

Länsi-Uudenmaan hyvinvointialue  
Västra Nylands välfärdsområde



Euroopan unionin rahoittama –  
NextGenerationEU

# Monthly paid informal caregivers within Disability Services

Tue 2.4.2024 from 16.00-17.00





Oima user instructions for informal caregivers in Western  
Uusimaa

# Contents

- Overview of Oima
- Account creation and login process
- Tax card information
- Recording entries in the service
- Paydays and entry submission checklist
- Managing your information in Oima
- Further Oima instructions
- Contact information for the Wellbeing Services County

# Introduction to Oima

- Oima is a browser-based platform used by the Western Uusimaa Wellbeing Services County to manage payments and reimbursements for informal caregivers, family caregivers, and fee-based contractors.
- Accessible on any internet-connected device (computer, tablet, smartphone) at **oima.fi**
  - **To sign up, you'll need an internet connection, an email address, and strong authentication methods.**
  - If electronic systems are not suitable for you, continue to manage information on your caregiving duties as before.
- Oima provides an efficient way to communicate caregiving information, allowing you more time for other things.
- With Oima, you can easily report caregiving details, such as days off and other factors affecting your pay, directly to the Wellbeing Services County.
  - Using Oima means there's no need to send this information through other methods.

# Account creation and login process

# Account setup and login

To begin using Oima, you must first register an account. Ensure you have a valid email address and your banking codes or mobile certificate handy. Registration is possible once the wellbeing services county has designated you a role (caregiver, employee, personal assistant employer) in Oima.

Creating an Oima account requires **a valid email address and online banking credentials** (or mobile certificate).

## Instructions:

1. Visit the Oima login page: [minun.oima.fi](https://minun.oima.fi)
2. Click “Luo ilmainen tili” (“Create a free account”) to start the registration process.



The screenshot shows the Oima login interface. At the top is the 'oima' logo in red. Below it is the heading 'Kirjaudu sisään' in bold black. The text 'Tarvitsetko Oima-tilin?' is followed by a link 'Luo ilmainen tili' which is highlighted with a red box and a red arrow. Below this is a text input field labeled 'Sähköposti'. At the bottom is a blue button with the text 'Jatka →' and a link 'Unohditko salasanasasi?' below it.

# Account setup and login

## 3. Email address

- Enter your preferred email address. This will be your username for future logins to Oima.

## 4. Creating a secure password

- Minimum of 8 characters.
  - The longer, the better.
- Include at least one uppercase letter.
- Include at least one lowercase letter.
- Include at least one number.
- Include at least one special character (e.g., !, ", #, \$, %, & / )

As you type, the red crosses will turn into green checkmarks as each requirement is met. This feature assists you in creating a secure password.



## Tervetuloa Oima-palvelun käyttäjäksi

Syötä alla olevaan kenttään käytössäsi oleva sähköpostiosoite, jolla jatkossa kirjaudut palveluun.

Sähköpostiosoite ⓘ

esimerkki@gmail.com

Salasana

- ✗ Salasanassa tulee olla vähintään kahdeksan merkkiä.
- ✗ Salasanassa tulee olla vähintään yksi numero.
- ✗ Salasanassa tulee olla vähintään yksi iso kirjain.
- ✗ Salasanassa tulee olla vähintään yksi pieni kirjain.
- ✗ Salasanassa tulee olla vähintään yksi erikoismerkki.

Luo tili



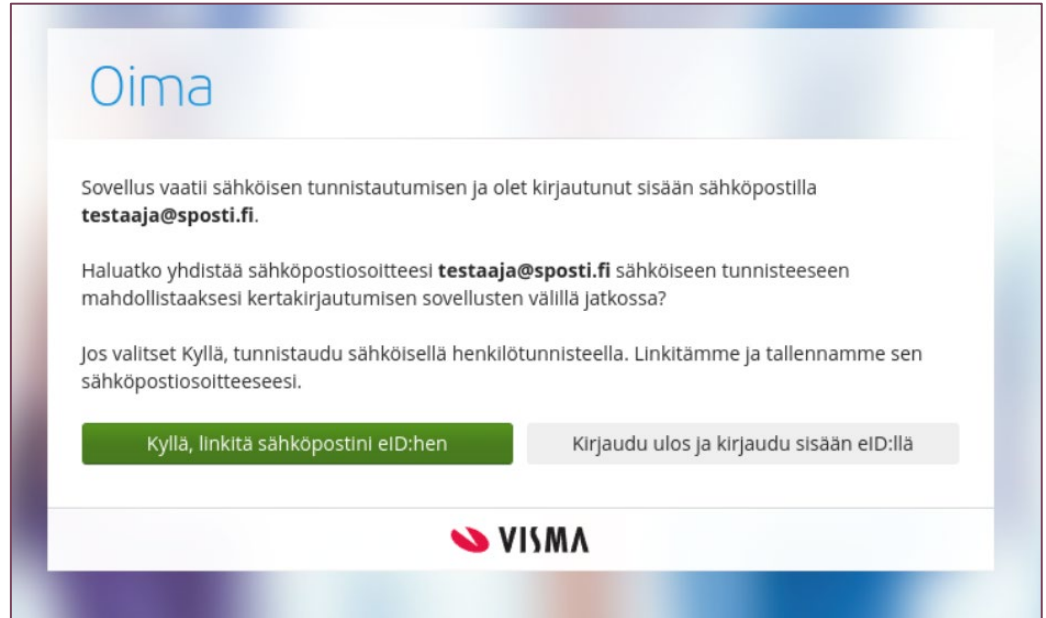
Kasarmintie 15, 90130 Oulu

Kaisaniemenkatu 4 A, 00100 Helsinki

# Account setup and login

## 5. Connecting to Visma Connect

- You will receive the following message for strong authentication. Click on **"Kyllä, linkitä sähköpostini eID:hen"** ("Yes, link my email to eID"). This enables you to use your banking codes for strong authentication.
- Strong authentication is required for your first login to verify your identity. It also ensures that contracts, payments, and other private information are securely directed to the intended person. This process does not link your bank account to the Oima service.
- Proceed to strong authentication by clicking **"Kyllä, linkitä sähköpostini eID:hen"** ("Yes, link my email to eID")



# Account setup and login

## 6. Strong authentication

- Continue to strong authentication using your mobile certificate or online banking codes. If using online banking codes, please select your bank from the options provided.

FI | SV | EN



### TUNNISTAUTUMINEN PALVELUUN Visma Connect

Tunnistaudu mobiilivarmenteella tai henkilökohtaisilla verkkopankkitunnuksilla.

Valitse Mobiilivarmenne



Valitse verkkopankki

**OP**

**Aktia**



**omaOP**

**POP Pankki**

**Säästöpankki**

**Nordea**

**S-Pankki**

**Danske Bank**

**Handelsbanken**

**Keskeytä**

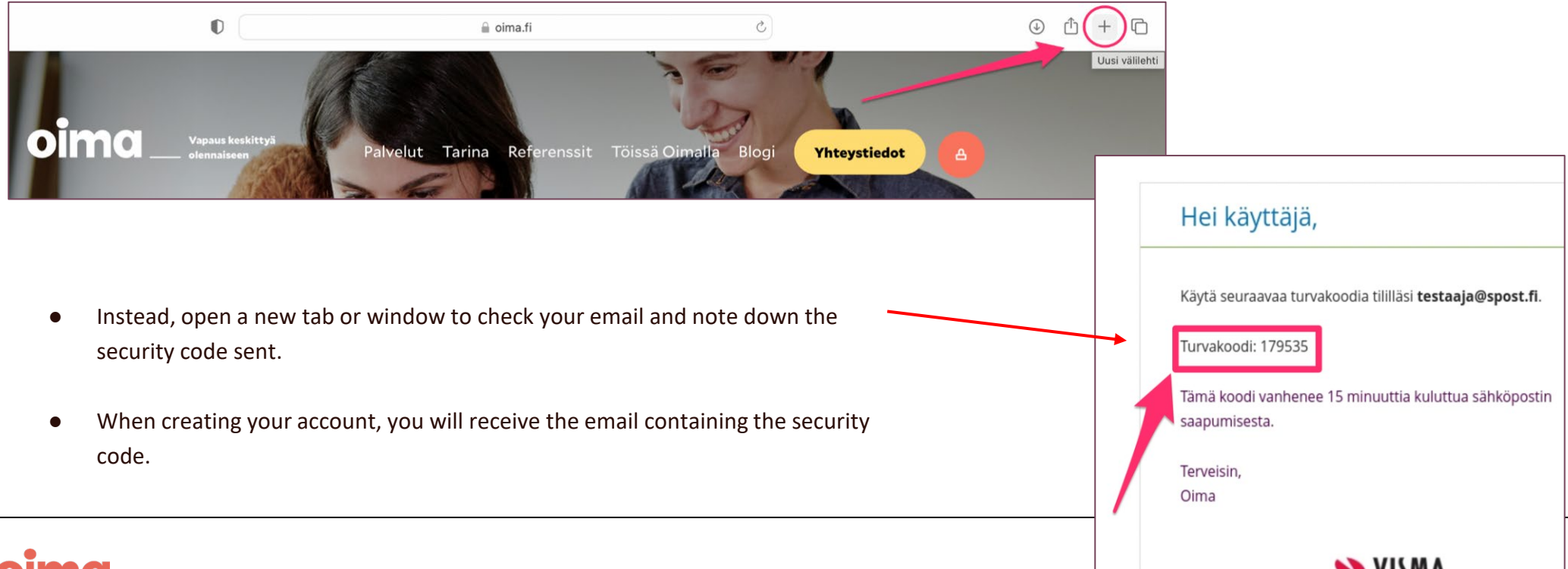
Tämä asiointi on suojattu [Telia Tunnistus](#)-palvelun avulla.  
Telian luottamuspalveluilla [allekirjoitat](#), [tunnistat](#), [varmennat](#) ja [arkistoit](#) luotettavasti.  
[Asiakaspalvelun yhteystiedot](#) [Tietosuojaja-turva](#)

# Account setup and login

## 7. Receiving the security code

- After authentication, a six-digit security code will be sent to your email.

Note: Do not close your current browser window.



The image shows a browser window with the URL `oima.fi`. The website header includes the **oima** logo, the tagline "Vapaus keskittyä olennaiseen", and navigation links: "Palvelut", "Tarina", "Referenssit", "Töissä Oimalla", and "Blogi". There is a yellow button labeled "Yhteystiedot" and a red lock icon. A red arrow points to the browser's tab bar, specifically to the "+" icon used to open a new tab. To the right, an email notification is shown. It starts with "Hei käyttäjä," followed by the instruction "Käytä seuraavaa turvakoodia tililläsi **testaaja@spost.fi**." The security code "Turvakoodi: 179535" is highlighted with a red box. Below this, it states "Tämä koodi vanhenee 15 minuuttia kuluttua sähköpostin saapumisesta." and ends with "Terveisin, Oima". A red arrow points from the text "note down the security code sent" in the list below to the red box containing the security code. The **oima** logo is also visible at the bottom left of the page.

- Instead, open a new tab or window to check your email and note down the security code sent.
- When creating your account, you will receive the email containing the security code.

# Account setup and login

## 8. Entering the security code

- Enter the received security code into the designated field (see image) and click “Linkitä tili” (“Link my account”).
- A confirmation message will appear stating **BankID Finland linkitetty Visman tiliisi.** (“BankID Finland has been linked to your Visma account”). Click “Jatka” (“Continue”).
- This confirms your identity securely without connecting your bank account to Oima. Here, “BankID” simply means that you have done strong authentication via your bank account.
- You are now done with strong authentication. Click on **Jatka** (“Continue”).



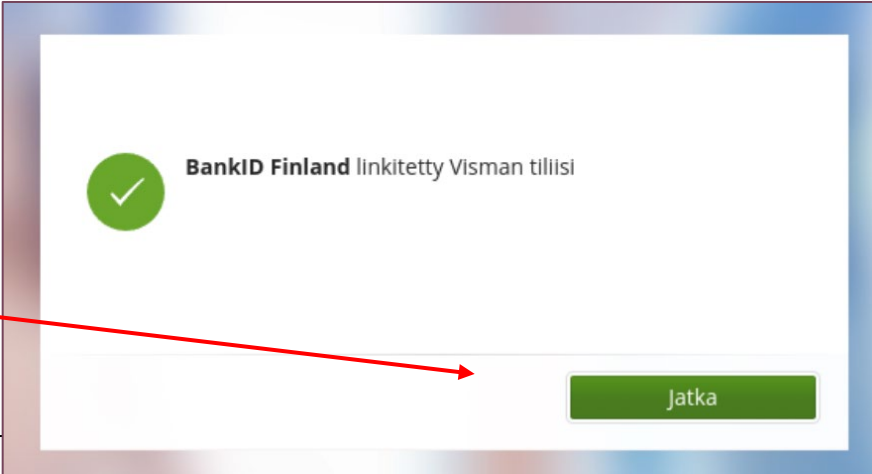
Oima

Olet saanut osoitteeseesi **oima.user@test.fi** sähköpostin, jossa on kuusinumeroinen turvakoodi. Syötä koodi tähän linkittääksesi **BankID Finland** tiliisi.

 →







 **BankID Finland** linkitetty Visman tiliisi

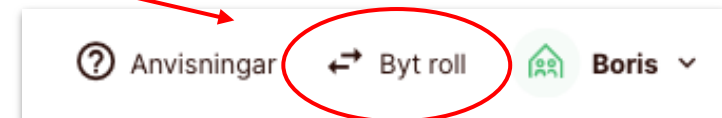
# Account setup and login

## 9. Welcome and role selection

- Good job! You have now successfully logged in to Oima. Now, select your role from the available options.
- Oima features different roles for different users (fee-based contractors, employees, employers, etc.)
- Family caregivers should select **Hoitaja** (“Caregiver”).
- If you accidentally select the wrong role or you use Oima in multiple roles, you can switch roles via the top right corner: **vaihda roolia** . (“Change roles”).

For further assistance, visit [ophtuki.oima.fi](https://ophtuki.oima.fi) and navigate to:

- > Ratkaisut (“Solutions”)
- > Perhe- tai omaishoitajat (“Family or informal caregivers”)
- > Perhe- ja omaishoitaja: Näin otat Oima-palvelun käyttöösi (“Family or informal caregiver: How to start using the Oima service”).



# Tax cards

# Tax cards

Oima retrieves tax card information for payments directly from the Finnish Tax Administration

- You must have a valid tax card **specified for informal care** registered with the Tax Administration. The general tax card for salary is not applicable in Oima.
  - Oima automatically fetches the appropriate tax card from the Tax Administration's system for each type of contract.
  - **The caregiver does not need to submit the tax card themselves anywhere.**
  - Oima automatically updates tax card details close to payday.
- You can see your current tax rate in Oima under the "Hoitopäivät" (Care Days) section.
- For detailed taxation instructions, visit [vero.fi/en](https://vero.fi/en), call the Finnish Tax Administration's service number, or visit a tax office in person.

# Tax cards

Caregivers must have a valid tax card:

## **Tax card for informal care**

- Informal caregivers
- Substitute informal caregivers

## **Tax card for family care**

- Long-term family caregivers
- Short-term family caregivers
- Temporary foster families
- Co-guardians
- Support families

## **Tax card for trade income**

- Support persons
- Volunteer support persons
- Mentors
- Experts by experience

# Recording entries in the service

# Documenting care periods

- You can access care period details directly from Oima's homepage by clicking on "hoitojaksot" ("care periods") or "toimeksiantosopimus" ("contracts").

- To navigate from the contracts section to view specific care periods, click on **Hoitopäivät** ("Care days").

The screenshot shows the Oima homepage dashboard. At the top, there is a navigation bar with the Oima logo and links for 'Framsida', 'Avtal', 'Arvoden', and 'Rapporter'. A user profile 'Boris' is visible in the top right. Below the navigation bar, a blue banner greets the user: 'God eftermiddag Boris!'. Underneath the banner, there are four white boxes displaying summary statistics: 'Uppdragsavtal 3 kpl', 'Utbetalda arvoden (2024) 0 kpl', 'Arvoden brutto (2024) 0,00 €', and 'Arvoden netto (2024) 0,00 €'. Below these boxes, there are three main sections. The first section, 'Gällande uppdragsavtal', lists a contract 'Länsi-Uudenmaan hyvinvointialue (demo)' with a status 'IKRAFT'. The second section, 'Vårdperioder som kräver uppmärksamhet', lists a care period for the same area from 01.04.2024 to 30.04.2024 with a status 'VÄRDAREN GODKÄNT'. The third section, 'Arvoden', shows a piggy bank icon and the text 'Du har ännu inte betalats något arvode.' Red arrows point from the text in the first bullet point to the 'Gällande uppdragsavtal' and 'Vårdperioder som kräver uppmärksamhet' sections.

The screenshot shows the 'Toimeksiantosopimus' (Contract) page. At the top, the title 'Toimeksiantosopimus' is displayed in large black font. Below the title, there is a green button labeled 'IKRAFT'. Underneath, it says 'Avtalsversioner: Enda versionen.' Below this, there are two buttons: 'Skriv ut' (Print) and 'Vård dagar' (Care days). The 'Vård dagar' button is circled in red, and a red arrow points from the text 'Hoitopäivät' in the second bullet point to this button.

# Vård dagar

[Till uppdragsavtalet](#)

Vårdmottagare

Kultala Mortti - Vakituinen/jatkuva -

[Skattekortsuppgifter: Inget skattekort](#)

Vårdperioder

01.04. - 30.04.2024

ÖPPEN

01.06. - 30.06.2024

ÖPPEN

01.05. - 31.05.2024

ÖPPEN

01.04. - 30.04.2024

ÖPPEN

**i** Denna vårdperiod har ännu inte bekräftats.

Bekräfta

## Anmärkningar om vårdperioden

Skriv här en anmärkning om vårdperioden...

Spara anmärkning

 **Lisää dokumentti**

**Dokumentit (0)**

**Vårdperiodens tilläggsfunktioner**

- If managing multiple contracts or care recipients, use the **Hoidettava** ("Care recipient") menu to switch between different individuals.
- The **Hoitojaksot** "Care periods") menu displays care periods chronologically,
  - allowing you to view past periods and
  - record upcoming ones.
- Confirm a care period by selecting ("**vahvista**") after all necessary entries for the period have been made.

# Notes during care periods

### Anmärkningar om vårdperioden

Skriv här en anmärkning om vårdperioden...

**Ankka Dandy (Vårdare) - 08.04.2024:** Exempelkommentar

Spara anmärkning

 Redigera  Ta bort

- Caregivers may add comments to a care period, which will be visible to the Wellbeing Services County employee.
  - The employee will mark these comments as processed during the review before payment day.
- Caregivers can modify or delete their comments until processed by a Wellbeing Services County employee.
- The Wellbeing Services County employee may also add comments within the same care period.

# Calendar shortcuts

(Note: You can also enter care days one at a time by clicking on the specific day; a menu will open in the bottom right corner).

Vårdperiod: 01.05. - 31.05.2024

Föregående

Nästa

Välj vardag

Välj alla

Töm valen

☐ Flera uteffekter

Ändra dagar

| Måndag | Tisdag | Onsdag | Torsdag | Fredag | Lördag | Söndag |
|--------|--------|--------|---------|--------|--------|--------|
| 18     | 29     | 30     | 1       | 2      | 3      | 4      |
|        |        |        |         |        |        | 5      |

- Valitse arkipäivät (“Select weekdays”):**

  - Click here to record entries for all weekdays in one go.
  - Then, select **Muokkaa päiviä** (“Edit days”)
- Valitse kaikki (“Select all”):**

  - Click here to record entries for every day shown in the calendar.
  - Then, select **Muokkaa päiviä** (“Edit days”)
- Tyhjennä valinnat (“Clear selections”):**

  - Clears any days you have selected.
- Monisyöttö (“Multiple inputs”):**

  - Here, you can select specific days and apply the same entries to each.
  - Then, select **Muokkaa päiviä** (“Edit days”)
- Muokkaa päiviä (“Edit days”):**

  - Use this to finalize details after using calendar shortcuts.

# Entries for informal caregivers

1. Open the calendar and click on the day you wish to record an entry for.
2. A menu will appear on the right to select the type of day:
  - Hoitopäivä ("Care day")
  - Koulutuspäivä ("Training day")
  - Irtisanomisaika ("Notice period")
  - Peruuntunut hoitopäivä ("Canceled care day")
  - Peruuntunut hoitopäivä (palkaton) ("Canceled care day, unpaid")
  - Statutory leaves for informal carers
1. You may also add a comment for the day, though this is not required.
2. Remember to click **Tallenna ja sulje** ("Save and exit")!

Days without entries in commission contracts that are based on monthly payments will be automatically considered as days when care was provided. In other words, it is not necessary to record entries for provided care days.)

Uppgifter om vårddagen

1 dag vald

← Föregående dag 04.04.2024 Nästa dag →

X Töm registreringar

TYP AV DAG

Hoitopäivä

Koulutuspäivä

Irtisanomisaika

Peruuntunut hoitopäivä

Peruuntunut hoitopäivä (palkaton)

Omaishoidon vapaa  
återstående semesterdagar 3 dagar

Omaishoidon vapaa etukäteen  
återstående semesterdagar 0 dagar

Omaishoidon lisävapaa  
återstående semesterdagar 0 dagar 2 timmar

Kommentar (ej obligatorisk)

Spara och stäng

Spara och nästa

# Logging leave days

1. To make an entry for a leave day, simply click on the respective day in the calendar
2. Mark the day as **Omaishoidon vapaa** ("Informal caregiver's leave")
  - When logging leave days to the calendar, please select the appropriate means of arranging the leave day from the following options:
    - Short-term 24-hour service housing
    - Rehabilitative day activities
    - Substitute care
    - Part-day family care
    - Full-day family care (24/7)
    - Service vouchers
1. Once done, remember to click **Tallenna ja sulje** ("Save and exit")!

The screenshot shows a web form for logging 'Omaishoidon vapaa' (Informal caregiver's leave). At the top, the title 'Omaishoidon vapaa' is followed by 'återstående semesterdagar 3 dagar'. Below this is a section 'Välj organiseringsätt' (Choose organization method) with several options: 'Lyhytaikainen ympärivuorokautinen palveluasuminen', 'Kuntouttava päivätoiminta', 'Sijaisomaishoitaja' (highlighted with a blue border and a checkmark), 'Palveluseteli', 'Osavuorokautinen perhehoito', 'Ympärivuorokautinen perhehoito', and an unchecked checkbox 'Hemma hos vårdmottagaren'. Further down, there are two more input fields: 'Omaishoidon vapaa etukäteen' (återstående semesterdagar 0 dagar) and 'Omaishoidon lisävapaa' (återstående semesterdagar 0 dagar 2 timmar). At the bottom, there is a text field for 'Kommentar (ej obligatorisk)'. Two buttons are at the bottom right: 'Spara och stäng' (highlighted with a red circle) and 'Spara och nästa'.

# Correcting entries

If you have entered incorrect information in the calendar, you can correct it before the care period is confirmed.

1. Select the day you need to correct by clicking on it in the calendar; a menu will appear.
2. Choose **Tyhjennä kirjaukset** (“Clear entries”)
3. Remember to click **Tallenna ja sulje** (“Save and exit”)!

This function clears all entries from the selected calendar day.

Caregivers and contractors can make corrections to their entries until the care period is reviewed and finalized for payment by the Wellbeing Services County.

**Uppgifter om vårddagen** ✕

1 dag vald

← Föregående dag 04.04.2024 Nästa dag →

✕ Töm registreringar

**TYP AV DAG**

Hoitopäivä ✓

Koulutuspäivä

Irtisanomisaika

Peruuntunut hoitopäivä

Peruuntunut hoitopäivä (palkaton)

Omaishoidon vapaa  
återstående semesterdagar 2 dagar

Omaishoidon vapaa etukäteen  
återstående semesterdagar 0 dagar

Omaishoidon lisävapaa  
återstående semesterdagar 0 dagar 2 timmar

Kommentar (ej obligatorisk)

Spara och stäng Spara och nästa

# Confirming care periods

**Vård dagar**

Till uppdragsavtalet

Vårdmottagare  
Kultala Mortti - Vakituinen/jatkuva -

Vårdperioder  
01.04. - 30.04.2024 ÖPPEN

Skattekortsuppgifter: [Inget skattekort](#)

**Anmärkingar om vårdperioden**

Skriv här en anmärkning om vårdperioden...

Ankka Dandy (Vårdare) - 08.04.2024: Exempelko

**Bekräfta vårdperiod**

Hoitojakson kirjaukset:

- Omaishoidon vapaa: 2 st

Ångra Bekräfta vårdperiod

Lisää dokumentti Dokumentit (0) Vårdperiodens tilläggsfunktioner

Denna vårdperiod har ännu inte bekräftats.

Bekräfta

Once all entries are complete, **confirm the care period** by clicking “Vahvista” (“Confirm”) in the top right corner. This notifies the Wellbeing Services County that your care period is ready for review.

**Note:** If you forget to confirm the care period, it will still be reviewed and confirmed for payment on your behalf.

**Note:** After confirmation, only employees of the Wellbeing Services County can modify the entries.

# Managing your information in Oima

# Managing your information in Oima

## Entries (“Kirjaukset”)

- Record entries for care periods.
- View entries made by the Wellbeing Services County for your care periods.

## Contracts (“Sopimukset”)

- Access and review your current and past contracts.
- Electronically sign new contracts.

## Days off (“Vapaapäivät”)

- Record leave days in the calendar and monitor your accrued leave.

## Payslips

- View all payslips and payments processed through Oima.

## Reports (“Raportit”)

- Generate reports on kilometre allowances and trip reimbursements for possible tax deductions.

## Comments (“Kommentit”)

- Add comments to provide additional details to the Wellbeing Services County regarding care periods, contracts, or other matters.



# Oima homepage overview for caregivers



[Framsida](#) [Avtal](#) [Arvoden](#) [Rapporter](#)

[Anvisningar](#) [Byt roll](#)  **Boris** 

 Vi rekommenderar att alla tar i bruk Visma Connect. Du kan ta i bruk det [här](#).

You can also access your contracts, ongoing care periods, and payment history via the top menu.



**God dag Boris!**

Uppdragsavtal  
3 kpl

Utbetalda arvoden (2024)  
0 kpl

Arvoden brutto (2024)  
0,00 €

Arvoden netto (2024)  
0,00 €

**Gällande uppdragsavtal**

[Länsi-Uudenmaan hyvinvointialue \(demo\)](#) 1.3.2024 Sorsa Vertti **I KRAFT**

[Visa alla uppdragsavtal \(3\) →](#)

**Vårdperioder som kräver uppmärksamhet**

Länsi-Uudenmaan hyvinvointialue (demo) 01.04.2024 - 30.04.2024 Sorsa Vertti **VÅRDAREN GODKÄNT**

**Arvoden**



Du har ännu inte betalats något arvode.

Navigate to the care period for a specific contract.

Ongoing care periods.

View details of payments received.

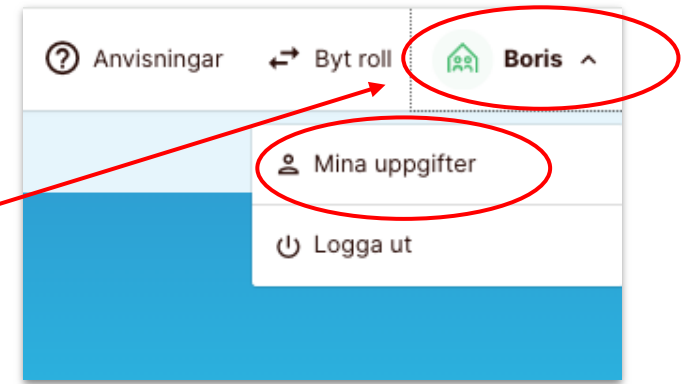
# Caregiver's information

Upon your first login to Oima, please verify that your personal information is accurate.

1. Click on your name in the top right corner and select **Omat tietoni** “My information”
  - You will see your details displayed, but
  - you cannot modify these yourself. Please contact the Wellbeing Services County if something needs to be updated.

Additionally, in this section, you can:

- Change your password.
- Change your user ID.
- Change the display language of Oima to
  - Swedish
  - English
- Set up Visma Connect user ID
  - (If not already set up during your first login).



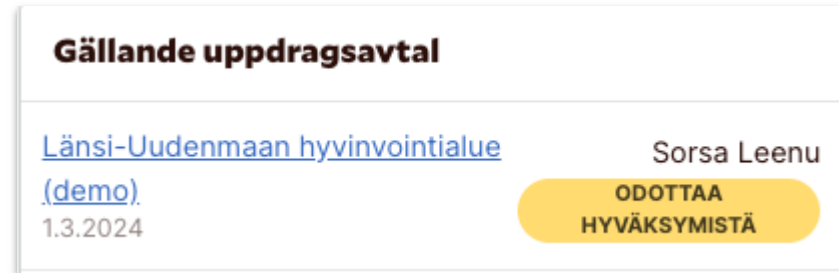
# Commission Contracts

- To view your contracts, navigate to the **Sopimukset** (“Contracts”) tab
- Your contracts are categorized as:
  - Valid contracts
  - Pending (Unfinished, waiting for signing)
  - Finished (Archived past contracts)



Note: If you notice that something is incorrect in your contract details, please contact the Wellbeing Services County for corrections.

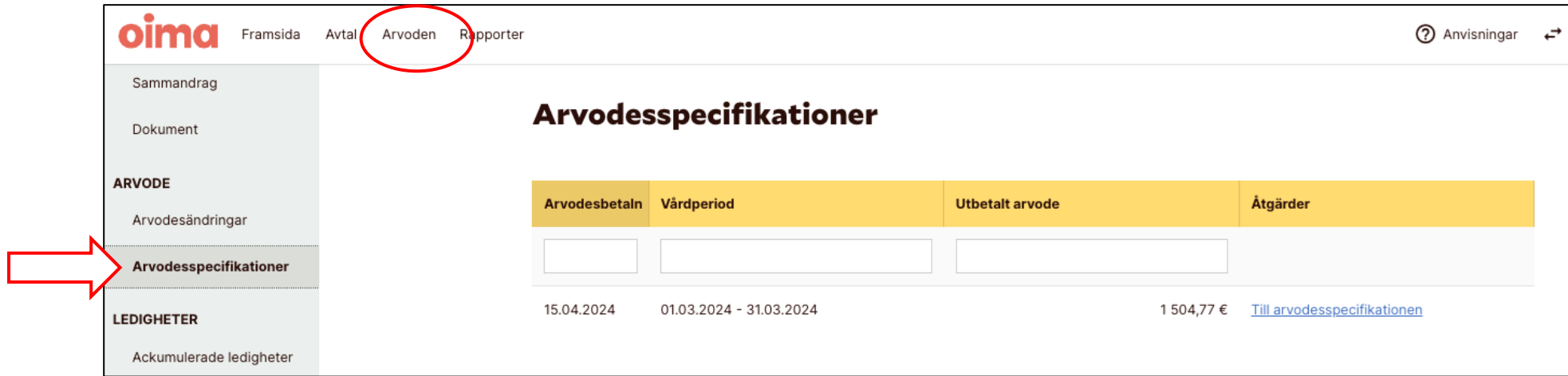
# Signing electronic contracts



- Electronic contracts are signed via Oima.
- You will receive an email notification when there is a new contract waiting for your signature.
- You can also view any pending contracts on the Oima homepage.
- Sign contracts by clicking “Allekirjoita” (“Sign”).
  - Note: Please read and review the contract before signing it.



# Payslips



The screenshot shows the Oima web application interface. The top navigation bar includes the Oima logo and links for 'Framsida', 'Avtal', 'Arvoden', and 'Rapporter'. The 'Arvoden' link is circled in red. The left sidebar contains a menu with 'Sammandrag', 'Dokument', 'ARVODE', 'Arvodesändringar', 'Arvodesspecifikationer', and 'LEDIGHETER'. A red arrow points to the 'Arvodesspecifikationer' link. The main content area is titled 'Arvodesspecifikationer' and displays a table with the following data:

| Arvodesbetaln | Vårdperiod              | Utbetalt arvode | Åtgärder                                    |
|---------------|-------------------------|-----------------|---------------------------------------------|
| 15.04.2024    | 01.03.2024 - 31.03.2024 | 1 504,77 €      | <a href="#">Till arvodesspecifikationen</a> |

You can track all your payments conveniently through Oima.

- The Oima homepage displays a summary of payments you received.
- Under the “Palkkiot” (“Payments”) tab, you can review your payslips in more detail.
- You can see any possible changes to your pay and the relevant payslips under “Toimeksiantosopimus” (“Commission contracts”).

# Paydays and entry submission checklist

# Paydays and entry submission checklist

## Payday

The compensation for regular informal caregivers is paid on the last business day of the current care period.

## Entries ("Kirjaukset")

Entries for each care period should be logged during that care period and no later than the 15th day of the current month

Details to be given for each care period:

- Leave days used
- Any interruptions to the care and other factors that affect the compensation payment
- Notes on the care period (if any)

The compensation is paid as a monthly payment. Any days without entries in the calendar will automatically be considered as fulfilled care days. If there are no entries for an entire month, it can still be confirmed as such.

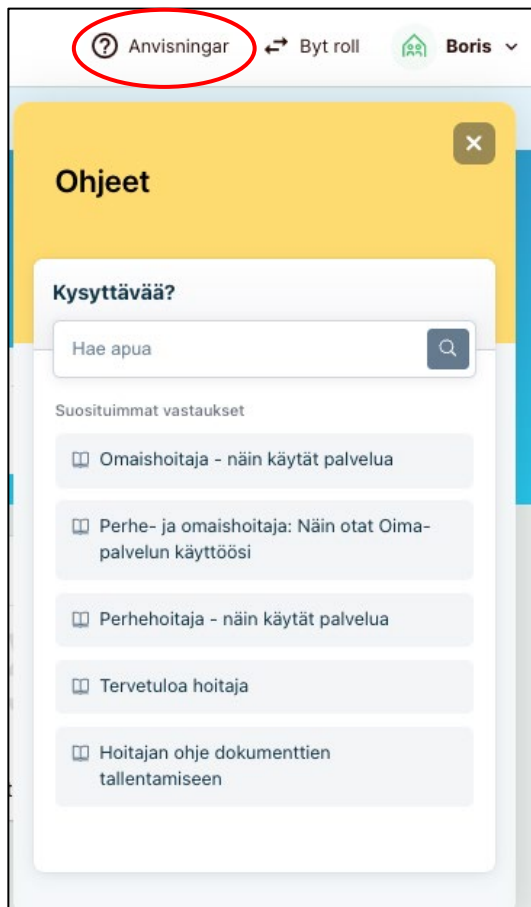
**Always adhere to the guidelines provided by the Wellbeing Services**  
~~County when recording entries.~~

**IMPORTANT:** Please provide the email address you use via Oima in the "Hoitojakson huomautukset" ("Notes on the care period") field.

**oima**

# Further Oima instructions

# Built - in instructions



When logged in, you can access instructions within Oima by clicking the question mark in the top right corner.

For specific instructions (with pictures) on recording entries,

- click on **Perhehoitaja - näin käytät palvelua** (“Family caregiver - instructions on using the service.”)

Instructions can be selected by topic or browsed freely.

## Perhehoitaja - näin käytät palvelua

Perhehoitajan ohje palvelun käyttöön sekä hoito- ja vapaapäivien raportointiin

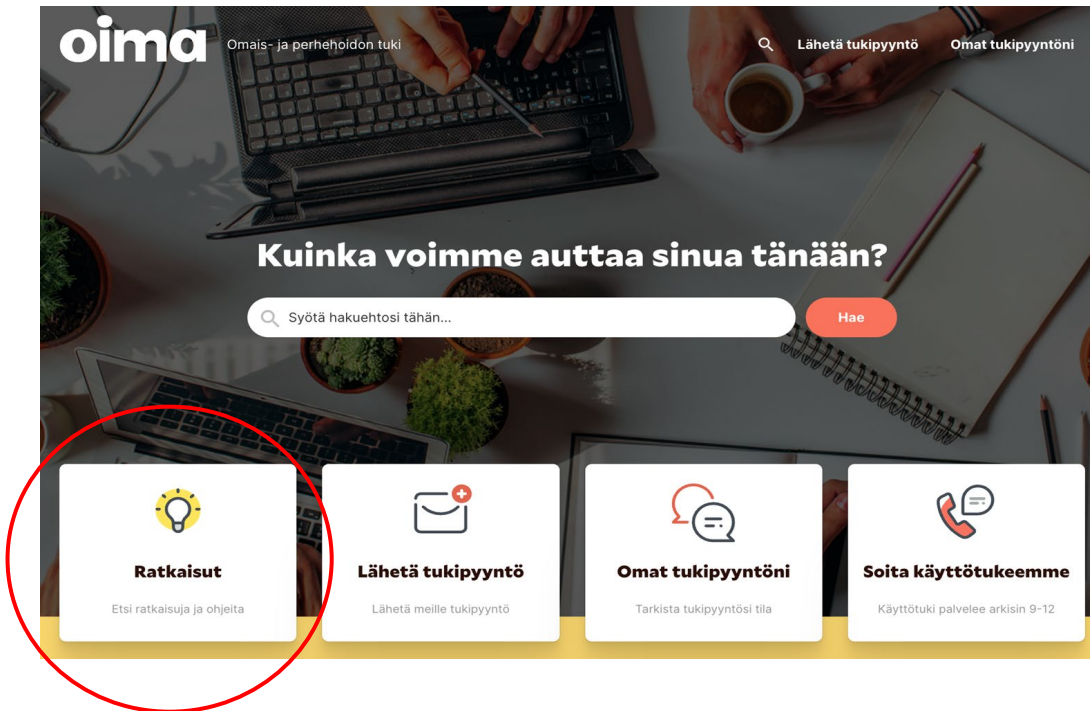
### SISÄLTÖ

- [Näin pääset raportoimaan](#)
- [Hoitopäivien raportointi](#)
  - [Hoitopäivä](#)
  - [Monisyöttö](#)
  - [Koulutuspäivä](#)
  - [Irtisanomisaika](#)
  - [Peruuntunut hoitopäivä ja palkaton peruuntunut hoitopäivä](#)
  - [Perhehoidon vapaat](#)
  - [Vapaiden käyttö](#)
  - [Kuljetukset](#)
  - [Matkakustannusten korvaukset](#)
    - [Matkakustannusten korvaus: Kilometrikorvaus](#)

# Support website

Instructions can also be accessed without login at [ophtuki.oima.fi](https://ophtuki.oima.fi)

- Click on **Ratkaisut** (“Solutions”) -> **Perhe - tai omaishoitajat** (“Family or informal caregivers”).



# Wellbeing Services County Contact Information

# Contact information

The Disability Services customer service can be reached at 029 1512 425 :

- **Espoo & Kauniainen** : Mon, Wed, Fri from 9.00–11.00 and 12.00–14.00.
- **Kirkkonummi** : Mon and Thu from 9.00–11.00.
- **Lohja, Siuntio, Ingå, Karkkila, & Vihti** : Mon, Wed, Fri from 9.00–12.00.
- **Raseborg & Hanko**: Mon, Wed, Thu from 9.00–10.00

The phone service utilises a call-back service Mon–Fri from 9.00–15.00. During these hours, you can leave a call-back request. The call-back service is not used in Espoo and Kauniainen.

Municipality-specific email addresses:

- [vammaispalvelut.espoo-kauniainen@luvn.fi](mailto:vammaispalvelut.espoo-kauniainen@luvn.fi)
- [vammaispalvelut.hanko@luvn.fi](mailto:vammaispalvelut.hanko@luvn.fi)
- [vammaispalvelut.kirkkonummi@luvn.fi](mailto:vammaispalvelut.kirkkonummi@luvn.fi)
- [vammaispalvelut.lohja@luvn.fi](mailto:vammaispalvelut.lohja@luvn.fi) (Also for residents of Ingå, Karkkila, Siuntio, and Vihti.)
- [vammaispalvelut.raseborg@luvn.fi](mailto:vammaispalvelut.raseborg@luvn.fi)

**oima**

Kasarmintie 15, 90130 Oulu

Kaisaniemenkatu 4 A, 00100 Helsinki

# Länsi-Uudenmaan hyvinvointialue



# Länsi-Uudenmaan hyvinvointialue Västra Nylands välfärdsområde



Euroopan unionin rahoittama –  
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# Thank you!

**Seuraa meitä sosiaalisessa mediassa:**



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[@luhyvinvointialue](#)



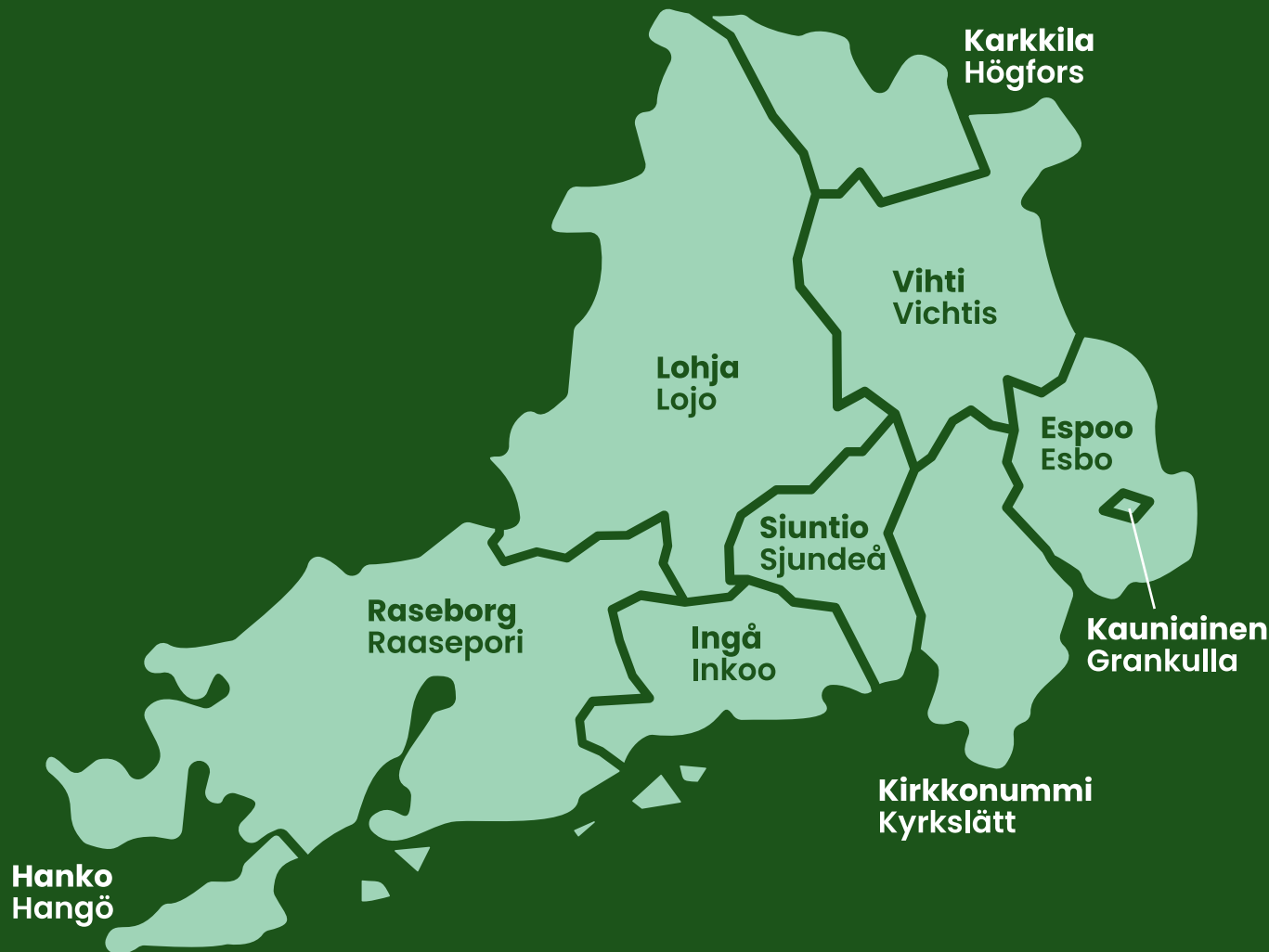
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