death of a loved one.

Telephone service for Crisis Emergency Services, +358 9 310 44222 (24 h).

## Help and support in daily life

### Services at the service centres

You can find various services that make everyday life easier at Helsinki's service centres. 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. Laundry service is available at Kinapori, Munkkiniemi and Töölö service centres. You can book a laundry slot at the information desk of the service centre. The service is subject to a charge.

There is a sauna at Kinapori and Töölö service centres. The sauna services 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.

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.

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

### Home services exempt from 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 EUR 150.

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

Tax Administration's website:  
[vero.fi/en/individuals](https://vero.fi/en/individuals)

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

### Grocery shopping and meal services

Grocery shopping services are provided by several private operators and can be ordered by phone.

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, +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, +358 9 310 44556.

### Social holidays

Five Finnish social holiday NGOs organise supported full board social holidays. Holiday support is granted on application based on economic, health-related 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 participants have to pay a fee and for the travel to and from the holiday destination.

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

More information: Senior Info, +358 9 310 44556, open Mon–Fri at 9.00–15.00.

## Discussion support

### HelsinkiMissio's Senioripysäkki

Discussion support for seniors in difficult situations in life. Contact by calling +358 9 2312 0267 (callback service) or by email [senioripysakki@helsinkimissio.fi](mailto:senioripysakki@helsinkimissio.fi)  
Website: [helsinkimissio.fi/en](https://helsinkimissio.fi/en)

### HelsinkiMissio's Aamukorva

A reliable listener and interlocutor in the early hours of the morning, Mon–Sun 6.00–8.00, +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 Fri 9.00–13.00.  
Website: [mieli.fi/en](https://mieli.fi/en)

### Victim Support Finland

116 006, Mon–Thu 9.00–18.00, Fri 9.00–16.00. In Swedish Mon–Fri 12.00–14.00. The calls are free of charge. Chat: Mon–Thu 9.00–18.00 and Fri 9.00–16.00.

Legal advice for victims of crime (free of charge), +358 800 161 177, Mon–Thu 17.00–19.00.  
Website: [riku.fi/en](http://riku.fi/en)

**Nollalinja Against Domestic Violence**  
Nollalinja is a free-of-charge helpline that you can call 24/7, +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**  
Suvantolinja helpline, +358 800 06776, Mon 12.00–15.00 and Wed 10.00–13.00.  
Website: [suvantory.fi](http://suvantory.fi) (in Finnish)

**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, +358 400 466 990, Tue 18.00–20.00, Thu and Sat 13.00–15.00  
[tiedotus@uut.fi](mailto:tiedotus@uut.fi) (English, Swedish, German) Website: [uut.fi](http://uut.fi)

**Parisuhdekeskus Kataja relationship helpline**  
The relationship helpline provides confidential support and guidance for couples facing relationship issues.

+358 50 337 9053  
Mon at 14.00–16.00  
[parisuhdekeskus.fi](http://parisuhdekeskus.fi)

**Monika-Naiset Liitto Crisis Centre Monika's helpline**  
0800 05058  
Mon: 9.00–17.00, Tue: 9.00–17.00, Wed: 9.00–19.00, Thu–Fri: 9.00–17.00  
Sat: 9.00–14.00

CHAT: Mon: 16.00–19.00 (Arabic, Dari, English, Persian, French, Finnish)  
Tue: 15.00–17.00 (Dari, Persian, Finnish)  
Wed: 15.00–17.00 (Russian, Finnish)

## Volunteer activities

Voluntary organisations offer a wide range of activities to support daily life. Assistance can be provided with outdoor activities, companionship, or digital support, among other services.

**HelsinkiMissio (for those aged 65+)**  
Mon, Wed, Thu: 9.00–12.00  
+358 9 2312 0220  
[seniorityo@helsinkimissio.fi](mailto:seniorityo@helsinkimissio.fi)

**VTKL – The Finnish Association for the Welfare of Older Adults (65+)**  
+358 9 3508 6044, Tue at 9.00–12.00 and Thu at 12.00–15.00  
(During summer, 1 June –31 August: Wed at 9.00–15.00)

**Finnish Red Cross**  
The Red Cross companion service connects volunteers to assist individuals with appointments, such as doctor's visits or shopping trips.

+358 45 117 0982, Thu at 10.00–13.00  
[helsinki.saattajavalitys@punainenristi.fi](mailto:helsinki.saattajavalitys@punainenristi.fi)

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

## 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. 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: [omaolo.fi/palvelut/palveluarviot/omaishoidon-tuki](http://omaolo.fi/palvelut/palveluarviot/omaishoidon-tuki)  
Website: [hel.fi/informal-care](http://hel.fi/informal-care)

**Social guidance for informal care families**  
Informal care social counsellors guide and advise informal care families and provide up-to-date information on services. Informal care social counsellors also organise informal caregiver coaching courses for new caregivers and the Life after Informal Care (Omaishoitajasta omaiseksi) groups for caregivers whose loved ones are moving or have already moved to a care home. The service is free of charge.

For more information on the content and schedules for the groups, please get in touch with an informal care social counsellor.

- Southern Informal Care Social Counsellor, +358 9 310 74208
- Eastern Informal Care Social Counsellor, +358 9 310 73995
- Western Informal Care Social Counsellor, +358 9 310 24213
- Northern Informal Care Social Counsellor, +358 9 310 46818

### Other forms of support for informal caregivers

**The Association of Carers in Helsinki and Vantaa**  
Ratamestarinkatu 7 B  
Free-of-charge telephone counselling, +358 50 551 4335, Mon–Thu 9.00–15.00

Website: [polli.fi/other-languages/englanti](http://polli.fi/other-languages/englanti)  
Counsellors of Carers Finland and associations are available in the chat service Mon–Thu 9.00–12.00. Informal care peer chat, Wed 10.00–12.00.

**Omaisena edelleen Association**  
Omaisena edelleen Association supports family members, relatives, and family caregivers during various transitions in caregiving.

Personal support is available, for example, during transitions to external care and in situations involving family cooperation.

Tikkurilantie 68 A, 01300 Vantaa  
+358 207 411 140, +358 40 520 6083  
Website: [omaisnaedelleen.fi](https://omaisnaedelleen.fi)

### **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 wellbeing of informal caregivers.

Association of Carers in Helsinki and Vantaa, Omaisneuvo activities  
Ratamestarinkatu 7 B

+358 46 922 3590 or  
+358 46 920 3675  
Website: [omaisneuvo.fi](https://omaisneuvo.fi)

## **Spiritual support**

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

**The Evangelical Lutheran Church of Finland's discussion support helpline:** +358 400 221 180 (in Finnish)  
Mon–Sun 18.00–24.00  
+358 400 221 190 (in Swedish)  
Mon–Sun 20.00–23.00  
Chat service: [evl.fi/en](https://evl.fi/en)  
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: [hos.fi/en](https://hos.fi/en)

**The Catholic Church** in Finland offers discussion support through its parishes.  
Website: [katolinen.fi/en](https://katolinen.fi/en)

**Jewish Community of Helsinki**  
+358 9 586 0310,  
Mon–Thu 11.00–16.00.  
More information: [srk@jchelsinki.fi](mailto:srk@jchelsinki.fi)  
Website: [jchelsinki.fi](https://jchelsinki.fi)

**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.

+358 45 783 18627,  
Mon–Fri 11.00–16.00 (Finnish, English)  
[info@amalry.fi](mailto:info@amalry.fi)  
Website: [amalry.fi/in-english](https://amalry.fi/in-english)

## **Client assistance, social work and social guidance**

### **Service needs assessment**

When looking for services and support for older adults, contact Senior Info. If a more extensive service needs assessment is required, the client assistance team will assist further. A social work professional, familiar with the needs and services of the elderly, will conduct the service needs assessment.

We will also plan a service package together with you, appoint you a designated worker if necessary, prepare a client plan, and carry out decisions on social services.

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

### **Gerontological social work and social guidance**

The main task of gerontological social work is to strengthen the wellbeing 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.

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

### **Day activities**

Day activities support the wellbeing, rehabilitation, and independent living of elderly Helsinki residents whose memory or functional capacity has declined. These activities also provide support for the coping skills of relatives and informal caregivers.

Day activities can be applied for by contacting Senior Info. The need for services will be assessed, and the decision to provide the service will be made by the client assistance team. If you are already a home care or informal care client, please reach out to 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 service-voucher day activities for seniors is available in Finnish at [palse.fi](https://palse.fi) under Helsingin sosiaali-terveys- ja pelastustoimi > Ikääntyneiden päivätoiminnan palveluseteli.

Further information is available from Senior Info, +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.

Website: [hel.fi/informal-care](https://hel.fi/informal-care) > [Day activities for the elderly](#).

## 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 taking your medication, 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 possible 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 ([palse.fi](https://palse.fi)). Website: [hel.fi/home-care](https://hel.fi/home-care)

### Support services for home care clients

Home care offers meal services as needed, including grocery bags and prepared meals.

Cleaning services are mainly for home care clients and those in the client guidance unit, and can also be accessed with a service voucher. Tasks include dusting, mopping, vacuuming, cleaning the kitchen and bathroom, and taking out the trash.

A personal emergency response system (turvapuuhelin), including a phone and security bracelet, is available for home care clients. Installation is free, and service costs depend on income. A doorbell alert and GPS tracking are included at no extra charge.

A medication dispenser, included in the home care fee, helps ensure medications are taken on time. Its suitability is assessed individually.

Website: [hel.fi/health-and-social-services/fees](https://hel.fi/health-and-social-services/fees)

## Family care for older people

Family care for older adults means providing care in the home of either the client or a trained family carer. It is intended for those who need more support than home care alone but do not yet require assisted living or 24-hour care.

Family care is especially helpful for clients with memory disorders, those who feel unsafe alone, or those needing support while their informal carer is on leave or at work.

The decision to grant family care is based on an individual assessment of the client's needs and the level of care and supervision required.

To apply for family care, contact Senior Info at +358 9 310 44556, weekdays 9.00–15.00.

If you already have a designated contact person from the City's services, please reach out to them directly for guidance and advice.

## Communal housing

Communal housing is suitable for older adults who no longer manage at home with outside help but do not yet need 24-hour care.

Residents live in accessible rental apartments within a senior centre and pay separately for housing and services. They can also join in community activities such as exercise and cultural events.

To apply for family care, contact Senior Info at +358 9 310 44556, weekdays 9.00–15.00.

If you already have a designated contact person from the City's services, please reach out to them directly for guidance and advice.

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

You can also apply for 24-hour care outside your municipality of residence and will be treated equally with other applicants.

More information:  
+358 9 310 24644,  
Mon–Fri at 9.00–10.00.

## Transport services

Transport services are intended for 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 2024) 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.

[Senior services > Advice and guidance > Mobility support for the elderly](#)

Transport services and accompanying assistance under the Disability Services Act are available to individuals who face significant mobility challenges and, due to their disability or illness, are unable to use public transport without unreasonable difficulty.

A medical statement detailing the need for transport services under the Disability Services Act must be included with the application form.

For inquiries about payment cards and the service, please call +358 9 310 23100 on weekdays from 8.15–16.00.

## Disability services

Special services under the Disability Services Act are available to individuals who, due to a long-term physical, cognitive, psychological, social, or sensory impairment caused by a disability or illness, require assistance or support in their daily life.

These services are provided only when services available under other legislation are not suitable or sufficient to meet the individual's needs and best interests.

+358 9 310 32889  
Mon–Fri 9.00–11.00,  
Tue and Thu at 12.00–14.00

[sotepe.vammaisneuvonta@hel.fi](mailto:sotepe.vammaisneuvonta@hel.fi)  
Website: [hel.fi/disability-counselling](http://hel.fi/disability-counselling)

# 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.

Read more at:  
[vanheneminen.fi/asuminen](https://vanheneminen.fi/asuminen)

### 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: [vtkl.fi/in-english](https://vtkl.fi/in-english)

### 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 [ytj.fi/en](https://ytj.fi/en)

In 2025, you can claim for 35% 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 EUR 1,600.

For renovations, the maximum credit is EUR 1,600. If your renovation is carried out by a company, you can claim for 35% of the cost of labour. The credit threshold is EUR 150.

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, +358 29 497 002. Forms and further information online: [vero.fi/en](https://vero.fi/en)

### State's home renovation subsidies

You may be eligible for financial assistance for renovations that enhance the accessibility of your home or are necessary to ensure a safe and healthy living environment. Website: [varke.fi](https://varke.fi)

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, +358 29 497 002

### 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, +358 9 310 44556, Mon–Fri 9.00–15.00

## 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](https://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 health care services of HUS.

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

Further information and the form: [hel.fi/senior-services](https://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 at [kanta.fi/en/mykanta](https://kanta.fi/en/mykanta).

### **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**

The appointment of a guardian is the last resort in organising the management of your affairs. 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.

The continuing power of attorney is prepared in writing. Further information online: [suomi.fi/guides/guardianship](https://suomi.fi/guides/guardianship)

More information: Digital and Population Data Services Agency's helpline and chat service, +358 295 536 256, Mon–Fri 9.00–15.00. Website: [dvv.fi/en/how-to-apply-for-a-guardian-for-yourself](https://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 health care professional to record it in the patient information system. You can write your advance decision in the MyKanta online service ([omakanta.fi](https://omakanta.fi)), where health care 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 health care professional who is in charge of your care.

Template forms are also available in Finnish from Senior Info

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

## **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.

Some public health and social service fees are subject to a payment cap, meaning you will pay no more than a specified amount per year for these services. In 2025, the payment cap is EUR 762. 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, +358 9 310 25300, Mon–Fri 9.00–15.00, or email [talpa.asiakaspalvelu@hel.fi](mailto:talpa.asiakaspalvelu@hel.fi).

### **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: [hel.fi/en/decision-making/contact-us/city-invoices-and-payments/payment-cap](https://hel.fi/en/decision-making/contact-us/city-invoices-and-payments/payment-cap)

If you have any questions about an invoice or wish to postpone its due date, you can also contact Financial Administration Services.

### **Client fee decisions in the Social Services, Health Care and Rescue Services Division**

Contact the client fee unit if you are applying for a fee reduction or exemption.

+358 9 310 44610, Mon–Fri  
at 9.00–11.00 (callback service)

[sotepe.asiakasmaksut@hel.fi](mailto:sotepe.asiakasmaksut@hel.fi)

Website:  
[hel.fi/health-and-social-services/fees](https://hel.fi/health-and-social-services/fees)

## **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.

### **Financial and debt counselling Helsinki Legal Aid Office**

+358 29 566 0123, Mon–Fri 8.00–16.15  
[helsinki.velkaneuvonta@oikeus.fi](mailto:helsinki.velkaneuvonta@oikeus.fi)  
Website: [talousjavelkaneuvonta.fi](https://talousjavelkaneuvonta.fi)  
Chat: Mon–Fri 10.00–12.00, Thu  
14.00–16.00

### **Social lending by the City of Helsinki**

Advisory services, +358 9 310 43929,  
Mon–Tue and Thu–Fri 9.00–11.00 and  
12.00–14.00  
[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, +358 9 310 43929  
Ala–Malmintori 2, 4th floor.

### **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, Töölön-  
lahdenkatu 4.

Advisory services are provided in  
Finnish and English.

Website: [hel.fi/financial-advice-clinic](https://hel.fi/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, +358 9 23400) or by sending an email to [rari.helsinki@evl.fi](mailto:rari.helsinki@evl.fi)

Website: [helsinginseurakunnat.fi/en](https://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.

## **Pensions and Kela's benefits**

### **Pensions**

The Finnish pension system consists of three parts: earnings-related pension, national pension and guarantee pension. The authorised pension providers pay out earnings-related pensions that are based on employment or self-employment.

Earnings-related pensions online:  
[tyoelake.fi/en](https://tyoelake.fi/en)

+358 20 692 202  
Pensions on Kela's website:  
[kela.fi/retired](https://kela.fi/retired)

### **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.

+358 20 692 202  
Website: [kela.fi/housing-allow-  
ance-for-pensioners](https://kela.fi/housing-allowance-for-pensioners)

### **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.

+358 20 692 205  
Website: [kela.fi/care-allow-  
ance-for-pensioners](https://kela.fi/care-allowance-for-pensioners)

### **Social assistance paid by Kela**

If your income remains very low despite receiving other Kela benefits, you may be eligible for social assistance.

+359 20 692 207  
Website: [kela.fi/social-assistance](https://kela.fi/social-assistance)

You can apply for supplementary or preventive social assistance from the City's social services. First, you need to apply for basic social assistance from Kela.

You can apply for supplementary or preventative social assistance using the Maisa client portal.

Benefit handling counselling on the phone Mon–Fri at 9.00–12.00.  
+358 9 310 56257 (in Finnish)  
+358 9 310 44967 (in Swedish)  
Website: [hel.fi/social-assistance](https://hel.fi/social-assistance)

### 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 EUR 70 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 EUR 633.17 during a calendar year (in

2025), the excess will be reimbursed in full. You only pay a EUR 2.50 deductible for each reimbursable medicine after reaching the annual maximum limit.

Website: [kela.fi/medicine-expenses](https://kela.fi/medicine-expenses)

### Travel costs

Kela pays reimbursements for travel costs to a health care 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 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 EUR 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, +358 800 05150
- Taksi Helsinki, +358 800 414600

Website: [kela.fi/travel-costs](https://kela.fi/travel-costs)

Transport by taxi:  
[kela.fi/transport-by-taxi](https://kela.fi/transport-by-taxi)

All taxi rides falling short of the deductible (EUR 25) also accrue the maximum deductible limit for one year, which is EUR 300 (in 2024).

### Kela's service points

Kela Itäkeskus  
Turunlinnantie 6 A

Kela Kalasatama  
Työpajankatu 14 A

Kela Kamppi  
Salomonkatu 17

Kela Malmi  
Soidintie 4 B

Offices and service points online:  
[kela.fi/visit-kela](https://kela.fi/visit-kela)

Mailing address:  
Kela, PL 10  
00056 KELA

## Safety in the digital world

Digital services can make daily life easier and more efficient. However, the digital world also has its downsides, including telemarketing and scams, which we should all be aware of. This section provides useful advice for seniors navigating the digital age.

For more information on the topic, you can contact Senior Info at +358 9 310 44556 (Mon–Fri 9.00–15.00).

### Direct marketing block

The easiest way to reduce calls from salespeople is by registering for the Telephone Offer Restriction Service.

You can set up the restriction by calling the service number +358 600 13404 (Mon–Fri 8.00–18.00). The call costs EUR 0.39 per minute, and the local network charge is added to the price. The restriction remains valid for three years.

The service is managed by the Finnish Customer Marketing Association (ASML). According to ASML, all member companies and many other businesses comply with the restriction. However, this service does not block scam calls, such as those from individuals posing as bank or police officials.

### Digital scams

Anyone can fall victim to a scam, which can happen online, via text messages, or over the phone. A good rule of thumb is:

- Save all familiar numbers in your phone, including your doctor's or health station's number, so you can easily identify who is calling.
- If you receive an unfamiliar call and are unsure of the caller's identity, hang up.

- Do not click on links in text messages or emails. Remember, the police or other authorities will never ask for your bank details.
- If you suspect you have transferred money to a scammer or shared your bank credentials, contact your bank immediately and inform them.
- If your bank card or credit card has been compromised, block the cards right away.
- File a police report – you can do this online or at the police station.

It's advisable to file a report even if the chances of recovering your property are slim. Reporting helps the police track crimes and attempts at fraud should always be reported.

For more information on the topic: [poliisi.fi](https://poliisi.fi), [spek.fi](https://spek.fi), and [huijaamaton.fi](https://huijaamaton.fi)

### Victim Support Finland

Fraud that occurs online is just as much a crime. If you have become a victim of an online crime, you can contact the crime victim helpline for support.

116 006, Mon–Thu 9.00–18.00,  
Fri 9.00–16.00. in Swedish  
Mon–Fri 12.00–14.00.  
The calls are free of charge.

Chat: Mon–Thu 9.00–18.00 and  
Fri 9.00–16.00.

Legal advice for victims of crime  
(free of charge), +358 800 161 177,  
Mon–Thu 17.00–19.00.

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

### Useful cybersecurity tips

- Keep your devices' antivirus software, operating systems, and apps up to date.
- Use a strong, unique password for each account.
- Only download apps from trusted sources, such as official app stores.
- Avoid sending or storing sensitive health or personal information in regular email.
- Do not click on suspicious links in emails, text messages, or websites.
- Consider blocking international calls and calls to service numbers, as well as text messages to premium-rate short message service numbers. Contact your telecom operator for more information.

## Notes

### Senior services

[hel.fi/senior-services](https://hel.fi/senior-services)

You can give feedback on the City of Helsinki's services online at [www.hel.fi/feedback](https://www.hel.fi/feedback)

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