

Service map for those who have experienced sexual violence in the Turku region

WHAT HAPPENED?

HOW OLD ARE YOU?

WHEN DID IT HAPPEN?

WHAT KIND OF HELP IS AVAILABLE?

Under the age of 18

Over the age of 18

Less than a month ago

More than a month ago (e.g. months or years ago)

I don't feel good and I need help

I want to report the crime or I'm considering reporting the crime

I want to be tested for an STD

I want an abortion

I'm interested in participating in a peer support group for people who have experienced sexual violence

I want help anonymously – Helplines and chats

I want other help

I don't know what I want

I want to talk to someone about sexual violence

I already have a treatment contact for mental health issues

I'm worried about my use of alcohol or drugs

I'm acutely self-destructive, I want to harm myself



What to do if you have experienced sexual violence?

Click on the boxes to learn more

TURUN TYTTÖJEN TALO

POLIISI LÖUNAIN-SUOMI

RIKU RIKOSUHRIPALVUTUS BROTTSOFFERJÖUREN

TURKU

Turun kriisikeskus

TURKU AMK

TYKS

What happened?

Typical experiences of sexual violence include rape, attempted rape, childhood sexual abuse or attempt thereof and sexual harassment. Acts of sexual violence can be very diverse, and violence is not always easy to identify. Sexual violence can affect anyone, regardless of gender or age, and can happen face-to-face or online. In terms of recovery, being able to give a name to the traumatic experience can often prove helpful. Even if you can't name what happened, you can still seek help.

LEARN MORE ABOUT DIFFERENT FORMS OF SEXUAL VIOLENCE ON THE [NAISTALO WEBSITE \(IN FINNISH\)](#) » OR ON THE [RIKU WEBSITE](#) » (IN ENGLISH)

Sexual violence means sexual acts carried out without the consent of the other person. Each person has the right to sexual autonomy and integrity, as well as to physical safety. Age, intoxication or mental state can prevent a person from consenting to sexual acts. For example, starting intercourse while the other per-

son is asleep or has passed out is considered rape, according to law.

LEARN MORE ABOUT CONSENT ON THE [NAISTALO WEBSITE \(IN FINNISH\)](#) »

According to statistics, sexual violence is deplorably widespread. According to a report by the European Union Agency for Fundamental Rights (2014):

- 30% of Finnish women have experienced physical or sexual violence by their current or former partner
- 33% of women have experienced physical or sexual violence by someone other than their current or former partner
- 10% of women have experienced physical or sexual violence in the past year

According to a study on violence against women, 15,000 women are coerced into sexual acts in Finland each year. According to police estimates, only 10% of the acts of sexual violence are reported to the police. Acts of sexual violence experienced by men and non-binary people are likely to be even less frequently brought to the attention of the police, making it difficult to estimate their occurrence. Every act is an act too many, and sexual violence is always wrong.

How old are you

Your age affects the available services and policies and the worker's obligation to report the act.

UNDER THE AGE OF 18

In Finland, sexual offences against minors are taken very seriously. This is why a worker who knows of or suspects a crime must report a child/young person both to child welfare services and to the police. This helps the authorities hold the perpetrator of sexual violence accountable, prevent further offences and ensure that the child/young person receives the necessary support from their loved ones and professionals. Trying to cope with an experience of sexual violence on your own is likely to make the situation even worse. Don't be alone in this; talk about your experience with trusted adults until someone listens and helps you.

Sometimes, the experience may trouble you for a long time, but you can also seek help at a later time. Often, friends and family members of the child/young person also need support from professionals, as a sexual offence committed

against a minor also evokes intense emotions and thoughts in the person's loved ones. Recovery often requires not only professional help but also sex education and other discussions with trusted adults.

Sometimes, the child/young person and their loved ones may disagree as to whether the sexual incident was harmful. In that case, talking about it may feel pointless or uncomfortable. Even if the experience does not seem harmful at first, its impact may change over time. Sometimes, the person may not be ready to talk about the incident until much later, but support can always be offered.

LEARN MORE ABOUT CONSENT ON [NAISTALO WEBSITE \(IN FINNISH\)](#) »

Sometimes, it can be hard to talk to someone close to you. You can take the first step, for example, by discussing your situation in services aimed at young people.

- [SEKASIN CHAT](#) »

- [MANNERHEIM LEAGUE FOR CHILD WELFARE \(MLL\) HELPLINE AND CHAT FOR CHILDREN AND YOUNG PEOPLE](#) » call 116 111
Mon–Fri 2 p.m. to 8 p.m.
and Sat–Sun 5 p.m. to 8 p.m.
Helpline for children and young people in Swedish; call +358 (0)800 96 116
Mon–Wed 2 p.m. to 5 p.m.,
Thursdays 5 p.m. to 8 p.m.
- [HELPLINE FOR BOYS](#) »
Helpline Mon–Fri 1 p.m. to 6 p.m. and chat Mon–Thu 1 p.m. to 6 p.m. and Fri 1 p.m. to 3 p.m.
If you want to speak English, call Tuesdays 15:30–18:00 or Thursdays 13:00–15:30 on 0800 94884
- [NUORTEN EXIT CHAT](#) »
for ages 13 to 29 on Tuesdays 4 p.m. to 7 p.m. v
- **Sua varten somessa** workers can be contacted when you have experienced harassment or suspect that your experience was unusual, but you are too afraid to tell anyone yet. For ages 8 to 21. The Sua varten somessa team responds to messages every weekday until late evening: [@sua-varten_official](#) ([INSTAGRAM](#) ») ja [TIKTOK](#) »)

OVER THE AGE OF 18

An adult has the power to decide whether or not to report an offence. The most important thing is to take care of yourself and your well-being and to seek help when you feel like you need it. The symptoms caused by a difficult experience can significantly reduce your ability to function, and we recommend asking your loved ones for help and contacting professionals, if you find it necessary.

When did it happen?

The time that has passed since the incident affects how urgent it is to seek help and where you should start.

LESS THAN A MONTH AGO

If the sexual violence happened just moments ago, do not wash yourself or change your clothes; as quickly as possible, contact the [SERI SUPPORT CENTRE »](#) at Tyks Department of Obstetrics and Gynaecology, U-hospital, Kiinamylynkatu 4–8, tel. +358 (0)50 475 6108.

You can seek help at the Seri Support Centre within one month after experiencing sexual violence. The Seri Support Centre provides support during the acute phase, for example a physical examination and testing for STDs. If you wish, you can contact the police via the Seri Support Centre for reporting the offence. The services are free of charge and confidential.

The symptoms following sexual violence may vary. In the first days, the experience

may seem unreal or you may feel emotionally numb. After the first few days, it is common for the mind to gradually start organising the events into a logical order, which can often cause symptoms that may be severe:

- the body and mind are constantly on high alert
- physical symptoms (headache, nausea, chills, sweating, muscle tension)
- the event or parts thereof constantly replay in your mind
- difficulty concentrating and irritability
- difficulty sleeping
- the need to avoid thinking about the incident or dealing with related matters
- low mood, fear, anxiety, intense emotional reactions

MORE THAN A MONTH AGO (E.G. MONTHS OR YEARS AGO)

If more time has elapsed, it is important to consider what kind of support you need the most right now. If the incident still bothers you in your daily life, we recommend seeking support, even if years or decades have passed. A sexual offence can be reported until the crime falls under the statute of limitations.

After a traumatic experience, the mind keeps processing it, which may result in many unpleasant symptoms. Sometimes, the person can intensely avoid thinking about the experience and, over time, it is pushed back in the mind and the person retains their ability to function almost completely. This may continue for a long time, but it is possible that, at some point in life, the mind starts to consciously process the difficult experience, in which case the symptoms of trauma may resemble those of a recent experience. That is when the person should seek help.

What kind of help is available?

Sexual violence affects you in many ways. Sexual violence can often cause feelings of guilt and shame, which may prevent the person from talking about the incident and seeking help. Even if it feels hard to talk about what happened, don't try to cope with it on your own.

Learn more about the impact of sexual violence on the [NAISTALO WEBSITE \(IN FINNISH\)](#) »

I don't feel good and I need help

Experiencing sexual violence can cause a variety of symptoms, such as difficulty sleeping and concentrating, anxiety, low mood and changes in thoughts and behaviour. You can get help with all these things.

I WANT TO TALK TO SOMEONE ABOUT AN EXPERIENCE OF SEXUAL VIOLENCE

If you want to talk about your experience, you can contact your health centre, health services for students or employees or private service providers. Various organisations also offer short-term counselling related to experiences of sexual violence:

- [KOSKI SEXUAL VIOLENCE PROGRAMME OF TURUN KRIISIKESKUS \(TURKU CRISIS CENTRE\) »](#) (page in Finnish). The counselling is free of charge and designed to offer short-term support in a crisis. The service is intended for persons of any gender who are over the age of 16.

- [SEXUAL VIOLENCE PROGRAMME OF TURUN TYTTÖ-JEN TALO »](#) (page in Finnish). The service is intended for persons aged 13–29 who identify as girls/women. The appointments are free of charge.
- [TUKINAINEN »](#) national crisis helpline +358 (0)800 97899 (Mon–Thu 9 a.m. to 3 p.m., Sat–Sun 3 p.m. to 9 p.m., on holidays and holiday eves 3 p.m. to 9 p.m. – closed on Fridays)

Some services may not be available in English. Please check the languages available at that time before making an appointment.

For minors, seeking help from school health care may feel easiest and most comfortable. School health care workers are also trained to offer support for pupils who have experienced sexual violence.

An underage victim of sexual violence can also seek counselling through the [ANCHOR PROGRAMME »](#). The police usually guide victims to the Anchor programme, but the workers can also be contacted directly.

In some cases, the person may have been in a difficult situation or suffered from poor mental health even before experiencing sexual violence. In that case, experiencing sexual violence is likely to make them feel even worse. In some situations, life as a whole can feel chaotic and sexual violence may seem like just another awful experience among many. In situations like this, if you need help more comprehensively in your life or want to process a pre-existing mental health issue, the best way to find help is to contact your health centre.

I ALREADY HAVE A TREATMENT CONTACT FOR MENTAL HEALTH ISSUES

If you already have a treatment relationship, such as psychotherapy or counselling sessions with another professional, you can also discuss your experience of sexual violence at your usual appointment. In many cases, a trusting and safe relationship with an already familiar worker can help to deal with a difficult issue. Even if you usually talk about other things, you can tell the familiar worker about your experience. When talking about sexual violence, it can be helpful, for example, to write down your thoughts on paper before your appointment and bring your notes with you.

If you have a history of mental health issues or a diagnosis of a mental disorder, an experience of sexual violence may worsen your previous symptoms. This is normal, but it is a good idea to consult your doctor about revising your medication. If you have an existing treatment contact, contact them first. If there are no previous contacts, you can contact your health centre.

I'M WORRIED ABOUT MY USE OF ALCOHOL OR DRUGS

A crisis situation can also sometimes make you notice that your substance use is not under control. If you are even a little concerned about your use of alcohol or drugs, contact your health centre or a substance abuse organisation. Many municipalities have easily accessible substance abuse services that offer advice and support.

Turku, for example, offers easily accessible help for addressing substance abuse.

- [MENTAL HEALTH AND SUBSTANCE ABUSE TEAM »](#) (in Finnish) provides support and treatment for mental health issues and substance abuse problems. You do not need a referral; you can contact the team directly by calling +358 (0)40 708 5905 (weekdays 8:30 a.m. to 3:30 p.m.).

The website of the City of Turku also provides information on [SUBSTANCE ABUSE SERVICES »](#) (in Finnish) for residents of Turku and neighbouring municipalities

In an acute situation, contact your health centre or Tyks Acute, the emergency clinic of Turku University Hospital. It is important to always call before arriving at the emergency clinic.

- [TYKS ACUTE »](#) +358 (0)2-3138800, open 24/7
- [THE A-CLINIC »](#) also offers free-of-charge support in issues related to alcohol, drugs and gambling. Young people aged 15 to 29 can use the [SERVICES FOR YOUNG PEOPLE »](#) (page in Finnish). The services are also available to loved ones. The on-call nurse will see you

without an appointment on Mondays between 9 a.m. and 11 a.m., Wednesdays 9 a.m. to 11 a.m. and Fridays 9 a.m. to 11 a.m. Outside these hours, you will need an appointment to A-Clinic.

- The customer service of A-Clinic Ltd can be contacted at +358 (0)10 506 5550 on weekdays from 8 a.m. to 5 p.m. or via e-mail at ASIAKASPALVELU@A-KLINIKKA.FI.

Some services may not be available in English. Please check the languages available at that time before making an appointment.

I'M ACUTELY SELF-DESTRUCTIVE, I WANT TO HARM MYSELF

Becoming a victim of violence may stir up suicidal ideation. You need to act quickly to find the help you need and prevent you from harming yourself. Contact the [MENTAL HEALTH AND SUBSTANCE ABUSE EMERGENCY UNIT OF TURKU UNIVERSITY HOSPITAL »](#), open 24/7. If you find it difficult to go alone, you can bring a loved one for support.

In an acute situation, call the emergency number 112.

I want to report the crime or I'm considering reporting the crime

Nearly all sexual offences fall under public prosecution. This means that if the police are informed of a crime, it can be investigated and the prosecution taken to court, even if the plaintiff does not demand punishment. The authorities are therefore obliged to hold the offender liable for their actions. The sooner a report is filed, the easier it will be for the police to solve the crime.

Learn more about the criminal procedure on the [NAISTALO WEBSITE \(IN FINNISH\) »](#)

You can report a crime [AT YOUR NEAREST POLICE STATION »](#). Sexual offences are serious crimes and victims are encouraged to report the crime in person instead of online. You can bring a loved one for support as well as your lawyer when you arrive at the police station to file a report. If you have used the services of the Seri Support Centre, you can contact the police for reporting the offence through them.

If you are still considering reporting the crime, please contact [VICTIM SUPPORT FINLAND »](#) (RIKU). RIKU will offer you information about the criminal proceedings to that you can safely and calmly think about your options. If you decide to report the crime, you can ask a trained support person to help you cope during the criminal proceedings. The services are free of charge.

You have the right to free legal counsel in the event of a serious sexual offence. A legal counsel is a lawyer who will defend your interests in criminal proceedings. Legal counsels are sometimes also referred to as a legal adviser or simply counsel. We recommend choosing a legal counsel who is familiar with criminal matters. [RIKU »](#) is one of the organisations that can help you with this.

In criminal proceedings, evidence plays an essential role. Save all possible evidence, such as messages, contact information and the clothes you were wearing

at the time. If the other party is able to delete messages from the messaging service, take a screenshot as evidence. You can talk more about this at Victim Support Finland or with your legal counsel.

An offence can be reported until the crime falls under the statute of limitations. The limitation periods for offences depend on the names of the offences.

If you still want to think about reporting the crime and get more information, you can call:

- [VICTIM SUPPORT FINLAND »](#) 116 006 Mon–Fri 9 a.m. to 8 p.m. in Finnish and Mon–Fri 12 noon to 2 p.m. in Swedish.
- [VICTIM SUPPORT FINLAND'S LEGAL ADVICE TELEPHONE SERVICE »](#) +358 (0)800 161 177 Mon–Thu from 5 p.m. to 7 p.m.
- [RAPE CRISIS CENTRE TUKINAINEN »](#) free legal advice is available at +358 (0)800-97895 Mon–Thu from 1 p.m. to 4 p.m.

I want to be tested for an STD

If you are showing no symptoms, your health centre will assess the need to test you.

The possibility of a sexually transmitted disease and the need for treatment can be assessed by making a symptom assessment for sexually transmitted diseases in the [OMAOLO SERVICE »](#). In the Omaolo service, you will receive recommendations and local instructions appropriate to your situation. If necessary, you can contact a health care professional for more detailed instructions and, for example, a referral to a laboratory.

STD tests can also sometimes be obtained through student health care or private service providers.

The services of the Seri Support Centre include free-of-charge STD testing (treatment relationship that has started less than 1 month after the experience of sexual violence).

I want an abortion

ABORTION

Abortion is defined as the deliberate termination of pregnancy, usually before the 12th week of pregnancy. For special reasons, an abortion may be carried out before the 20th or 24th week of pregnancy.

- The pregnancy is confirmed with a pregnancy test. A pregnancy test can be bought from a pharmacy or a grocery store, or the pregnancy can be tested at a laboratory. A referral for pregnancy testing is not required and the test is free of charge.
- An abortion requires a referral which can be obtained either from your health centre or from the municipal family planning clinic. A private clinic can also be contacted, but in this case ensure that the doctor has the right to make a referral for abortion. Services at a private medical clinic are subject to a fee.

- A photo ID is required for the appointment. The doctor helps you fill in an AB1 form about information such as previous pregnancies, methods of contraception used, most recent menstruation, the estimated duration of pregnancy and the grounds for abortion. The referring doctor performs a gynaecological examination and records the findings on the form. The AB1 form is signed by both the person seeking an abortion and the referring doctor.

HOSPITAL APPOINTMENT

The person seeking an abortion contacts the hospital personally after receiving a referral for the abortion. An appointment for the [GYNAECOLOGICAL OUTPATIENT CLINIC »](#)

takes place around 6+0 weeks at the earliest in order to ensure the intrauterine position of the pregnancy. If the pregnancy is approaching week 12+0 or 20+0, the abortion is carried out without delay.

The situation is discussed and reviewed during the appointment. The duration of pregnancy is determined by an internal gynaecological examination and an ultrasound examination through the vagina. Abortion methods are discussed and decided together with the customer. Birth control after the abortion is also discussed. A medical abortion can often be started during this appointment. Medical treatment can be carried out at home or in a hospital. A medical abortion at home requires the presence of another adult to offer support.

If a young person has become pregnant before the age of 18 and there is reason to suspect a sexual offence, the law obliges health care personnel to file a child welfare report and a criminal report. Persons under the age of 16 who are seeking an abortion always meet with a social worker who assesses the person's overall situation.

If the pregnancy originates from rape, the abortion is carried out at a hospital and a criminal sample can be taken on the day of the abortion for police investigation.

I'm interested in participating in a peer support group for people who have experienced sexual violence

Occasionally, professionally supervised peer support groups for those who have experienced sexual violence are organised in the Turku region. See up-to-date information on the [TURUN KRIISIKESKUS \(TURKU CRISIS CENTRE\) WEBSITE »](#) (in Finnish) and the website of the [TURUN TYTTÖJEN TALO SEXUAL VIOLENCE PROGRAMME »](#) (page in Finnish)

The Delfins group for those who have experienced sexual abuse in their childhood meets in Turku every month. Learn more about Delfins groups on the [WEBSITE OF SUOMEN DELFINS RY »](#) (in Finnish)

The language of peer support groups meeting in Turku is mainly Finnish.

I want help anonymously – Helplines and chats

Sometimes it's easier to seek help by being anonymous and knowing that help is available immediately, 24/7. The opening hours of helplines and chats may change. Check the most up-to-date information by clicking on the links. The language of helplines and chats is usually Finnish, but some helplines also offer counselling and support in other languages at separate times. Many professionals in Finland also speak English.

- [TUKINAINEN NATIONAL CRISIS HELPLINE »](#) +358 (0)800-97899 Mon–Thu 9 a.m. to 3 p.m., Sat–Sun 3 p.m. to 9 p.m., on holidays and holiday eves 3 p.m. to 9 p.m. – closed on Fridays
- [FREE LEGAL ADVICE AT TUKINAINEN RAPE CRISIS CENTRE »](#) +358 (0)800-97895 Mon–Thu 1 p.m. to 4 p.m.

- [VICTIM SUPPORT FINLAND 116 006 »](#) Mon–Fri 9 a.m. to 8 p.m. in Finnish and Mon–Fri 12 noon to 2 p.m. in Swedish.
- Victim Support Finland's [LEGAL ADVICE TELEPHONE SERVICE »](#) +358 (0)800 161 177 Mon–Thu from 5 p.m. to 7 p.m.
- [SUOMEN DELFINS RY »](#) for people who have experienced sexual abuse in childhood Mon–Thu 9 a.m. to 11 a.m., Thu 12 noon to 2 p.m. [CHAT »](#) (page in Finnish)
- [NOLLALINJA »](#) +358 (0)80 005 005 A nationwide, free-of-charge helpline for all those who have experienced or are threatened with violence in their close relationships, including relatives of those who have experienced violence, as well as professionals and

authorities who need advice in their customer work. The Nollalinja workers offer support and counselling in Finnish, Swedish or English. Open 24/7.

- [NATIONAL CRISIS HELPLINE »](#), call +358 (0)9 2525011, in Finnish 24/7 (page in Finnish)
Swedish-language Kristelefon, call +358 (0)9 2525 0112
Mon, Wed 4 p.m. to 8 p.m. and Tue, Thu, Fri 9 a.m. to 1 p.m.
Arabic-language helpline also available in English +358 (0)9 2525 0113
Mon, Tue 11 a.m. to 3 p.m., Wed 1 p.m. to 4 p.m. and 5 p.m. to 9 p.m. and Thu 10 a.m. to 3 p.m.
- [TUKINET »](#) offers support persons (page in Finnish)
- [SEKASIN-CHAT »](#) ages 12–29 (page in Finnish)

...I WANT HELP ANONYMOUSLY – HELPLINES AND CHATS

- [MANNERHEIM LEAGUE FOR CHILD WELFARE \(MLL\) HELPLINE AND CHAT FOR CHILDREN AND YOUNG PEOPLE »](#) call 116 111 (page in Finnish)
Mon–Fri 2 p.m. to 8 p.m. and Sat–Sun 5 p.m. to 8 p.m.
Helpline for children and young people in Swedish; call +358 (0)800 96 116
Mon–Wed 2 p.m. to 5 p.m., Thursdays 5 p.m. to 8 p.m.
- [HELPLINE FOR BOYS »](#); call +358 (0)800 94884
Helpline Mon–Fri 1 p.m. to 6 p.m. and chat Mon–Thu 1 p.m. to 6 p.m. and Fri 1 p.m. to 3 p.m., English Tuesdays 3:30 p.m. to 6 p.m. and Thursdays 1 p.m. to 3:30 p.m.
- [NUORTEN EXIT CHAT »](#) for ages 13 to 29 on Tuesdays 4 p.m. to 7 p.m. (page in Finnish)
- [CHAT OF THE FEDERATION OF MOTHER AND CHILD HOMES AND SHELTERS »](#)

THESE WEBSITES PROVIDE EVEN MORE COMPREHENSIVE SERVICES FOR PEOPLE WHO HAVE EXPERIENCED VIOLENCE (PAGES IN FINNISH):

- [VÄESTÖLIITTO, THE FAMILY FEDERATION OF FINLAND »](#)
- [WOMEN'S LINE »](#)

I want other help

Here, we have collected more general services that have been useful to those who have experienced sexual violence or their loved ones..

I'M IN A VIOLENT RELATIONSHIP

If you're in a sexually violent relationship, it's important to think about what you want. Do you want to stay in the relationship or do you want to leave? Staying together will require both of you to make changes, but the first step could be for you to seek counselling.

If you experience sexual violence or other forms of violence in your relationship, contact the following services:

- Domestic violence programme [PILARI](#) » of Ensi- ja turvakoti ry (page in Finnish). The crisis counselling is free of charge and short-term. The violent party can also get help from Pilari, or you can have a shared appointment.
- If your situation is acute, you are

afraid and feel that you should leave your home, you can get help 24/7 from a [SHELTER](#) ». (page in Finnish)

If your main problem is sexual violence in a relationship and you want to talk about it and its effects, you can find short-term and free-of-charge counselling here:

- [KOSKI SEXUAL VIOLENCE PROGRAMME OF TURUN KRIISIKESKUS \(TURKU CRISIS CENTRE\)](#) » (page in Finnish)
- [SEXUAL VIOLENCE PROGRAMME OF TURUN TYTTÖ-JEN TALO](#) » (page in Finnish)

Some services may not be available in English. Please check the languages available at that time before making an appointment.

You can also find counselling and support through the free-of-charge domestic violence hotline [NOLLALINJAN](#) ». Nollalinja's trained and experienced social and health care professionals will listen, sup-

port and advise you 24/7, every day of the year. The Nollalinja workers offer support and counselling in Finnish, Swedish or English.

I WANT PSYCHOTHERAPY

Psychotherapy is a target-oriented health care activity that treats mental issues with psychological methods. Anyone can apply for psychotherapy in the private sector, in which case the person will be fully responsible for the costs of therapy. Individual psychotherapy fees vary between about EUR 60 and EUR 150 per session, depending on the type of therapy and the therapist's level of training. You can also apply for psychotherapy with a referral from health care services as discretionary Kela rehabilitation, in which case Kela offers financial support for the psychotherapy. Usually, after the Kela reimbursement, the customer pays a deductible which is determined by the psychotherapist's price list. Kela may grant statutory rehabilitative psychotherapy to people aged 16–67 if their ability to work or study is threatened due to a mental health disorder and other criteria for statutory rehabilitation are met.

For rehabilitative psychotherapy supported by Kela, you must first be assessed by a psychiatrist. This appointment can be accessed through the following services:

- Public health care with referral from a general practitioner at your health centre
- A referral from a doctor at the Seri Support Center
- Student health care or occupational health care often provide an opportunity for an appointment with a psychiatrist
- Psychiatrists at private clinics also carry out psychotherapy assessments. The prices of services depend on the price lists of the clinics.

Learn more about psychotherapy on the [MIELENTERVEYSTALO WEBSITE »](#) (in Finnish) and the [KELA WEBSITE »](#)

I WANT SEXUAL COUNSELLING OR THERAPY

Sexual counselling and therapy are services intended to help an individual with problems related to sexuality. The goal is to increase the customer's self-esteem and understanding of their sexuality or sexual activity during the process. The usual duration of sexual therapy is 5 to 20 appointments. A service of 1–5 appointments is considered sexual counselling. The services are mainly provided at the customer's own expense. Sexual therapy is not reimbursed by Kela. You can search for private service providers online.

Free-of-charge sexual counselling is available for:

- Turku residents and upper secondary students at [TURKU FAMILY PLANNING CLINIC »](#) (page in Finnish)
- University and upper secondary school students through the [FINNISH STUDENT HEALTH SERVICE »](#)

Some services may not be available in English. Please check the languages available at that time before making an appointment.

I'M A FRIEND OR A FAMILY MEMBER

The experience of sexual violence also has a strong impact on loved ones. Loved ones may be extremely concerned about the well-being of someone who has experienced sexual violence. Generally, people who have experienced violence hope that their everyday life could continue as normally as possible, but it may not always be possible. Recovery takes time. As a loved one, you can offer support in their everyday life, for example:

- groceries
- doctor's appointments and other use of services
- helping with chores (making meals, washing dishes, paying bills, walking their dog, childcare)
- Loved ones can also offer support in reporting a crime or during appointments at the Seri Support Center.

Learn more on the [NAISTALO »](#) website (in Finnish)

Sometimes, a person who has experienced violence can have fears related to being alone, being in a dark environment, being around people, being close to people or going outside, for example. The presence of a loved one can help them calm down. It is important that you remain calm and that the person can talk to you, if they want. Sometimes, the person may want to talk to a loved one about something completely different than what happened. As a loved one, you will also be able to tell if there is reason to be concerned about the person's well-being. In that case, help them seek professional support.

If you or the person who has experienced sexual violence are minors, it is important that you tell a trusted adult.

By taking care of yourself, you also help your loved one. As a loved one, you can find support in the following services, for example (pages in Finnish):

- [TURUN TYTTÖJEN TALO »](#)
- [KOSKI SEXUAL VIOLENCE PROGRAMME »](#) of Turun kriisikeskus (Turku Crisis Centre)
- [SUOMEN DELFINS RY »](#)

- Helplines and chat services
- Your health centre
- Occupational health services
- Student health services / school health services and school social worker
- Private service providers
- [FINFAMI »](#)

If your partner has experienced sexual violence and you need help with problems in your relationship, you can seek counselling with private couples therapists, for example, at the [CHURCH'S FAMILY COUNSELLING CENTRE »](#) (page in Finnish) or your municipality's family counselling centre.

Some services may not be available in English. Please check the languages available at that time before making an appointment.

In case of a sexual offence committed against a person under the age of 18, you can find advice and instructions from your municipality's social emergency services. Outside office hours, you can contact the social emergency services via the emergency number 112.

I'M A WORKER

You can face a person who has experienced sexual violence in any type of work. The most important thing is that you stay calm and can handle what they tell you. Believe the customer and find out if they need help with their experience.

If you suspect that a minor has experienced a sexual offence, you must file a child welfare report with the social services of your municipality and report it to the police.

The role of a worker involves many things, and nobody expects you to know everything.

Those working with minors can consult the police without disclosing the customer's personal information. In such a situation, first contact your municipality's social emergency services.

If the incident occurred less than seven days ago, immediately refer the customer to the [SERI SUPPORT CENTRE »](#), tel: +358 (0)50 475 6108

If more than seven days have passed since the incident, you have time to find information and discuss the incident with your customer later. For example, you can consult:

- The [SERI SUPPORT CENTRE »](#) where appointments can be scheduled up to a month after the event
- Crisis workers at the [KOSKI SEXUAL VIOLENCE PROGRAMME »](#) of Turun kriisikeskus (Turku Crisis Centre) (page in Finnish)
- Sexual violence workers at [TURUN TYTTÖJEN TALO »](#) (page in Finnish)
- [VICTIM SUPPORT FINLAND \(RIKU\) »](#) especially in connection with criminal proceedings and workers' obligations

You can also view the [PIRKANMAA CARE CHAIN »](#) of the Tampere sexual violence programme Välitä! which contains a comprehensive package of useful information. (page in Finnish)

I WANT HELP IN MY EVERYDAY LIFE

Sometimes, being in the midst of a crisis is so difficult that the person no longer finds the strength to carry out their usual everyday routines. A past experience of sexual violence can also result in various challenges with coping in daily life.

Examples of such challenges:

- You feel that you are not able to take care of your children's affairs or take sufficient care of them at the moment
- You have taken care of/should take care of your elderly parents, but at the moment you are not able to
- You need help with childcare to be able to use counselling services or take care of other important matters
- You are a family caregiver and can't take care of your family member in your current situation
- Your financial situation is worrying

- You need support for everyday life
- You are concerned about your child's health but can't do anything about it in your current situation
- You are concerned about your alcohol or drug use or that of someone close to you
- You have problems with housing
- There are factors causing you to feel unsafe in your life, such as violence
- You use various services but feel that your overall situation needs clarification

Depending on the situation, one or more of the above challenges may materialise. People close to you can often help with these issues, but sometimes the need for help is greater than the help your loved ones can offer, you may not want to rely on your loved ones or you may have a limited network of trusted people. In that case, we recommend contacting social services. In order to receive support from the social services, you do not need to have financial concerns, and you do not

need to be a customer of social services to apply for discretionary income support. Concerning your income support application, you can contact social services for help. The contact details of social services can usually be found on the website of your municipality.

Residents of the City of Turku can easily contact social services on weekdays through the [SOCIAL SERVICES' CUSTOMER SERVICE CHAT »](#) or through the [INITIAL SOCIAL SERVICES »](#).

Social emergency services are organised to ensure the availability of urgent and necessary assistance 24/7. Social emergency services also provide counselling and service guidance. The contact details of municipal social emergency services can usually be found on the website of your municipality. Outside office hours, [TURKU SOCIAL EMERGENCY SERVICES »](#) offer urgent social services for all ages in the entire region of Southwest Finland, tel. +358 (0)2 262 6003 or call 112.

I don't know what I want

After a traumatic experience, you may feel that you don't know what kind of help you need and want. Your thoughts and emotions can seem confusing and contradictory. Discussing the incident with a trusted person can help clarify your thoughts. Writing down your thoughts can also prove helpful.

Some people find it easier to seek support from loved ones and friends. Others may feel better talking to a professional. You can also start processing the incident anonymously via different helplines or chats.

If you don't know what kind of help you need, each municipality has a social services office where you can seek help. Many municipalities offer centralised emergency services on weekdays, and the Turku region social emergency services are available outside office hours in all the municipalities in Southwest Finland. The municipal social services office knows all the services available in the area, and the workers can guide you to the right place. A social worker can make a service needs assessment of your situation and guide and support you to get the help you need. Your problem may be related to, for example, coping with everyday life, running errands, housing, financial affairs, or family interaction.