

RAUMA'S SOCIAL SERVICES AND HEALTH CARE ORGANISATION OF PSYCHOSOCIAL SUPPORT (COVID-19 perspective)

SITUATION 1 (concern arises, need for personal support)

1. **Situation:** anticipation, fear of illness, personal or family illness, fear of death
2. **Symptoms:** mild anxiety, fear, nausea, insomnia, trouble coping with everyday life
3. **Need for support:** the need is identified, but professionals assess the need to be limited.
4. **Implementation:** self-care websites, helplines, 3rd sector support work
5. **Referral:** Mainly referred to digital services, helplines, and 3rd sector service providers.

Services:

MIELI Mental Health Finland's national crisis helpline, tel. +358 9 2525 0111, available

24/7, crisis helpline in Swedish, Kristelefon, tel. +358 9 2525 0112 Mon, Wed 4pm–8pm and Tue, Thu, Fri 9am–1pm, crisis helpline in English and Arabic, tel. +358 9 2525 0113 Mon, Tue 11am–3pm, Wed 1pm–4pm and 5pm–9pm, and Thu 10am–3pm.

The Finnish Red Cross (SPR) national helpline for COVID-19 related matters

+358 2 9553 5535 Mon–Fri 8am–9pm and Sat 9am–3pm

Rauma Crisis Centre Mon–Thu 9am–8pm, Fri 9am–4pm. Crisis workers are best available between 11am–1pm, tel. +358 2 8378 5600. Meetings can be arranged in person, by phone, by video chat, or online. More information (in Finnish): mielenterveysseurat.fi/rauma/

The Evangelical Lutheran Church of Finland's helpline, tel. +358 400 221 180, Mon–Sun 6pm–12am. The Evangelical Lutheran Church of Finland also provides support online and via a chat service.

Rauma's parish priest on call, tel. +358 44 769 1301, Mon–Sun 9am–8pm. **The parish priests' office** is available by phone at +358 44 769 1216, Mon–Fri 9am–3pm.

The Nortamo Family Centre helpline for psychosocial support for families with children during the coronavirus epidemic, Mon–Fri 12pm–1pm,

tel. +358 44 403 2694, helpline for psychosocial support for young people aged 13–22 and their parents during the coronavirus epidemic, Mon–Fri 12pm–1pm, tel. +358 44 403 2051

The Mannerheim League for Child Welfare's helpline for children and young people, tel. 116 111, Mon–Fri 2pm–8pm and Sat–Sun 5pm–8pm.

The Mannerheim League for Child Welfare's helpline for parents, tel. +358 800 92277, Mon 10am–1pm and 5pm–8pm, Tue 10am–1pm and 5pm–8pm, Wed 10am–1pm, and Thu 2pm–8pm.

COVID-19 symptom check-up service: www.omaolo.fi

Dealing with concern and uncertainty during the coronavirus epidemic

www.mielenterveystalo.fi/aikuiset/itsehoito-ja-oppaat/itsehoito/koronavirukseen_liittyva_huolen_ja_epavarmuuden_sietaminen

www.mielenterveystalo.fi/

Chat service for COVID-19-related matters and virtual helper Milli www.mll.fi/nuortennetti/

List of support organisations in the Satakunta region:

<https://www.yhteisokeskus.fi/koronaapurauma/>

<https://www.infofinland.fi/en/living-in-finland/problem-situations/coronavirus>. The website contain links to reliable coronavirus related information in different languages published by the Finnish authorities.