



Service guide for people over 65 years of age



Österbottens välfärdsområde
Pohjanmaan hyvinvointialue

Important telephone numbers

SENIOR LINE 06 218 9800

For assessment of health and social care.
Open Monday–Thursday from 08:00–15:00, Friday from 08:00–14:00

CUSTOMER SERVICE CENTRE 06 218 9000

Kristiinankaupunki (Kristinestad), 06 218 6019

For assessment of care needs and guidance on our services.
Open Monday–Thursday from 08:00–15:00, Friday from 08:00–14:00

Text messaging service 040 488 8985

If you are hearing impaired, you can send a text message
weekdays from 08:00–16:00

Your message will be answered as soon as possible.

Cancelling an appointment

Send a text message to telephone number **040 190 8576**.
Write your name, home municipality and the time you wish to cancel.

ORAL HEALTHCARE 06 218 9100

Open weekdays from 07:30–16:00

Appointments after 09:00

Other times, call the medical helpline on **116 117**.

MEDICAL HELPLINE 116 117

When you need help quickly – available around the clock.

EMERGENCY NUMBER 112

When you need help immediately – available around the clock.

SOCIAL AND CRISIS EMERGENCY SERVICE 06 218 9555

In case of an urgent need for social services or in a crisis situation –
available around the clock.

A list of addresses for social services, health centres and health
stations can be found on the last page.

Introduction

In this service guide you will find information about services for people over 65 within the Wellbeing Services County of Ostrobothnia. On the website **www.pohjanmaanhyvinvointi.fi** you will find information digitally. Immediately on the homepage, you will find a chatbot in the lower right corner. The chatbot is a robot that can react to single words and answer simple questions. When you have asked your question, you will be directed to the correct information about our services on the webpages.

There are no clear definitions of who is old. The healthy years of life have increased and thus old age has also been postponed. Younger pensioners in particular are in better shape than before. In Finnish legislation, the senior population refers to people who are entitled to an old-age pension, i.e. people over 65 years of age (The Act on Supporting the Functional Capacity of the Ageing Population and on Social and Health Care Services for Older People 2012/980).

In 2019, Finland had 1.2 million citizens who were 65 or older. In Ostrobothnia, there were a total of 41,135 people who had turned 65 in 2020. This constitutes 23.4% of the population of Ostrobothnia.

Ageing has consequences for public health. The problems that need to be prevented include a lack of physical activity, nutritional problems, such as being underweight or overweight as well as malnutrition among seniors, alcohol and drug consumption, psychological problems and loneliness (SMH 2020/32).

The need to use services intended for seniors generally increases in people over 75 years of age and in particular in people over 85 years of age. Through increased investments in promoting the health and wellbeing of those who have recently retired and by identifying risk factors, in the longer term, the opportunities to cope independently in everyday life for older age groups can be promoted (Penttinen etc., 2022).

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Supporting self-care for health

The development of digital services within social welfare and healthcare has been relatively slow compared to many other sectors of society. Self-care means things you can do independently to treat yourself. If you can handle some matters on your own, the staff's time is freed up for the services that require personal meetings.

OMAOLO www.omaolo.fi

Omaolo is an electronic channel for services and the management of matters within healthcare. You receive an assessment of your care needs around the clock and, if necessary, contact with healthcare staff within the public healthcare in your locality.

Symptom assessment

Complete the appropriate symptom assessment. You will receive an assessment of your need for care based on your answers. You will see the instructions of your own municipality and your area.

Health check

With the help of an electronic health check, lifestyle habits and mental wellbeing can be assessed. When you have answered the questions, you will receive a comprehensive report on your health status based on the answers given.

Assessment of support needs

With the service assessments, you can chart the kind of support and help social services can offer in your or your loved one's life situation. You can assess support for personal assistance, mobility outside the home or care of loved ones.

Coaching

Wellbeing coaching programmes encourage you to make lifestyle changes that improve your health. The coaching programmes guide and monitor your progress through the tasks you complete. Coaching programmes are available for, among other things, weight control, better sleep quality as well as stopping smoking or reducing alcohol consumption.

Go to www.omaolo.fi and select the service you need.

HEALTH VILLAGE

Health Village is a public web service, produced by those working within social welfare and healthcare. Health Village complements traditional healthcare and social work and promotes the possibility of maintaining wellbeing.

Ikätalo

Ikätalo is a web service (in Finnish and Swedish) that provides an easy-to-read package of health information and helps people over 65 and their loved ones to find useful services to make everyday life work.

Go to www.terveyskyla.fi/ikatalo for more information.

Self-Care

On the website Health Village there are programs and support for self-care on various diseases and conditions. Go to www.terveyskyla.fi/en and select the heading “Hubs”, to select the topic you need help with.

DIET AND NUTRITION

Food is of great importance for our health and performance, both in the short and long term. A healthy diet and sufficient daily exercise promote health and reduce the risk of contracting a common disease. With the right food choices, we can also promote oral health.

Use the following long-term advice if you want to improve your eating habits:

- eat regularly, 4–6 meals at 3–4 hour intervals
- muscles need protein and therefore every meal needs to contain a protein source, for example eggs, chicken, peas, beans or dairy products
- eat fish at least twice per week
- eat foods that contain little salt
- eat ½ kg of fruit, berries and vegetables daily
- use soft fats (vegetable fats) and avoid saturated fats, replace butter with margarine.
- primarily choose whole grain varieties of bread, cereals, pasta and rice
- eat sweets in moderation.
- a vitamin D supplement is recommended all year round.

Support for the self-care of diet and weight control is available, among other things, at Health Village. Go to www.terveyskyla.fi/en and select the heading “Hubs”, to select the topic you need help with.

THERAPY NAVIGATOR

If you need help with your ability of cope and with managing and evaluating symptoms of mental illness, fill out the therapy navigator. The therapy navigator charts your life situation and any current problems or difficulties you have experienced in the past. The information is collected so that you can be referred to such forms of help or support that suit you best. The therapy navigator helps you get a preliminary assessment of your symptoms and makes it easier to find the right form of treatment for you.

Go to www.terapianavigattori.fi and fill out the navigator.

MENTALHUB

Mentalhub offers self-care programs for various symptoms, life situations and mental wellbeing. There are also special self-help programs for different target groups. Mentalhub's self-assessment tests are intended to make it easier to assess and monitor one's own psychological wellbeing.

Go to www.mielenterveystalo.fi/en and choose what suits your needs.

ADDICTION

There are tests you can do to find out if you have an addiction, as well as lots of information, support and help regarding self-care. The most important and first step to recovery is admitting you have a problem.

AddictionLink is a website where you can find various tests and support for self-care, for those who experience they have a need for this. Go to www.paihdelinkki.fi/en and select the heading "tests and counters" to test yourself or "self-help" to get support for self-care.



Home safety

112 app

112 Suomi is the Emergency Response Centre Agency's mobile application that has been developed in collaboration with various security actors in Finland. With the app, you will find help if you have an emergency or, are in need of urgent assistance.

Do not give out bank codes

Do not reveal your codes to the online bank or your payment card by e-mail or in other ways, regardless of who asks.

Smoke alarm

There must be one smoke alarm per 60 square metres of living space. It should be tested once a month, so you know it is working. The battery is changed once/year (if you do not use a lithium battery). The smoke alarm needs to be replaced every 5-10 years or according to the manufacturer's instructions.

Escape routes

An escape route is a way out of your home to a safe place outside. There must be no obstacles in front of escape routes. Windows that serve as emergency exits must be easy to open. Upper floors must have a fire escape unless there are two exits.



Plan for the future

FINANCIAL AFFAIRS

It is important that you plan how you want your financial affairs to be managed before a stage comes when you are no longer able to manage them yourself. No one has the right to take care of someone else's financial affairs or property without proper authorisation. Even a marriage does not automatically give access to the other's accounts and a settlement will only come into effect when one dies. Successful planning also prevents abuse and exploitation.

You can get help setting up a power of attorney through, for example, a lawyer at the bank.

A SAFE HOME

It is important to think about what you can do in your home so that you will have the opportunity to live there for as long as possible. For example, you can make the home suitable for rollator walkers or wheelchairs by removing thresholds.

Vision deteriorates as you get older, which means you need more light to see properly. A well-lit home improves your safety. In addition, you also need to think about separate night lighting to make it easier to move around the home at night. Falls are among the most common accidents in the home, so it is a good idea to remove slippery carpets.

You are responsible for ensuring that the living conditions are such that you can cope when your functional ability deteriorates. When there is a need for a renovation or other changes, depending on the income limits, you can get help from VTKL – The Finnish Association for the Welfare of Older Adults to apply for any grants from The Housing Finance and Development Centre of Finland (ARA). (Handbook for fees and allowances).

Health assessment

For an assessment of your state of health as well as guidance on services within the Wellbeing Services County of Ostrobothnia, call the Customer Service Centre or Senior Line.

Call Senior Line or the Customer Service Centre for any of the reasons below, for example

- flu, stomach flu
- prescription renewal
- statements or controls
- laboratory tests or X-ray results
- prolonged aches or pains that are not due to an injury
- removal of stitches
- measurement of blood pressure
- assessment of rashes, birthmarks and nodules
- vaccinations (non-urgent)
- long-term eczema.

SENIOR LINE 06 218 9800

Open Monday–Thursday from 08:00–15:00 and Friday from 08:00–14:00.

Senior Line is an advice number aimed at people over 65 years of age. When you call **06 218 9800**, you will get in touch with a healthcare professional, who will make an assessment, of your care needs, provide you with self-care counselling and guidance as well as information and general advice.

If the person answering is unable to help you immediately, the matter will be passed on to the appropriate person within healthcare and social welfare, who will contact you as soon as possible.



CUSTOMER SERVICE CENTRE 06 218 9000

Open Monday–Thursday from 08:00–15:00 and Friday from 08:00–14:00.

This is what to do when you call the Customer Service Centre

Call **06 218 9000**. If your home municipality is Kristiinankaupunki (Kristinestad), call **06 218 6019**. Listen carefully to the recorded instructions.

Step 1. Select the desired language

- ➔ If you want service in Swedish, press 1.
- ➔ If you want service in Finnish, press 2.

Step 2. Select your home municipality

- ➔ Vaasa or Laihia, press 1
- ➔ Kruunupyy (Kronoby), press 2
- ➔ Pietarsaari (Jakobstad), Luoto (Larsmo) or Pedersöre, press 3
- ➔ Uusikaalepyy (Nykarleby), press 4
- ➔ Mustasaari (Korsholm), press 5
- ➔ Vöyri (Vörå) or Oravainen (Oravais), press 6
- ➔ Närpiö (Närpes) press 7
- ➔ Maalahti (Malax) or Korsnäs, press 8
- ➔ Kaskinen (Kaskö), press 9

If your home municipality is Kristiinankaupunki (Kristinestad), please call the number **06 218 6019** or contact Selkämeren Terveys (Bottenhavets hälsas) digital health station.

Step 3. Wait for the call to be connected to the health station in your home municipality.

- ➔ Listen and follow the instructions you receive.

Text message 040 488 8985

If you are hearing impaired, you can send a text message to telephone number **040 488 8985** on weekdays from 08:00 –16:00.

Your message will be answered as soon as possible.

Cancel your reserved appointment

Send a text message to phone number **040 190 8576**.

Write your name, home municipality and the time you wish to cancel.

MEDICAL HELPLINE 116 117

You can find Accident & Emergency department in Vaasa and Pietarsaari (Jakobstad). Call the toll-free number **116 117** before considering going to the Accident & Emergency (A&E) Department.

Medical Helpline 116 117 will give you:

- reliable guidance and advice in social welfare and healthcare matters
- assistance when you are concerned about yourself or someone close to you
- advice on sudden health issues when your local health centre is closed.

The Medical Helpline will make a care assessment as soon as you register. We decide, among other things, whether you need emergency care, and how quickly you need it. You may also be referred for self-care or to contact your local health centre.

In the following situations, you should always go directly to the Accident & Emergency (A&E) Department:

- severe chest pain
- bleeding profusely
- severe respiratory distress
- symptoms of a stroke; difficulty to speak (cannot find the words or slurred speech); signs of facial paralysis where one of the corners of the mouth hangs or moves poorly, numbness in the arms or legs.

EMERGENCY NUMBER 112

Only call emergency number **112** in situations where urgent assistance is needed from the authorities on site (police, paramedics, firefighters, social services).

If you make an emergency call, it is important that you listen and answer the questions asked during the emergency call.

SOCIAL AND CRISIS EMERGENCY SERVICE 06 218 9555

The Social and Crisis Emergency Service responds to urgent needs for social welfare services around the clock, all through the week.

Examples of situations when you should contact the Social and Crisis Emergency Service:

- in serious crisis situations (fire, a sudden unexpected death, suicide, violence or other accident)
- in case of domestic violence or intimate partner violence
- rapid deterioration of an elderly person's functional ability or wellbeing need for immediate assessment and/or assistance from a social welfare authority.

You can contact the social emergency service around the clock by phone on **06 218 9555**. In case of financial concerns, contact Social Work for Seniors. More information can be found on Page 39.

DOMESTIC VIOLENCE AND INTIMATE PARTNER VIOLENCE

If you are a victim of domestic violence or intimate partner violence, or if you have perpetrated violence, help is available.

Professionals will help you to evaluate the situation and find suitable forms of support for you and your loved ones.

Help is available at all times:
Ostrobothnia Shelter: **06 312 9666**

Ostrobothnia Social Emergency Service: **06 218 9555**

Nollalinja– for anyone who has experienced psychological, physical, or sexual violence or a threat of violence in a close relationship: **080 005 005**

Police and Emergency Response Centre: **112**



Oral healthcare

Appointments can be made by telephone **06 218 9100**, Monday–Thursday from 07:30–15:30 and Friday from 07:30–15:00

In urgent cases, contact immediately from 07:30 and non-urgent cases after 09:00.

Within the Wellbeing Services County of Ostrobothnia, emergency oral and dental care is managed outside working hours by the Vaasa Central Hospital's emergency department on weekday evenings from 16:00–21:00 and on weekends and bank holidays from 08:00–21:00.

Situations requiring emergency treatment

- swelling, difficulty swallowing
- the mouth cannot be closed or can only be opened to a limited extent
- severe tooth-based pain (constant pain, which prevents sleep and where pain relief medication does not help)
- dental accidents or suspected jaw fractures
- bleeding after e.g. tooth extraction, if it feels like the mouth is quickly filling with blood.

Situations that do not require emergency treatment

- pain alleviated by pain relief medication
- a shooting pain when exposed to hot or cold temperatures
- a chipped tooth or filling
- problems with prosthetic devices or detachable orthodontic devices.

Remember!

- Considering oral health, it is important to brush your teeth twice a day, drink water as a thirst quencher and avoid snacking (or grazing)
- Take a Xylitol pastille after every meal.
- Replace your regular toothbrush with an electric toothbrush. Use dental floss to clean between the teeth as well.
- If you have dentures, you should use toothpaste that is intended specifically for the purpose, alternatively use soap-based cleaning. Ordinary toothpaste is too rough for dentures.
- Go for regular oral and dental check-ups and seek treatment in good time!



Memory counselling

At the Geriatric Outpatient Clinic, you will receive comprehensive guidance and advice on memory issues. The outpatient clinic's staff also performs examination and diagnosis related to memory problems and plans care.

If you suspect that you or your loved one has a memory disorder that has not previously been examined or treated, you can contact the Geriatric Outpatient Clinic directly.

**Kruunupyy (Kronoby),
Pietarsaari (Jakobstad),
Pedersöre, Luoto (Larsmo)**
Monday–Thursday
Tel. 040 805 1646, 06 786 2646

Monday, Thursday, Friday
Tel. 050 356 1071, 06 786 2620

**Pietarsaari, Pedersöre,
Luoto, Uusikaarlepyy**
Finnish-speaking customers
Tel. 050 438 5923, 06 786 2619

Uusikaarlepyy (Nykarleby)
Tel. 050 511 7669, 06 786 2771

**Oravainen (Oravais),
Vöyri (Vörå), Maksamaa (Maxmo)**
Tel. 044 727 1230

Mustasaari (Korsholm)
Weekdays 08:00–09:00
Sepänkylä (Smedsby),
Raippaluoto (Replot),
Western part of Pohjois–Mustasaari
(Norra Korsholm)
Tel. 050 518 1051

Koivulahti (Kvevlax),
Helsingby, Sulva (Solf),
Eastern part of Pohjois–Mustasaari
(Norra Korsholm),
Tel. 044 424 9133

Vaasa
Weekdays 09:00–10:00
Tel. 0400 910 708,
040 556 9668

Laihia
Weekdays 09:00–14:00
Tel. 06 325 8200

Maalahti (Malax)
Tel. 050 327 8150

Maalahti (Malax) Korsnäs
Weekdays 08:00–09:00
Tel. 050 441 7782

Närpiö (Närpes)
Tel. 040 676 4992

**Kristiinankaupunki (Kristinestad),
Kaskinen (Kaskö)**
Tel. 040 648 6522

Senior counselling

Senior counselling is under development in the Wellbeing Services County of Ostrobothnia.

Senior counselling promotes wellbeing, health and functional ability. The counselling increases the chance of identifying risk factors related to endemic diseases and memory disorders at an early stage and makes it possible for the client to live at home for longer.

Senior counselling provides support in matters relating to ageing, with a low-threshold, carries out health checks and provides lifestyle guidance.

More information about the senior counselling services will be provided later.



Exercise services

Daily physical activity is important for young and old alike. The goal of physical training is to maintain or promote functional ability through a versatile range of training activities. Versatile training means that, in addition to exercise, you also train muscle strength and balance. Through a combination of such forms of training, functional ability is improved and the possibility to continue to live at home is strengthened.

Exercise also strengthens mental wellbeing and memory and gives you the opportunity to socialise and meet other people. Daily exercise significantly supports disease prevention, care and rehabilitation.

Determine the time and place for training. For example, three times a week before breakfast for at least 10 minutes. Two or three songs of your favourite music are enough for ten minutes. If you have difficulty sitting or standing, you can practice lying down. For example, exercise by lifting, bending and stretching different body parts.



ONNITV

OnniTV offers remote exercise, memory training, and cultural content through its dedicated TV channel. The exercises are tailored to various abilities, and programs air every weekday from 11 AM to 1 PM. Exercise programs in Swedish are broadcast on Mondays and Fridays from 10 AM to 11 AM.

You can find OnniTV on antenna TV channel 33 and cable TV channel 66. For Elisa Viihde, it's on channel 567, and for Maxivision, it's on channel 23. In Närpiö (Närpes) it's on channel 54. For more information, visit www.onnitv.fi.

Information about exercise services within your own municipality:

Kruunupyö (Kronoby)

Recreation coordinator

Tel. 040 867 9739

Kruunupyön kansalaisopisto

(Kronoby medborgarinstitut)

Tel. 06 823 1528, 040 359 1145

Pietarsaari (Jakobstad)

Special sports instructor

Tel. 044 785 1652

Jakobstad Arbis

Tel. 06 786 3264

Pietarsaaren työväenopisto

Tel. 044 785 1256

Pedersöre

Pedersöre medborgarinstitut

Tel. 06 785 0275

Luoto (Larsmo)

Fitness coordinator

Tel. 044 787 7390

Uusikaarlepyö (Nykarleby)

Arbis

Tel. 050 477 4042

Vöyri (Vörå)

Recreation Secretary

06 382 1671

Vöyriin kansalaisopisto

(Vörå medborgarinstitut)

Tel. 06 382 1673

Mustasaari (Korsholm)

Fitness counsellor

Tel. 044 424 0112, 050 517 6661

Adult Education Centre of Korsholm

Tel. 06 327 7266

Vaasa

Leading sports instructor

Tel. 040 098 3993

Head of sports services

Tel. 040 721 9760

Alma Adult Education Centre

Customer service Swedish

tel. 040 629 9133

Customer service Finnish

tel. 0400 868 110

Maalahti (Malax)

Fitness counsellor

Tel. 050 389 4450

Tel. 06 347 7111 (switchboard)

Korsnäs Welfare coordinator

Tel. 050 528 9728

Maalahden-Korsnäsin

kansalaisopisto (Malax-Korsnäs

medborgarinstitut)

Tel. 040 650 8100, 040 650 8099

Närpiö (Närpes), Kaskinen (Kaskö)

Sports secretary

Tel. 040 160 0754

Närpiön aikuisopisto

(Närpes vuxeninstitut)

Tel. 06 224 9280

Kaskisten kansalaisopisto

(Kaskö medborgarinstitut)

Tel. 050 576 5811 Monday–Thursday

Kristiinankaupunki (Kristinestad)

Sports manager

Tel. 040 524 4418

Kristiinankaupungin kansalaisopisto

(Kristinestads medborgarinstitut)

Tel. 040 154 4805

Rehabilitation

The Wellbeing Services County of Ostrobothnia organises exercise groups for home residents who are older than 65 and who's physical, mental and/or social functional capacity is impaired, and who find it difficult to participate in municipal or third sector groups. The goal is to support and guide the client so that they are, able to live at home for as long as possible.

Before you are given the opportunity to participate, you will undergo an assessment to see if you are a suitable participant. The exercise groups are organised in Vaasa and planned in other locations as needed. You can get more information by calling the phone number **040 747 3904**.

PHYSIOTHERAPY

The goal of physiotherapy is to find ways together to regain and promote the ability to move and function as well as create the conditions for as independent an everyday life as possible. If you fall without any external cause such as a slip, carpet or threshold, you should seek help. It is not a normal sign of ageing.

You will need a doctor's referral to receive physiotherapy. To book a doctor's appointment, contact Senior Line or the Customer Service Centre. Contact information on **pages 12–13**.

**Kruunupyy (Kronoby),
Pietarsaari (Jakobstad), Pedersöre,
Luoto (Larsmo)**

Weekdays from 08:00–09:00
Tel. 06 786 1367

Uusikaarlepyy (Nykarleby)
Weekdays from 08:00–09:00
Tel. 06 786 2758

**Oravainen (Oravais), Vöyri (Vörå),
Maksamaa (Maxmo)**
Weekdays from 08:00–09:00
Tel. 044 727 7376

Mustasaari (Korsholm)
Monday from 08:00–09:00,
Tuesday–Friday from 08:00–08:30
Tel. 06 218 4073

Vaasa Weekdays from 08:00–09:00
Tel. 06 218 1211

Laihia Weekdays from 08:00–09:00
Tel. 06 218 1216

Maalahti (Malax), Korsnäs
Weekdays from 12:30–13:00
Tel. 050 374 3919

Närpiö (Närpes), Kaskinen (Kaskö)
Weekdays from 08:00–08:30
Tel. 040 674 6017

Kristiinankaupunki (Kristinestad)
Weekdays from 08:00–09:00
Tel. 06 221 8471

HOME REHABILITATION

The goal of rehabilitation is to make everyday life as independent and safe as possible in one's own living environment. A good functioning capacity is a fundamental factor for you to be able to stay at home for as long as possible.

When is home rehabilitation an option?

- ➔ your ability to carry out everyday tasks is impaired
- ➔ it has become more difficult for you to look after the home, shop and cook
- ➔ you feel insecure or afraid of falling when washing yourself or when moving on stairs.

The content of the rehabilitation is planned together with you, considering your life situation and your needs. Relatives and loved ones play an important role in the planning and implementation of home rehabilitation.

Kruunupyy (Kronoby), Pietarsaari (Jakobstad), Pedersöre, Luoto (Larsmo) Occupational therapist
tel. 050 522 7782
Physiotherapist tel. 046 920 2821

Uusikaarlepyy (Nykarleby)
tel. 050 577 0526

Oravainen (Oravais), Vöyri (Vörå), Maksamaa (Maxmo) Occupational therapist
tel. 044 424 0114
Physiotherapist tel. 040 452 6482

Mustasaari (Korsholm)
Tel. 044 727 7952, 044 727 1398

Laihia tel. 044 475 0281

Maalahti (Malax) tel. 050 437 2446

Korsnäs tel. 050 343 7822

Närpiö (Närpes), Kaskinen (Kaskö)
Tel. 040 160 0752, 050 409 9363

Kristiinankaupunki (Kristinestad)
Tel. 06 221 8471, 040 086 1665

Vaasa
Occupational therapist
Tel. 040 738 3220, 040 589 4186
040 194 9586

Physiotherapist
Centre tel. 040 145 8777
Palosaari, Isolahti tel. 040 583 6046
Ristinummi, Vanha Vaasa,
Huutoniemi, Purola, Teeriniemi,
Kiilapalsta
Tel. 040 738 2987, 040 152 5973
Vöyrinkaupunki, Centre, Sundom,
Vaskiluoto
Tel. 040 649 4828
Vähäkyrö, Gerby, Västervik,
Vetokannas, Pukinjärvi, Kotiranta,
Asevelikylä, Impivaara, Metsäkallio,
Koskisuo
Tel. 040 128 3055
Hietalahti, Korkeamäki, Suvilahti
Tel. 040 578 6258

EFFECTIVE HOME REHABILITATION

Enhanced home rehabilitation after a hospital stay means that after discharge from a hospital or other care department, you receive intensified care and rehabilitation in your home. The goal is to help and support you to get started in your everyday life again, increase security and strengthen confidence in your ability to manage your life.

The team for enhanced home rehabilitation is multi-professional and consists of nurses and community carers as well as physiotherapists and occupational therapists.

When you are discharged from a hospital or care unit, the staff within enhanced home rehabilitation will contact you for continued training and support.



ASSISTIVE TECHNOLOGY CENTRE

The Assistive Technology Centre provides services that make it easier for you to cope with everyday tasks. The intention is to support your functional ability and participation so that you can manage as well as possible in your everyday life and in your environment. Aids are acquired with the support of national foundations.

Many assistive tools that make everyday life easier for seniors can now be bought in shops and pharmacies, such as

- ➔ sockpullers and compression socks
- ➔ anti-slip mats for the shower
- ➔ extra handles
- ➔ grippers to pick things up from the floor
- ➔ brushes with long handles
- ➔ various food aids.

It is possible to borrow some of the aids from the Wellbeing Services County of Ostrobothnia.

Kruunupyy (Kronoby), Säbräntie 1

Teerijärvi (Terjärv), Hörbyntie 8

Alaveteli (Nedervetil),

Misterhultintie 4

Weekdays from 08:00–09:30

Tel. 06 786 1360

Pietarsaari (Jakobstad),

Pedersöre, Luoto (Larsmo)

Källbyvägen 7

Weekdays from 08:00–09:30

Tel. 06 786 1360

Uusikaarlepyy (Nykarleby),

Mathesiuksenkatu 9

Weekdays from 08:00–09:00

Tel. 06 786 2758

Mustasaari (Korsholm),

Vanha Karperöntie 17 B

Oravainen (Oravais), Vöyri (Vörå),

Maksamaa (Maxmo), Öurvägen 25

Weekdays from 10:00–11:00

Tel. 06 218 4098

Vaasa, Sarjakatu 2, B

Monday, Tuesday from 12:00–15:30

Wednesday–Friday from 09:00–12:00

Tel. 040 740 5639

Laihia, Vallinmäentie 43

Weekdays from 08:00–09:00

Tel. 06 218 1216

Maalahti (Malax), Korsnäs,

Tamppitie 2

Weekdays from 11:00–11:30

Tel. 050 566 8520

Närpiö (Närpes), Kaskinen (Kaskö),

Kirkkotie 6

Weekdays from 08:30–09:00

Tel. 050 305 0265

Kristiinankaupunki (Kristinestad),

Lapväärtintie 10

Weekdays from 08:00–09:00

Tel. 06 221 8471

Impaired hearing and vision

Has your hearing become worse?

- ➔ relatives point out that you are hard of hearing
- ➔ difficulty to hear the doorbell
- ➔ you think people mumble
- ➔ difficulty hearing on the phone or in crowds.

If you experience problems with your hearing, contact us according to the instructions below.

I don't have a hearing aid

You need a referral. You can get help with this by contacting Senior Line or the Customer Service Centre and telling them that you want to have a hearing test.

I have a hearing aid

Get in touch directly with the Hearing Station where hearing tests are carried out. The staff at the Hearing Station is responsible for the selection and testing of hearing aids, guidance and service.

Vaasa

Monday and Thursday from 08:00–10:00
Tel. 06 213 1376

Pietarsaari (Jakobstad)

Monday from 08:00–10:00,
Thursday from 14:00–15:00
Tel. 040 540 5963

South Ostrobothnia

The Wellbeing Services County of Ostrobothnia has a purchase of service contract with Kuulostudio Oy, which has a regular outpatient clinic in Närpiö (Närpes) at Kirkkotie 6G.

For information on reception times, see the website

www.en.osterbottensvalfard.fi or call telephone number **045 656 1119**.



Vision aids for activities in daily life

With some eye diseases, you may have difficulty performing various tasks, but there are aids that have been developed for different needs.

If you have difficulty administering eye drops, you can use a container for the eye drop bottle. When you place the eye drop bottle in the container, it becomes easier for you to aim correctly.



If you find it difficult to see when a cup is properly filled, you can use a liquid monitor. You hang the liquid guard on the cup and when the liquid reaches the liquid guard, it emits a signal to let you know that the cup is full.



If you want to know more about various aids that facilitate the performance of everyday tasks, you can familiarise yourself with the website of the Finnish Swedish Federation of the Visually Impaired, www.fss.fi and the Finnish Federation of the Visually Impaired, www.nkl.fi. If you have questions about vision and aids, you can get in touch by phone or e-mail.

More information about various aids and technological solutions can be found in the welfare technology catalogue. You can find it at www.osterbottensvalfard.fi, search for "apuvälineet" in Finnish or "hjälpmedel" in Swedish in the search box.

Distribution of medical supplies

We promote the treatment and follow-up of long-term illnesses at home. For the distribution of medical supplies, you need a referral from a doctor, nurse, stoma nurse or urotherapist.

Medical supplies necessary for treatment are distributed to patients with long-term illnesses and in outpatient care. The medical supplies given at one time are for three months.

Contact details and more information can be found on the website **www.en.osterbottensvalfard.fi**. Type "distribution of medical supplies" in the search box.



Social welfare guidance

Get in touch with the Social Welfare Guidance Service to get information and advice as well as an assessment of service and care needs. For prevention purposes, you will receive information about available service options as well as suggestions for solutions to support you or your loved ones living at home.



AIDS THAT SUPPORT SAFE LIVING AT HOME

There are many aids and digital aids as well as technological solutions that help you live at home longer and provide increased security and safety as well as social interaction.

You can get some aids via the Wellbeing Services County of Ostrobothnia, while others you can buy yourself. You can get help and advice from your own service advisor, see contact details on **page 34**.

Examples of technological aids are stove monitors and security alarms. A stove monitor warns of dangerously high temperatures at the stove before fires and dangerous gases have formed. A personal alarm watch is equipped with a telephone, SOS button and GPS positioning to help you if you get lost.

There are various types of alarms available to increase security, especially at night, for those of you who live together. For example, an alarm mat that reacts with an audio signal when you step on it. A door alarm or window alarm emits sound signals when the door or window is opened.

More information about various aids and technological solutions can be found in the welfare technology catalogue. You can find it at **www.en.osterbottensvalfard.fi**, search for "apuvälineet" in Finnish or "hjälpmedel" in Swedish in the search box.

SUPPORT SERVICES

Support services refer to services that help you cope with daily life functions so that you can feel safe in your home. With the help of Support Services, you can get content in your daily life to support your wellbeing. Support Services are needs-tested. In other words, the possibility of a support service is charted and investigated.

Alvar-recreational activities

Alvar is an electronic service that works through video calls. From your home, you participate in the recreational activities using a touch pad. Recreational activities are arranged in small groups, and via the touchpad you see and hear other participants, which means you get to share the experience with others. Recreational activities support mental, physical and social wellbeing and promote and maintain functional ability. You do not need to have any previous technical knowledge to participate.

Meal service

A meal service is provided for you if you are unable to prepare meals due to illness or reduced functional capacity, or if your nutritional intake is deficient and needs to be ensured. The meal service is designed so that you receive hot food regularly at home, or as a technological solution. The technological solution involves a freezer that contains ready-made portions of food for two weeks. You heat the food in a convection oven.

Safety phone

A safety phone is available for those who need support to call for help due to an unstable state of health, in case of an increased risk of falling or insecurity. The purpose of the safety phone is to support safe living in one's own home and in the immediate surroundings. The safety phone's function is ensured around the clock and protected against power outages with a battery.

ATTENTION! The safety phone is for non-urgent service. In an emergency, you should ALWAYS call **112** directly!

The application form for a safety phone can be found at **www.osterbottensvalfard.fi**, type "turvapuhelin" in Finnish or "trygghetstelefon" in Swedish in the search box. Under Support Services you will find information.



Medicine dispenser

A medicine dispenser is a locked medicine cabinet that reminds you when it is time to take your medicine. The homecare service fills up the dispenser and responds to any alarms from the machine.

Shopping service

Food and grocery shopping is primarily handled by yourself, your relatives or as a store service. If necessary, support can be provided from the Wellbeing Services County of Ostrobothnia. A shopping service means that you get your goods delivered to your home for a week at a time.

Daytime activities

Daytime activities are aimed at people who are over the age of 65 and living at home, whose physical, mental or social functioning is impaired or at risk of being impaired. It is suitable for anyone who cannot participate in any other leisure activity outside the home. Daytime activities can also be offered as a respite to informal carers and close relatives/loved ones.

An application for this service can be made by yourself or by a relative. The service supervisor investigates the need and the possibility of entitlement to daytime activities. The application form can be found at www.en.osterbottensvalfard.fi, search for the word "päivätoiminta" in Finnish or "dagverksamhet" in Swedish in the search box.

Interval care (short-term care places)

Interval care is a support service intended for those who need temporary care and rehabilitation. Interval care can also be sought so that informal caregivers can rest.

The goal of Interval care is to strengthen functional capacity and support the stamina of loved ones. Interval care should function as a support for continued living in one's own home.

Short-term care is granted to a client who, due to an urgent, unforeseen circumstance, requires a short-term place to deal with the crisis at hand.

An assessment is made to determine whether you are eligible for a place. RAI is used as a mapping instrument, which provides an objective assessment of the need for care. In order to make the right decision, we make home visits if necessary, discuss with you as the applicant, your relatives and, also with the Homecare Service and Memory Counselling. When processing the application, an assessment of the service need is made in accordance with the Social Welfare Act.

The application for interval care can be found at **www.en.osterbottensvalfard.fi**, search for the word "interval care" in the search box. The application can be found under Housing Services for Senior Citizens.



INFORMAL CARE

Support for informal care means that the care of seniors, the sick or people with disabilities is arranged at the client's home, with the help of a relative or someone else who is close to the person in need of care.

The informal carer receives a care-allowance as compensation for the care work. In addition, statutory days off and service are provided to support the informal care.

A doctor's report is attached to the application for support for informal care, which shows the care recipient's daily care needs. The need for care is always investigated on a case-by-case basis (Act on Support for Informal Care 2005/937).

HOMECARE

Homecare helps and guides you in the functions that you cannot handle yourself or in situations where you do not get help from relatives or loved ones. The goal is for you to live safely in your own home for as long as possible. Homecare must, regardless of the time of day, support your service needs.

The healthcare services you need are met both through remote care and through traditional home visits. The service supervisor assesses the service needs and charts resources and risks using the RAI assessment system and grants the client a service package.

Alvar-care

Alvar-care means home care that is carried out remotely, with the help of a touch pad. You participate in the video call from home and do not need any previous technical knowledge. An Alvar attendant calls at an agreed time and then the device starts automatically.

Alvar-care can, for example, mean that the carer follows you on the touchpad when you take your medicine, measure your blood sugar level or heat food and, if necessary, the carer can participate in the meal.

Through remote calls, healthcare professionals can monitor your general wellbeing and functional ability.

Homecare

The Homecare Service provides healthcare, such as injections, wound care and blood tests, to those who have reduced mobility and cannot use the regular healthcare service themselves.

CONTACT DETAILS

Support for living at home safely, Support Services and Homecare.

Kruunupyy (Kronoby)

Support Services

Weekdays from 09:00–11:00

Tel. 050 347 1331

Homecare

Tel. 040 804 3403

**Pietarsaari (Jakobstad),
Pedersöre, Luoto (Larsmo),
Uusikaarlepyy (Nykarleby)**

Case management Helmi

Weekdays from 08:30–11:30

Tel. 06 786 2660

**Oravainen (Oravais), Vöyri (Vörå),
Maksamaa (Maxmo)**

Weekdays from 09:00–11:00

Tel. 040 648 8628

Mustasaari (Korsholm)

Weekdays from 09:00–11:00

Sepänkylä (Smedsby),

Raippaluoto (Replot),

Tel. 06 218 4171

Pohjois-Mustasaari (Norra Korsholm),

Koivulahti (Kvevlax), Helsingby,

Sulva (Solf)

Tel. 06 218 4182

Vaasa

Mapping team

Weekdays from 08:30–15:00

Tel. 06 218 2152

Laihia

Weekdays from 09:00–11:00

Tel. 050 548 9553

Maalahti (Malax), Korsnäs

Weekdays from 09:00–11:00

Tel. 050 526 1169, 040 648 7825

Närpiö (Närpes)

Weekdays from 08:00–10:00

Tel. 040 160 0673

Närpiö (Närpes), Kaskinen (Kaskö)

Weekdays from 08:00–10:00

Tel. 050 345 4947

Kristiinankaupunki (Kristinestad)

Weekdays from 08:00–10:00

Tel. 040 610 9112

Interval care

**Kruunupyy (Kronoby),
Pietarsaari (Jakobstad), Pedersöre,
Luoto (Larsmo), Uusikaarlepyy
(Nykarleby)**
Tel. 040 805 1549

**Mustasaari (Korsholm), Oravainen
(Oravais), Vöyri (Vörå),
Maksamaa (Maxmo)**
Tel. 06 218 4156, 050 518 1236

Vaasa
Tel. 040 715 5521

Laihia
Tel. 040 480 2264, 050 406 2513

Maalahti (Malax), Korsnäs
Tel. 06 218 4156, 050 518 1236

Närpiö (Närpes)
Tel. 040 160 0673

Närpiö (Närpes), Kaskinen (Kaskö)
Tel. 050 345 4947

Kristiinankaupunki (Kristinestad)
Tel. 040 610 9112

Informal care

Kruunupyy (Kronoby)
Weekdays from 09:00–11:00
Tel. 050 347 1331

Pietarsaari (Jakobstad), Pedersöre
Monday, Wednesday, Thursday
from 08:00–09:00
Tel. 06 786 2645

**Uusikaarlepyy (Nykarleby),
Luoto (Larsmo)**
Monday, Wednesday, Thursday
from 08:00–09:00
Tel. 06 786 2570

**Oravainen (Oravais), Vöyri (Vörå),
Maksamaa (Maxmo)**
Weekdays from 09:00–11:00
Tel. 040 648 8628

Mustasaari (Korsholm)
Weekdays from 08:30–10:30
Tel. 06 218 4176

Vaasa
Weekdays from 09:00–11:00
Tel. 040 530 4711, 040 836 9255

Laihia
Weekdays from 08:30–10:30
Tel. 06 218 4176

**Maalahti (Malax),
Korsnäs, Närpiö (Närpes)**
Weekdays from 08:30–10:30
Tel. 050 350 2023

**Kristiinankaupunki (Kristinestad),
Kaskinen (Kaskö)**
Weekdays from 09:30–10:30
Tel. 040 587 4870



ACCOMMODATION SERVICES WITH ROUND THE CLOCK CARE

Different forms of housing services consist of, among other things, service housing, enhanced service housing, and enhanced service housing for those with memory disorders.

The SAS (Selvitä-Arviointi-Sijoita) Agency arranges short-term and long-term care places. The SAS group makes a survey to investigate whether you can get a place to live.

As a mapping instrument, the care planning group uses, among other things, the RAI assessment system, which provides an objective mapping of the need for care. In order to make the right decision, we make home visits if necessary, discuss with you as the applicant, your relatives and, also with the Homecare Service and Memory Counselling. When processing the application, an assessment of the service need is made in accordance with the Social Welfare Act.

**Kruunupyy (Kronoby),
Pietarsaari (Jakobstad), Pedersöre,
Luoto (Larsmo), Uusikaarlepyy
(Nykarleby)**
Tel. 040 805 1730

**Mustasaari (Korsholm), Oravainen
(Oravais), Vöyri (Vörå),
Maksamaa (Maxmo)**
Tel. 06 218 4156, 050 518 1236

Vaasa
Tel. 040 715 5521

Laihia
Tel. 040 480 2264, 050 406 2513

Maalahti (Malax), Korsnäs
Tel. 06 218 4156, 050 518 1236

Närpiö (Närpes)
Tel. 040 160 0673

Närpiö (Närpes), Kaskinen (Kaskö)
Tel. 050 345 4947

Kristiinankaupunki (Kristinestad)
Tel. 040 610 9112



Social work for seniors

Through social welfare programmes for seniors, we support those who are over 65 and have various social problems. The service mission of social welfare is to promote and support your ability to function, independent performance, social wellbeing and provide security (The Social Welfare Act 2014/1301).

We help with

- ➔ problems related to the family situation, accommodation, abuse or addiction
- ➔ sorting out finances
- ➔ looking for a trustee
- ➔ guidance, advice and help for relatives.

ECONOMIC CONCERNS

Do you worry about your financial situation and feel that the money is not enough? In difficult financial situations, it is possible, for example, to apply for a reduction of costs and other financial support. You can also apply for a funeral allowance to get help with the cost of a funeral.

We help you with information and to find out what you can apply for. If necessary, we also help with the application.

REPORTING A CONCERN

If you are concerned that an elderly person is unable to take care of themselves and is in need, of social welfare or healthcare, you can contact the social worker in their area and make a report of the concern in question. Notification can be made by telephone or in writing.

You can find the registration form on our website

www.en.osterbottensvalfard.fi, search for "social work for seniors".

SUPPORT FOR MOBILITY (TRAVEL SERVICE)

Support for mobility is a budget-based service for those who, due to long-term disability, injury or illness, cannot use public transport without unreasonable difficulties.

Support for mobility can be used both to carry out errands and for leisure trips, but may not be used for medical, hospital or rehabilitation trips, as you can apply for compensation from the Social Insurance Institution of Finland (Kela) for these trips.

You can find the registration form on our website www.en.osterbottensvalfard.fi, search for "social work for seniors".

Kruunupyy (Kronoby), Pietarsaari (Jakobstad), Pedersöre, Luoto (Larsmo), Uusikaarlepyy (Nykarleby)

Contact according to the first letter of your last name.

A–J tel. 040 193 2026

K–R tel. 050 438 5964

S–Ö tel. 040 182 5268, 040 194 9132

Vöyri (Vörå), Oravainen (Oravais), Maksamaa (Maxmo)

Tel. 040 186 9948

Mustasaari (Korsholm)

Monday–Thursday

Tel. 040 619 7308

Vaasa

Centre, Hietalahti, Vaskiluoto, Sundom

Tel. 0400 985 914

Vöyrinkaupunki, Palosaari, Vetokannas, Kotiranta, Isolahti, Gerby, Västervik

Tel. 040 757 3389

Asevelikylä, Bobäck, Purola, Teeriniemi, Melaniemi, Ristinummi, Old Vaasa, Höstvesi, Korkeamäki, Suvilahti

Tel. 040 758 0336

Laihia, Vähäkyrö

Tel. 050 406 2513

Maalahti (Malax), Korsnäs Monday–Thursday

Tel. 040 619 7308

Närpiö (Närpes), Kaskinen (Kaskö), Kristiinankaupunki (Kristinestad)

Tel. 040 482 9463

Psychosocial services

If you are concerned about your own or a loved one's mental health or addiction, here you will find information on how and where you can seek help.

ADDICTION

Addiction care is available for those with alcohol, drug, gambling or other addictions as well as for those who are close to you. An addiction can be physical, psychological and social. It is also common to have a mixture of addictions.

Alcohol

If you feel as if you have lost control of your drinking or see other signs of addiction, there is help available. The most important thing before you seek treatment is that you really decide that it is time to change your drinking habits, as this requires self-discipline and willpower.

Gambling

Various games such as Lotto, Keno, betting are a way for most people to have fun and to experience excitement in the hope of winning money. For some people, however, gambling can become a habit that is difficult to break. Gambling begins to take control of the mind and consumes a lot of time and money. Gambling can also cause problems in human relationships.

Drug abuse

Drug abuse involves either overdosing on prescription or street drugs or using drugs for other than medical purposes.

Nicotine

The tobacco plant contains nicotine, which is a highly addictive substance that provides a stimulating and invigorating effect. Nicotine increases the heart rate and contraction of the heart muscle and likely increases the risk of arrhythmias, i.e. irregular heartbeats. There is evidence that nicotine contributes to the transformation of cells into cancer cells, increases the division of cancer cells and sustains the development of cancer tissue. (Finnish Institute for Health and Welfare, THL).

MENTAL HEALTH

Mental health varies according to life situation and experience. Many people experience at some point that they are not feeling well, and they do not need to be ashamed or hide their problems. With the right support and care, your wellbeing can improve.

HELP AND SUPPORT

If you feel the need for help and support in your psychosocial wellbeing, it pays to seek help in good time, rather than when it is too late. Reasons for making contact may be symptoms of depression, long-term stress, sleep and/or falling asleep problems, personal addiction problems or those of a loved one. The first step to freeing yourself from an addiction is to recognise that you are addicted. Treatment and peer support help many.

There are various forms of self-care programmes that can help you receive care independently. Read more on **pages 7–9** for support for self-care.

Therapy navigator

The therapy navigator is an electronic service where you get help to evaluate and manage symptoms of mental illness. You answer questions based on your condition and then your needs and possible treatment are drawn up. Go to www.terapianavigattori.fi and answer the questions in Finnish or Swedish.

Psychiatric on call service

Do you have questions about mental healthcare? The on-call nurse answers your questions. Anyone can call for free for advice and guidance.

Vaasa Central Hospital

The entire Wellbeing Services County of Ostrobothnia

On-call psychiatric nurse

Around the clock

Tel. 06 213 2009

Pietarsaari (Jakobstad), Malmin Hospital

Kruunupyy (Kronoby),
Pietarsaari (Jakobstad), Pedersöre,
Luoto (Larsmo), Uusikaarlepyy
(Nykarleby)

Psychiatric nurse

Weekdays from 09:00–12:00

Tel. 050 409 8907

Psychosocial Centre

We offer guidance, advice, care assessments and service needs as well as therapeutic support for you and your loved ones in the case of problems with mental health, drug use and gambling or other addictions. We recommend that you complete the therapy navigator before contacting us.

Northern area Kruunupyy (Kronoby), Pietarsaari (Jakobstad), Pedersöre, Luoto (Larsmo), Uusikaarlepyy (Nykarleby).

Mental health service

Monday–Thursday from 15:00–15:30, Friday from 14:00–14:30

Tel. 06 786 2029

Drug and addiction cases

Weekdays from 08:00–11:00

Tel. 06 786 2606, 06 786 2607

Central area

Mental health service

Tel. 06 218 1415

Mustasaari (Korsholm), Oravainen (Oravais), Vöyri (Vörå), Maksamaa (Maxmo).

Weekdays from 12:30–13:30

Vaasa - Weekdays from 10:00–12:00

Laihia - Weekdays from 12:00–12:30

Drug and addiction cases

Weekdays from 10:00–12:00, Tel. 06 218 1415

Southern area Maalahti (Malax), Korsnäs, Närpiö (Närpes), Kristiinankaupunki (Kristinestad), Kaskinen (Kaskö).

Weekdays from 09:00–10:00, 12:00–13:00, Tel. 040 162 7198

Appointments and cancellations - Weekdays from 08:00–15:00

Tel. 040 153 0887

Crisis group activities

Local crisis groups exist for anyone experiencing a sudden traumatic event such as an unexpected death, suicide, accident and other serious incident.

You can get in touch with your local crisis group by calling (around the clock) Ostrobothnia's Social and Crisis Emergency Service, phone number **06 218 9555**.

Addiction Psychiatric Ward

The Addiction Psychiatric Ward offers low-threshold help without a referral. For example, you receive rehabilitation care when you are drunk. The purpose of detoxification and weaning is to end a long-standing addiction and to relieve withdrawal symptoms. Addiction treatment is voluntary.

Hietalahdenkatu 2–4, 65100 Vaasa, H-building, 7th floor
Open around the clock, tel. 06 213 2400

Pixne Clinic

The Pixne Clinic is a care and rehabilitation unit for those needing help with addiction. The Pixne Clinic offers the only Swedish-language rehabilitative addiction treatment at an institution in Finland.

Your home municipality's social worker or addiction treatment coordinator can, at your request, give you a service decision for care at the Pixne Clinic based on your rehabilitation needs.

Contact details for social workers can be found on **page 39**.

Congregations

Many congregations have activities for promoting mental health. Contact your home congregation for additional information.

When you seek the support of the church, faith or church membership does not matter.

The basic mission of the churches is to help and support you when you are having a hard time. In particular, this basic task is carried out in diaconia work. Diaconal workers are at the service of supporting citizens directly. (Evangelical Lutheran Church in Finland).

Ostrobothnian Crisis Center Valo

The Ostrobothnian Crisis Center offers you conversational support in crisis situations and other difficult situations such as stress and worry about everyday life, loss of a loved one or a traumatic experience. When you need help and someone to listen, contact us.

Appointments Monday–Thursday from 09:00–14:00 Tel. 044 979 2439

E-post info@pohjanmaankriisikeskus.fi

Read more at www.mielenterveysseurat.fi/valo

Crisis helpline

Finnish language tel. 09 2525 0111 around the clock.

Swedish language tel. 09 2525 0112

Monday, Wednesday from 16:00–20:00

Tuesday, Thursday, Friday from 09:00–13:00

Preventive drug work, EHYT Association

The Finnish Association for Substance Abuse Prevention is active throughout the country and works to promote healthy lifestyles among the entire population. What should you do if you are concerned about your own or a loved one's substance abuse or gambling? The website contains information and tips to promote healthy lifestyles. Read more at www.ehyt.fi/en/

Alcoholics Anonymous, AA

Alcoholics Anonymous is a community of people who share their experiences, their strength and their hope with each other to try to solve their common problem and help others recover from alcoholism. The only condition for membership is a desire to stop drinking.

There are groups in Kruunupy (Kronoby), Pietarsaari (Jakobstad), Uusikaarlepyy (Nykarleby), Vaasa, Kaskinen (Kaskö) and Kristiinankaupunki (Kristinestad). Contact details can be found at www.aa.fi/groupsearch.php

AA telephone helpline

Finnish speaking, round the clock, tel. 045 863 0090

Swedish speaking, every day from 15:00–19:00, tel. 045 312 3833

The Finnish Central Association for Mental Health

When you need help and support regarding mental health. With us, a professional person within social welfare and healthcare can answer your questions.

Weekdays from 10:00–15:00, tel. 0203 91920

Read more at www.mtkl.fi/mtkl-in-english/

Peluuri.fi (endast på finska)

The Peluuri helpline tel. 0800 100 101 supports, advises and guides people with gambling problems and their relatives.

Calls are free of charge and can be made anonymously. Peluuri also has a chat service.

Read more at www.peluuri.fi/en

Narcotics Anonymous, NA

NA is a non-profit community or association of men and women for whom drugs have become a serious problem.

Every day from 18:00–20:00, Tuesday and Friday also from 12:00–14:00, tel. 050 307 7597

Read more at <https://www.nasuomi.org/english/>



War veterans and disabled veterans

You are eligible for front-line veteran services if you live in Finland and have participated in the 1939–1945 war. To qualify you must have received a front-line veteran's badge, the front-line service badge or the front-line badge. If you are a disabled veteran, with a degree of disability of at least 10 percent, you are eligible for outpatient services.

Services that support front-line veterans and disabled veterans living at home are free of charge and the service is always granted based on an assessment of the service need. Your income or assets do not affect the granting of these services. (State Treasury).



Hospital service advisor

The service advisors are experts in healthcare. They offer practical help, listen and support in connection with your visit to the hospital and help you find the right solutions.

Vaasa Central Hospital

Weekdays from 07:00–15:00

Tel. 06 213 1315

Malmska Hospital, Pietarsaari (Jakobstad)

Weekdays from 08:00–14:00

Tel. 050 477 2062

KELA TAXI

Kansaneläkelaitos (Kela) will reimburse you for trips relating to healthcare if the trip was due to illness. You can receive a reimbursement for the taxi journey if, due to your health condition, you cannot use public transport or if no public transport is available. You only pay an excess of 25 euros for the taxi journey. Order the taxi before 14:00 the day before the trip or immediately if the need is urgent.

There are two service providers who manage taxi journeys reimbursed by Kela.

Vasa Ulataxi Ab

Tel. 0800 500 500 (Finnish)

Tel. 0800 500 600 (Swedish)

Text message 184 43

Keskustaksi Oy

Tel. 0800 924 44 (Finnish)

Tel. 0800 924 46 (Swedish)

Text message 185 12

If you have **speech or hearing difficulties**, you can order a taxi with a **text message**. Further instructions on ordering a Kela taxi via text message: <https://www.kela.fi/customers-with-a-hearing-or-speech-impairment>

Customer and patient rights

DISSATISFACTION WITH CARE

If you are dissatisfied with your care, we would like you to tell us. If there is something that you are wondering about in your care, it is good to raise it with the doctor or the nursing staff at the care unit. Often, any misunderstandings can be corrected with the help of conversations and the deficiencies in the care can then be corrected.

PATIENT OMBUDSMAN

- ➔ advises patients on issues related to the patient's rights
- ➔ advises how the patient can proceed if he or she is dissatisfied with the care or treatment
- ➔ gives advice and helps with issues concerning complaints or patient injury reports

Monday–Thursday from 09:00–11:00 and 12:00–14:00, tel. 06 218 1080
Email: potilasasiamies@ovph.fi

SOCIAL OMBUDSMAN

- ➔ advises clients on issues related to the application of national law
- ➔ assists clients in making a complaint
- ➔ informs clients about their rights
- ➔ also works in other ways to promote the client's rights and to ensure that these are met.

Weekdays from 08:00–14:00, tel. 040 507 9303
Email: sosialiasiamies@ovph.fi

Fees

The Wellbeing Services County of Ostrobothnia decides annually on adjustments to fees unless they are established by law or regulation.

You can find the updated version of fees on our website.

Go to www.en.osterbottensvalfard.fi/ and type “maksut” in Finnish or “avgifter” in Swedish in the search box.



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The Wellbeing Services County of Ostrobothnia's social elfare stations and healthcare centres

Kruunupyy (Kronoby)

Säbräntie 1, 68500 Kruunupyy
Hörbyntie 8, 68700 Teerijärvi
Misterhultintie 4, 68410 Alaveteli

Pietarsaari (Jakobstad),

Pedersöre, Luoto (Larsmo)

Källbyvägen 7, 68600 Pietarsaari
Vaasantie 1, 68910 Pedersöre
Bärklarintie 3, 68810 Pedersöre
Videvägen 2 B, 68570 Luoto

Uusikaarlepyy (Nykarleby)

Mathesiuksenkatu 9, 66900
Uusikaarlepyy

Oravainen (Oravais), Vöyri (Vörå), Maksamaa (Maxmo)

Öurvägen 25, 65800 Oravainen
Läkarvägen 7, 66600 Vöyri

Mustasaari (Korsholm)

Vanha Karperöntie 17B,
65610 Mustasaari

Vaasa

Hietalahdenkatu 2–4,
H building, 65130 Vaasa
(Entrance from Sanmarkinkatu)
Vähänkyröntie 18, 66500 Vähäkyrö

Laihia

Vallinmäentie 4, 66400 Laihia

Maalahti (Malax), Korsnäs

Tamppitie 2, 66100 Maalahti

Närpiö (Närpes)

Kirkkotie 6, 64200 Närpiö
Centrumvägen 13, 66270 Pörtom
Blaxnåsvägen 5, 66295 Töjby
Vasavägen 1599F, 64610 Övermark

Kaskinen (Kaskö)

Sulkukatu 11A, 64260 Kaskinen

Kristiinankaupunki (Kristinestad)

06 218 6019
Lapväärtintie 10, 64100
Kristiinankaupunki



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@osterbottensvalfard.pohjanmaanhyvinvointi