

# Crisis situations in informal care

## In an emergency

In life-threatening situations, call **the emergency number 112**.

If you as the informal carer fall ill and have to go to the emergency clinic with no other carer available for the care recipient, **you can bring the care recipient to the emergency clinic**.

## In urgent matters

### **Social and crisis emergency services 029 151 2221**

If you need help and support in a crisis situation, call the social and crisis emergency services. We will help you in urgent social welfare situations and acute traumatic crisis situations.

Crisis situations include:

- you as the informal carer are unable to take care of the care recipient (abrupt exhaustion, illness)
- you are close to endangering or have endangered yourself or someone close to you
- you have been involved in a situation of violence or abuse (emotional, physical or financial)
- your apartment has suddenly become uninhabitable (due to fire or water damage, electricity is off, heating does not work during the cold season or water is cut off)
- accidents and other sudden crisis situations

### **HUS Medical Helpline 116 117**

If you need urgent treatment, call the HUS Medical Helpline at 116 117. We will tell you how quickly you should seek treatment and refer you to the correct place of treatment. If you do not need to go to the emergency clinic, you will receive treatment instructions on the phone. Remember to mention that you have an informal care recipient at home if you fall ill.

## In non-urgent matters

### **Informal care client coordinator (tel.):**

**Always** notify the informal care client coordinator if there are any changes in the informal care situation.

**If you have questions about health, contact your local health centre.**

