

Social and health services of the City of Tampere

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Social welfare and family services www.tampere.fi/perhejasosiaalipalvelut

THE CITY OF TAMPERE WELCOMES YOU TO USE OUR SOCIAL AND HEALTH SERVICES

This guide provides a brief description of the most important social and health services. Apart from urgent medical care, the municipal social and health care services are only intended for people living in Tampere. Obtaining these services requires that you are registered in Tampere, in other words that you have submitted the necessary forms to the Tampere Register Office.

Students of educational institutions located in Tampere are entitled to student health care, and university students have their own health care system.

More information about the services and other current issues is available on the City of Tampere website at www.tampere.fi. The website features links to the material banks for Social welfare and family services as well as Health services, where you will find various forms.

This guide was edited by the Communications Unit of the City of Tampere. The information provided in this guide is from January 2010. Cover images: Merja Ojala and Ari Järvelä.

SOCIAL INFORMATION

The Social Services Information Desk serves residents of Tampere Mon-Thu 9-12 and 13-16, and Fri 9-12 and 13-15 at (03) 5657 0200.

The customer service of the Information Desk is located in the building of the Social Insurance Institution of Finland, Kela, at Aleksis Kiven katu 18. The opening hours are Mon-Thu 9-12 and 13-15, and Fri 9-12 and 13-14.

Social service advisors can be contacted for advice on matters relating to, for instance, social security and the service system. They provide advice on contacting the right person in various problem situations, such as substance abuse, child protection issues and financial difficulties. In addition, social service advisors provide information on issues related to children's day care and care for the elderly. The services are limited to general advice and information; the advisors do not make official decisions.

SOCIAL ASSISTANCE AND SOCIAL WORK

Social assistance for first-time applicants

If you are applying for social assistance for the first time in Tampere or you have not received social assistance for the past two years, please contact the Sarvis Social Welfare Office. Appointments can be scheduled by telephone, Mon-Fri 9-11 and 12-14, or by visiting the office during opening hours, Mon-Fri 9-14.

Sarvis Social Welfare Office

Hatanpäänkatu 3 B

Tel. (03) 5657 4900

Processing of social assistance matters

If you have already been granted social assistance, your application will primarily be processed on the basis of a written application by a benefits officer. For more information, please contact the Social Services Information Desk or call the switchboard, tel. (03) 565 713, and ask to speak to a benefits officer.

Social work

Contacting your local social welfare office is recommended if

- your family faces difficulties in providing care and education for children or youth
- substance use affects your own life or the life of those close to you
- your family has financial difficulties
- you are facing other crisis
- you need guidance or advice concerning social security or the service system.

You can schedule an appointment with your regional social welfare office by calling (03) 565 713 (switchboard) on Mon, Tue, Thu and Fri at 9-12.

Hervanta Social Welfare Office

Lindforsinkatu 8

Kaukajärvi Social Welfare Office

Keskisenkatu 9

Linnainmaa Social Welfare Office

Kirviälänkatu 2

Western Social Welfare Office

Koulukatu 9

Tammela Social Welfare Office

Itsenäisyydenkatu 21

OTHER SOCIAL SERVICES

Family work

The family work unit provides assistance to parents of small children. The services can be utilised, for instance, during pregnancy and after childbirth, when someone in the family becomes ill or when support and guidance in terms of everyday life is needed. If you need assistance, please contact your local social welfare office.

Child welfare officers (paternity, custody and child support)

Child welfare officers handle issues related to the confirmation of paternity of children born out of wedlock, matters concerning the custody, place of residence and visiting of children as well as issues pertaining to child support agreements. To schedule an appointment with a child welfare officer, please call (03) 565 713 (switchboard).

Stand-by service

Sorinkatu 12 D

Tel. (03) 565 713 (switchboard)

Stand-by service is available Mon-Fri 8-11 and 16-24, Sat 00-24 and Sun 00-16, tel. (03) 5657 7327 and 0500 625 990.

Sobering station Fri-Sat 20-08 and Sat-Sun 20-08

Tel. (03) 5657 7325

The stand-by service offers emergency assistance in child protection issues and family crisis situations and also gives advice to substance abusers. In addition, a sobering station is provided for young people during weekends.

Family Centre Nopea

Tel. 040 800 4735

Rapid intervention work is provided to families needing support in terms of parenting an adolescent or when the adolescent is facing difficulties in school. The target group consists of young people aged between 12 and 17 years and of their families.

Family Support Centre Päiväperho

Rauhaniementie 21

Tel. 03 5657 3784

Päiväperho provides pregnant women with substance abuse problems as well as families with small children a meeting place that fosters a welcoming atmosphere. Operating according to the low threshold principle, Päiväperho gives the opportunity to meet other families, enjoy a meal, discuss with the workers or take part in various group activities. The meeting place is open on Mon, Tue, Wed and Fri at 10-14 and at other times upon agreement.

Office for Substance Abuse Prevention Raitsu

Hammareninkatu 7, 2nd floor
Tel. (03) 5656 6168

Information on substances and preventing adverse effects of substance use.

HEALTH SERVICES

In case of illness, call the Telephone Health Service or see a nurse at your local health centre. Nurses can be consulted without an appointment. Health centres are open Mon-Thu at 8-15.30 and Fri and days before public holidays at 8-15.

The Telephone Health Service provides information and advice 24 hours daily at 100 23. If you are calling from a mobile phone, please dial 03 5657 0023.

The nurse at the Telephone Health Service or your local health centre will evaluate your need for treatment and establish whether you should see a doctor or if the treatment instructions provided by a nurse are enough. If a consultation with a doctor is required, the nurse will schedule you an appointment with your personal doctor. Appointments with personal doctors can be scheduled daily at 7-22.

Each resident is assigned a personal doctor, primarily on the basis of their home address. For further information, please contact the Telephone Health Service. You can also search for your personal doctor and obtain health service information and advice online at www.tampere.fi/terveyspalvelut.

Health centres can be contacted by telephone at (03) 565 713 (switchboard), unless otherwise stated.

Atala Health Centre

Pulkkakatu 1, tel. (03) 5657 0411

Hatanpää Health Centre

Hatanpäänkatu 24

Hervanta Health Centre

Insinöörinkatu 38

Kaukajärvi Health Centre

Keskisenkatu 9

Kämmenniemi Health Centre

Kämmenniemenkatu 42, tel. (03) 5657 4710

Lielahden Health Centre

Lielahdenkatu 15

Linnainmaa Health Centre

Kirviälänkatu 2

Pyynikki Health Centre

Koulukatu 9

Rahola-Pispala Health Centre

Pispalan valtatie 58

Tammelakeskus Health Centre

Itsenäisyydenkatu 21 B, 2nd and 3rd floor

Tesoma Health Centre

Kohmankaari 9

EMERGENCY SERVICES AND FIRST AID

Ambulance

Emergency dispatch centre, tel. 112

People with acute illnesses must, in the first instance, seek medical advice at their local health centre. If you have an acute injury or illness when your local health centre is closed, you may be treated in the First Aid Unit Acuta. Before leaving for the First Aid Unit Acuta, always call the Telephone Health Service at 10023. If you are calling from a mobile phone, please dial 03 5657 0023.

If the nurse at the Telephone Health Service determines that you need urgent treatment, go to the first aid unit. Patients do not have the authority to decide that they must be treated in the first aid unit.

First Aid Unit Acuta

Tampere University Hospital
Teiskontie 35, K-building
Tel. (03) 311 611 (switchboard)
www.pshp.fi/acuta

Upon arrival at the First Aid Unit Acuta, the admitting nurse will evaluate whether the patient needs immediate attention by a doctor or should first be referred to a nurse or the respective local health centre. At Acuta, patients are treated in the order of urgency, determined by health care professionals, and acute emergency patients receive first priority. Patients aged 18 years and older are charged a fee for treatment at Acuta.

DENTAL CARE

Dental appointment booking

Mon-Fri 8-17
Tel. (03) 5657 0100

All Tampere residents are entitled to municipal dental care services. Residents under 18 years of age regularly receive an invitation to attend dental care. New residents under the age of 18 may call the appointment booking number for registration.

Emergency dental care at Acuta

Teiskontie 35, K-building

Patients in need of urgent dental care can request emergency care appointments to the First Aid Unit Acuta on Mon-Fri at 8-13 by calling (03) 5657 0111. On weekends and public holidays, appointments can be scheduled at 8-12 by calling the Telephone Health Service at 100 23. If you are calling from a mobile phone, please dial 03 5657 0023.

MATERNITY AND CHILD WELFARE CLINICS

Maternity clinics serve families during pregnancy and birth and for the period following childbirth. Expectant mothers are recommended to contact their local maternity clinic as soon as possible after confirming pregnancy.

Ultrasound examinations during pregnancy are performed in the central maternity clinic upon referral from the local maternity clinic.

Central maternity clinic

Satamakatu 17 C
Tel. (03) 565 713 (switchboard)

Child welfare clinics provide services for all children under school age. At the age of two weeks, newborn babies are transferred from the maternity clinic to a child welfare clinic for regular health monitoring. The child welfare clinic monitors the child's growth through regular medical examinations by a nurse and a doctor.

When necessary, parents in need of support and advice can schedule an appointment also between periodic check-ups.

All clinics and their contact information are listed in the Pirkanmaa telephone directory under "Tampereen kaupunki, Neuvolat" (City of Tampere, Maternity and Child welfare clinics).

Inquiries:

Tel. (03) 565 713 (switchboard)

FAMILY COUNSELLING CLINIC

Family counselling clinic

Koulukatu 9 and Satamakatu 17 B

Tel. (03) 565 713 (switchboard)

Stand-by service and registration Mon, Wed and Thu 12-14 at (03) 5657 5200.

Family counselling clinics serve families with children. A family counselling clinic may be contacted when parents are concerned about their child's development or when family relationships are tense.

CHILDREN'S DAY CARE SERVICES

All children under school age residing in Tampere are entitled to municipal day care.

Parents can choose the form of day care that best suits their child. The alternatives to a municipal day care or family day care are:

- Home care allowance, if either parent or a relative takes care of the child or children at home and the youngest child is under 3 years old. In addition, the family may be granted a municipal Tampere supplement to the home care allowance, if either parent takes care of children under 3 years of age at home.
- Private day care allowance, in which case the care provider is a private service supplier approved by the municipality.
- Play club activities, in which case the family remains entitled to home care allowance.

Day care for children under school age must be applied 4 months before the expected first day in day care. If the need for day care is due to employment, studying or training and cannot be anticipated, an application has to be submitted as soon as possible, but at least 2 weeks before the child needs a place in day care.

Day care centres are listed in the Pirkanmaa telephone directory under "Tampereen kaupunki, Leikkitoiminta ja avoimet päiväkodit" (City of Tampere, Play club activities and open day care centres). For further information, please contact the nearest day care centre or call the Day Care Office at (03) 565 713 (switchboard).

The application form is also available online at

www.tampere.fi/perhejasosiaalipalvelut/paivahoito/haku/hakulomake.

ADULT HOME CARE

Home care is a service entity including domestic health care, domestic help and home care support services. The service is intended for all Tampere residents over 18 years of age who need assistance due to reduced functional capacity, illness or some other reason.

When assistance is needed, please contact the Home Care Customer Service. To obtain the contact information, please call (03) 5656 5700 or enter your home address in the search window at

www.tampere.fi/ekstrat/sote/kotihoido.

MENTAL HEALTH SERVICES

Mental health care services can be obtained upon a referral from a personal doctor. In addition, maternity and child welfare clinics, occupational health care centres and social workers may assess the need for mental health care. Contacts by telephone, (03) 565 713 (switchboard).

Outpatient mental health care services

Hallituskatu 8 B, 3rd and 4th floor

Psychiatric clinics:

Southern Tampere

Hatanpäänkatu 22

Hervanta

Lindforsinkatu 1

Kaukajärvi

Keskisenkatu 9

Linnainmaa

Kirviälänkatu 2

Youth Psychiatric Clinic

Koulukatu 9, 5th floor

Appointment booking and telephone hours on weekdays 12-12.30.

Psychiatric clinic for immigrants

Pohjolankatu 25 B, 2nd floor

The clinic provides treatment for asylum seekers and refugees. Treatment requires a referral from a doctor.

Public health psychologists

Public health psychologists provide preventive mental health. To visit a psychologist, ask a maternity or child welfare clinic, health centre or student health care centre for advice.

INFORMATION SERVICES FOR THE ELDERLY

Kotitori – Home care services for the elderly

Kotitori arranges home care and domestic health care services for the elderly. Kotitori provides information about public and private services as well as services provided by organizations and foundations, and their pricing. People may also receive municipal home care through Kotitori. Information services are free of charge. Kotitori is open Mon-Fri at 8.30-15.45 and upon appointment until 18.00. Street address Puutarhakatu 6, tel. (03) 5656 5700. Telephone service Mon-Fri 8.30-18.00.

Ikäpiste – Information office for the elderly

Ikäpiste provides information on services, benefits and recreational activities for senior citizens and also advises on other issues of interest to the elderly. The information office may be contacted by telephone or visited without an appointment. Information is provided free of charge. Ikäpiste is open Mon-Fri 9-14. Street address Puutarhakatu 6, tel. (03) 5656 5700.

SERVICES FOR THE ELDERLY

Service centres, day centres and community clubs

Service centres provide meal services as well as recreational, hobby and rehabilitation activities. Whereas day centres serve people who need to be assisted in many daily activities, community clubs provide the opportunity to enjoy a meal, read magazines and spend time playing games or doing arts and crafts. Day centres and community clubs are open to residents of Tampere aged 60 and over. Day centres can be joined by contacting the Home Care Customer Service. For more information, please call Ikäpiste at (03) 5656 5700.

Service centre card

Pensioners resident in Tampere can apply for a service centre card which entitles to affordable meals in the service centres and community clubs run by the city. Card holders can also participate in other cultural and recreational activities and services. The card can be acquired free of charge. Card applications are available in service centres, community clubs, the Ikäpiste information office as well as online at www.tampere.fi/perhejasosiaalipalvelut/vanhustenpalvelut/paivatoiminta. Completed applications can be returned to any service centre, community club or Ikäpiste.

Assisted housing and old-age homes

When coping at home with outside assistance becomes difficult, a Home Care Customer Advisor can be contacted for evaluating the need for assistance and for advice on seeking assisted housing or a care in an old-age home. Short-term care in retirement homes, residential accommodation for the elderly and old-age homes is also arranged through the Home Care Customer Service. For contact information of customer advisors, please call Kotitori at (03) 5656 5700.

Institutional geriatric care is provided in the Koukkuniemi Old Age Home. The City of Tampere has service purchase agreements with associations and foundations providing service activities.

Hatanpää Hospital

Hatanpään puistokuja 8

Tel. (03) 565 713 (switchboard)

The Hatanpää Hospital Department of Psychogeriatrics provides treatment for elderly people with severe mental disorders. The Hatanpää Hospital Department of Geriatrics treats geriatric patients with acute medical conditions. In addition, the Department of Geriatrics has a rehabilitation ward for patients recovering from hip surgery and neurological conditions.

Kauppi Hospital

Parantolankatu 6

Tel. (03) 565 713 (switchboard)

The Kauppi Hospital provides medical treatment, examinations and rehabilitation for geriatric patients and patients with long-term illnesses. The hospital also runs a memory clinic, which examines the causes and considers treatment opportunities for memory disorders among elderly residents of Tampere. Examinations require a referral from a doctor.

OTHER SOCIAL AND HEALTH CARE SERVICES

Adult counselling

Adult health clinics provide local adult counselling services.

Each adult health clinic has a nurse who provides health advice, monitors the health of patients and works to prevent public health problems.

Contact information of clinics is listed in the Pirkanmaa telephone directory by service area under "Tampereen kaupunki, Aikuisneuvonta" (City of Tampere, Adult counselling). Appointment booking on weekdays at 12-13. For further information, please contact the Telephone Health Service, tel.100 23. If you are calling from a mobile phone, please dial 03 5657 0023.

Mobility aids

City of Tampere Mobility Aid Unit

Hatanpäänkatu 10

Tel. (03) 5657 2865

Mobility aids, such as crutches, are loaned to residents of Tampere free of charge.

Diabetes clinic

Pyynikki Health Centre

Satamakatu 17 A

Tel. (03) 5657 3902

The clinic provides type 1 diabetes patients under 66 years of age with diabetes counselling and the opportunity to consult a doctor.

Hatanpää City Hospital

Hatanpäänkatu 24

Tel. (03) 565 713 (switchboard)

The Hatanpää City Hospital treats surgical patients and patients with internal and infectious diseases. These services can be accessed by a referral from a doctor.

The Hatanpää City Hospital provides a home nursing service, which enables patients requiring acute specialised medical care to be treated at home in so far it is desired by the patients and their families. The service is available to 30 patients at a time and is provided by specialised medical personnel.

Medical check-ups by age group

Hatanpäänkatu 3 B, 2nd floor

Appointment booking Mon-Fri 9.30-11.15

Tel. (03) 5657 0388

All Tampere residents aged 40 and 50 are invited for a medical check-up. The check-up is performed to chart the risk of cardiovascular diseases, particularly adult-type diabetes.

Screenings for detecting cervical cancer are carried out by age group for women aged 30, 40 and 50 years. Women aged 35, 45, 55 and 60 receive a personal invitation to an appointment for this examination at Laboratoriokeskus.

Mammography screening is provided for female Tampere residents between 50 and 69 years. The first screening is conducted at the age of 50, and subsequent screenings every other year at the Breast clinic Rintsikka.

Central child welfare clinic

Koulukatu 9

Tel. (03) 565 713 (switchboard)

Children under the age of 16 are referred to the central child welfare clinic by other child welfare clinics, school health care and health centres for issues related to their growth and development as well as the symptoms and treatment of children's diseases. The central child welfare clinic requires a referral from a health centre doctor.

School health care

Pupils studying in elementary schools and high schools in Tampere are entitled to school health care.

Rehabilitation

Physical and occupational therapy is provided by hospitals and outpatient health care for both adults and children. Individual therapy can be accessed by a referral from the personal doctor. The largest health centres have physical therapy departments. Services related to mobility aids are centralised to the Mobility aid unit in Hatanpää.

Imaging

The imaging units of the Hatanpää City Hospital and the Kauppi Hospital perform X-ray and ultrasound examinations with referrals from doctors of the City of Tampere. Breast imaging is performed in the Breast clinic Rintsikka. Imaging examinations are available only with a referral from a doctor.

Laboratories

Examinations require a referral from a doctor.

Immigrant services

The Immigrant Advice Centre has 6 advisors serving customers in 17 different languages. The Advice Centre provides guidance on issues related, for instance, to housing, working, education and health. All advisors are able to serve customers also in Finnish. The Immigration Office serves as the social station for refugees and returnees.

Immigrant Advice Centre

Puutarhakatu 6

maahanmuuttajaneuvonta@tampere.fi

Tel. (03) 5656 6100

Immigration Office

Pohjolankatu 25 B

Tel. (03) 565 713 (switchboard)

Youth clinic

Koulukatu 9

Tel. (03) 565 713 (switchboard)

The youth clinic provides health services for Tampere residents under 22 years of age who are not entitled to student health care or organized occupational health care. The clinic also gives advice on birth control.

Appointments with the youth clinic can be scheduled without a referral from a doctor.

Informal Care Support Office

Hatanpäänkatu 3F

Tel. (03) 565 713 (switchboard)

Support for informal care is a form of financial assistance which is granted to support the care of an elderly, disabled or ill person at home.

Student health care

People studying full-time for at least 4 months in a polytechnic school or a vocational upper secondary college or institute are entitled to student health care. For more information, please visit

www.tampere.fi/opiskeluterveys.html.

Service buses

Service buses are available to all Tampere residents but are specifically intended to serve the elderly and people with reduced mobility. The buses serve with 16 routes. Inquiries: Tampere City Public Transport Service Point, tel. (03) 5656 4700.

Family planning clinic

Satamakatu 17 C

Tel. (03) 565 713 (switchboard)

The family planning clinic serves Tampere residents over 21 years of age in issues related to birth control as well as the treatment of related diseases. The clinic offers the possibility to consult a nurse and a doctor.

Appointments can be scheduled without a referral from a doctor.

Pirkanmaa Interpreter Centre

The Pirkanmaa Interpreter Centre provides interpretation and translation services for client work with immigrants when the representative of an authority and the client have no common language. Public authorities are always responsible for arranging a community interpreter for the client.

Patient Ombudsman

potilasasiamies@tampere.fi

Tel. 050 527 2949 (best available on weekdays at 9-14)

The Patient Ombudsman serves people who use the health services provided by the City of Tampere. The Ombudsman provides information on the rights of patients and also advises on appeal procedures.

Speech therapy

Patients are usually referred to a speech therapist by a child welfare clinic nurse or a doctor. Adult patients with neurological problems must have a referral from a doctor.

Nutritional guidance

Nutritional therapists provide guidance on special diets to patients referred by their personal doctor or a school health care doctor.

Arthritis and Rheumatism Clinic

Hatanpää Hospital

Hatanpään puistokuja 8

Tel. (03) 565 713 (switchboard)

New patients only with a referral from a doctor.

Vaccinations

Primary vaccinations, for instance against tetanus and diphtheria, are administered at the local health centres. Special vaccinations for travelling abroad are administered at the unit for Vaccinations and Control of Infectious Diseases,

Itsenäisyydenkatu 17 A, 6th floor

Mon and Wed 12-13,

Tue, Thu and Fri 10-11

Tel. (03) 5657 8654

Eye and Ear Clinic

Koulukatu 9

Tel. (03) 565 713 (switchboard)

The Eye and Ear Clinic serves patients who are referred to further examination and treatment by a health centre doctor. The clinic also performs further tests on the hearing and vision of children under school age as well as school children.

Social Ombudsman

sosiaaliasiamies@tampere.fi

Tel. 040 800 4186 or

040 800 4187

The Social Ombudsman is an impartial official whose responsibility is to safeguard the rights of customers. If you are dissatisfied with the service or treatment you have received, you can request the Social Ombudsman to act as an impartial mediator in negotiations.

Clinic for Sexually Transmitted Diseases

Itsenäisyydenkatu 17 A, 6th floor

Mon-Thu 11-12 and Fri 12-13

Tel. (03) 5657 8653

Contacting the clinic immediately on suspicion of having caught a sexually transmitted disease is recommended. The examination is free of charge.

Mediation services

Itsenäisyydenkatu 17 A, 6th floor

Tel. 0400 397 860 (office)

The Pirkanmaa Mediation Office provides mediation services in accordance with the Act on Conciliation in Criminal and Certain Civil Cases.

Mediation provides the parties concerned with an opportunity to meet confidentially through impartial voluntary mediators.

Financial and debt counselling

Puutarhaku 6 H

Tel. (03) 5656 6972

Appointment booking Mon-Thu 9.30-11.30 and 13-14 and phone counselling Mon-Thu 13-14.

The financial and debt counselling services are intended for private individuals living in the Tampere area who are facing financial difficulties. The service is free of charge. Private consultations with appointments only.

Services for the disabled

Koulukatu 9

Tel. (03) 565 713 (switchboard)

The services for the disabled include services and support activities as well as housing services and sheltered work for the disabled. In addition, services, housing services as well as work and day activities for the mentally disabled, and day care services for the severely disabled, are provided.