



You have the right to
receive help when you
experience domestic
violence

www.nollalinja.fi/en



The shelters provide help for domestic violence or a threat of it



What is domestic violence?

Domestic violence means that someone close to you hurts you or treats you badly. For example, this person may be your current or previous spouse, or your parent or child.

Disagreements are a part of life, but violence is not. Disagreements and arguments are situations in which both parties can freely and equally express their own opinions and points of view. If you are afraid and feel threatened and oppressed, the violence may be psychological violence. Everyone has the right to express their opinions equally and without fear. Under the Constitution of Finland, personal freedom and integrity are our fundamental rights.

Domestic violence can be, for example, physical, psychological, sexual, financial or religious. Exposure to violence, such as living in a violent environment, seeing it, hearing it or otherwise witnessing it, is also violence.

Domestic violence affects the wellbeing and health of all parties involved. Your body and mind may react to violence in different ways. Violence may cause physical injuries or symptoms related to emotional life and behaviour, such as anxiety, sleep disorders, depression and feelings of shame and guilt.

It is never your fault when someone is violent towards you. Help for violence is available.



**You have the right to a safe life.
Telling someone about the
violence enables you to get help.
Do not be left alone.**

Questions and answers about the shelters for victims of domestic violence

When can I go to a shelter?

You can seek a place in a shelter when you experience domestic violence or a threat of it. The violence does not need to be physical, it may also be psychological, sexual or financial violence. Violence may start as name-calling, restricting the person or isolating the person from relationships and it may be difficult to identify it as violence.

You can come to the shelter alone or together with your children. Your stay in the shelter is always free of charge to you and requires no referral. If your life is in danger, always call the emergency number 112.

How will I get to the shelter?

The shelter is always open. You can go to any of the shelters in Finland regardless of your home municipality.

If you can leave home in peace, call the shelter before you arrive. This way you can make sure that there is room in the shelter, and you will get more detailed instructions for arriving. If you are unable to get to the shelter independently, you can get information about different options over the telephone.

You will find the contact details of all shelters at www.nollalinja.fi/turvakoti

How can the shelter help me?

The shelter gives you a refuge from violence and assistance for putting a stop to violence. You will receive crisis help, support and information about practical matters. In a shelter, you can safely

consider your situation and make practical arrangements related to your future in collaboration with the staff of the shelter.

The shelter will cooperate with you, the authorities and various organisations if necessary. The services of the shelter are always free of charge to you.

What is it like at the shelter?

The individual situation and needs of each customer are assessed at the shelter. The facilities have been designed to be safe and you will have a room of your own. You will also receive meals and other things you need, such as the bedlinen and the necessary hygiene products. The period you spend in the shelter is always individual and depends on your situation and needs.

As circumstances allow, you can go to work from the shelter, and your children can go to day care or school. The shelter staff will help you with arranging the practical matters.

What do I need to take with me to the shelter?

If you can leave your home in peace to come to a shelter, pack with you some clothes and important personal items, such as the medicines you need, your personal ID and your bank identifiers.

If you come to a shelter with your children, take the necessary items for them as well. They could include a bedtime toy, appropriate clothing for the weather and your child's medication.

You can also call the shelter to ask for more information.

In addition to the shelters, where can I get help for domestic violence?

Places such as Nollalinja, your local health centre, social services, emergency social and crisis services, the police and organisations specialised in working with persons experiencing domestic violence.

NOLLALINJA
AGAINST DOMESTIC VIOLENCE
AND VIOLENCE AGAINST WOMEN
080 005 005



Nollalinja helpline 080 005 005

Nollalinja is a free helpline that you can call at any time, on any day of the year.

Nollalinja helps you around the clock, every day of the year:

- everyone who has experienced violence or a threat of violence in a close relationship.
- women who have experienced violence or a threat of violence.
- the loved ones of victims of violence.

You do not have to say your name on the phone. The helpline professional will not see your telephone number and the call will not show on your phone bill. At the Nollalinja helpline, a professional will listen to you and support you. You can speak confidentially with the professional and reflect on your life situation.

At the Nollalinja helpline, you can talk to the helpline professional in Finnish, Swedish or English. Several other languages are also possible through telephone interpreting.

More information

Find the contact details of the shelters at: www.nollalinja.fi/en

The phone number of the Nollalinja helpline is +358 (0)80 005 005

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