

- ▶ How to contact, where to get help?
- ▶ Remember the regional elections on April 13, 2025



Service Information



Wellbeing services county of

KAINUU

Public
notice
04/2025

How to contact, where to get help?

Kainuu Wellbeing Services County customer service

Phone: 08 61561, mon-fri (7:30 AM to 3:00 PM.)

- ▶ Through the switch, you can reach all contacts of the wellbeing services county.
- ▶ You can get help with general questions related to social and health services.

You can also contact customer service via email at palveluneuvonta@kainuu.fi or visit the customer service desk in the main lobby of Kainuu Central Hospital (entrance F1).

Please note:

- ▶ For security reasons, do not send patient or customer information (e.g., personal identification number or health information) via email.
- ▶ For treatment-related matters, contact the unit treating you directly.
- ▶ Concerning invoicing issues, please contact the information provided on the invoice.
We recommend using e-invoicing in online banking.

Online Services

- ▶ On hyvinvointialue.kainuu.fi, you can find contact information for all services, additional information, and current news.
- ▶ **omasote.kainuu.fi** is a secure service channel for wellbeing and health services. You can handle non-urgent social and health care matters through the service. Other online services can be found at hyvinvointialue.kainuu.fi/digi
- ▶ On the rescue services website, pelastustoimi.fi/kainuu, you find further information and instructions of the Kainuu Rescue Department.

IN CASE OF EMERGENCY

IN CASE OF EMERGENCY Call 112

Always call if there is a threat or danger to human life or health, property or the environment.

Call Medical Helpline 116 117

- ▶ If you need urgent care, advice, or guidance on health issues.
- ▶ Before going to the emergency department.

The emergency clinic of Kainuu Central Hospital is open 24/7.
(address Sotkamontie 13, Kajaani)

Please note:

- ▶ The emergency clinic cannot expedite non-urgent care or other services.
- ▶ You may visit the emergency clinic without calling if you have a referral or health care guidance to seek emergency care.
- ▶ Medical Helpline does not handle non-urgent calls, prescription renewals, or sick leave certificates.
- ▶ For non-urgent matters, contact your health center (in Kajaani, the general clinic).

Mental health and substance abuse emergency services

- ▶ respond to urgent contacts throughout Kainuu (weekdays from 8:00 AM to 8:00 PM and weekends from 11:00 AM to 8:00 PM).
- ▶ Contact 044 790 0051 or through medical helpline at 116 117.

Social emergency services 044 797 0676 provide guidance and advice around the clock for urgent social welfare needs (e.g., sudden crises, children or elderly needing care and protection).

Guidance for services for the elderly: 08 615 69728 (Mon-Thu 9:00 AM - 3:00 PM and Fri 9:00 AM - 2:00 PM) or by email at palveluohjaus.vanhuspalvelut@kainuu.fi

THE REGIONAL ELECTIONS ON APRIL 13

Regional elections will be held together with municipal elections on Sunday, April 13, 2025. By voting, you influence who will be elected to the Kainuu Regional Council to decide on social and health care and rescue services.

Check if you are entitled to vote (see link below).

On election day, you can only vote at your designated polling station. Advance voting in Finland is possible from April 2 to April 8, 2025, at any general advance polling station.

You need to bring an official ID (identity card, passport, driver's license) to the polling station.

In the regional elections, the ballot and candidate lists are purple, and the candidate numbers are four digits.

More information: vaalit.fi/alue-ja-kuntavaalit



PREPARING FOR DISRUPTIONS
AND EXCEPTIONAL SITUATIONS



PREPAREDNESS AND READINESS



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EVERYDAY SAFETY

Improving safety at home involves, for example, ensuring smoke detectors and fire extinguishers and keeping electrical appliances safe. It is also recommended to ensure basic skills for emergency situations, such as emergency first aid, initial firefighting, and calling for help.

- ▶ Fix safety deficiencies at home!

Act responsibly in your environment as well.

- ▶ Call for help in emergencies or report potential threats or dangers to authorities. This promotes safety and prevents accidents or additional damage.

The digitized world contains new types of threats and risks that also affect home networks and connected devices. Cybersecurity is an important civic skill that affects almost everyone!

- ▶ Protect your devices and networks with strong passwords.
- ▶ Never give your bank credentials or other identification information to others. Banks or authorities never ask it over the phone or messages.
- ▶ Beware of scammers on the phone, messages, and websites! If something seems too good to be true, it rarely is. Ensure where you enter your personal or credit card information.



BE PREPARED

Self-preparedness for various disruption situations is important. For example, a power outage affects daily life very quickly. Society is also dependent on information systems in many ways, and disruptions can affect traffic, services, and safety.

Every household should be able to manage independently for three days, even if there are difficulties in obtaining electricity, heat, water, and food.

The emergency supply should include at least:

- ▶ Bottled water and water containers
- ▶ Easily prepared and suitable food for everyone
- ▶ Essential medicines and iodine tablets
- ▶ Hygiene and first aid supplies
- ▶ Warm clothes and other equipment against the cold
- ▶ Battery-operated radio and flashlight with batteries
- ▶ Backup power source for charging phones
- ▶ Camping stove and matches
- ▶ Cash

In exceptional situations, getting accurate information is crucial. Follow official announcements and instructions. If other connections are cut off, authorities will provide instructions via radio (Yle Radio Suomi).

Prepare and familiarize yourself with more detailed instructions at 72tuntia.fi



PREPARING FOR DISRUPTIONS AND EXCEPTIONAL SITUATIONS

Authorities are prepared and practiced for disruptions and exceptional situations. Sometimes a disruption or exceptional situation requires evacuations, i.e., moving people and property to safety. These always occur only by order of the authorities, such as the rescue officials.

The need for urgent protective evacuation can arise e.g., due to an accident such as a large fire. In threat situations during exceptional conditions, people may need to be moved to safety from danger areas. In these cases the actions are part of civil protection.

In all municipalities of Kainuu, there are dedicated assembly centers for local residents. In assembly centers, people receive temporary shelter and assistance. They are usually located in public places in central locations.

If necessary, authorities will move people gathered at the assembly center to a safe place.

In widespread or other disruption situations, residents are advised to follow official announcements and comply with given instructions.



PREPAREDNESS AND READINESS