

# MIELI Crisis services



# MIELI Mental Health Finland – since 1897

**50** local member organisations

**20** Crisis Help Centres around Finland

**26** organisational members

**160** employees + **100** in Crisis Centers

outside Helsinki

**3 000** volunteers

[mieli.fi](http://mieli.fi)

## Kriisikeskukset ympäri Suomen

Tukea ja apua vaikeassa  
elämäntilanteessa

Eura  
Imatra  
Helsinki  
Huittinen  
Hyvinkää  
Hämeenlinna  
Joensuu  
Jyväskylä  
Kajaani  
Kemi  
Kokkola  
Kouvola  
Kuopio  
Lahti  
Lappeenranta  
Mikkeli  
Oulu  
Pieksämäki  
Pietarsaari  
Rauma  
Rovaniemi  
Salo  
Sastamala  
Savonlinna  
Seinäjoki  
Tampere  
Turku  
Vaasa  
Vihti



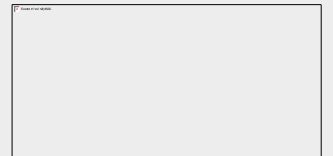
Lisäksi Kriisikeskuksilla on etäpisteitä eri paikkakunnilla.

**Our mission is to  
promote mental  
health by  
providing free  
crisis support**



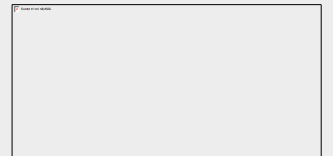
# Crisis Centres Network

- MIELI ry coordinates a network of 20 Crisis Centres that are located around Finland.
- In addition to the Crisis Centres, MIELI coordinates the National Crisis Helpline and online help services.
- Crisis counseling offered on site or remotely.
- Guided peer support groups facilitated by professionals.
- No referral required. The support is free of charge.
- Trained volunteers supervised by professionals are involved in many crisis services



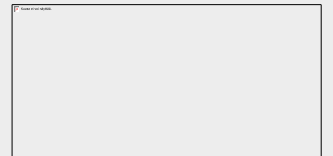
# MIELI Crisis Centres

- Promote mental wellbeing, provide crisis support and prevent suicides
- Promote equality, and inclusion in mental health
- A leading mental health advocate and partner
- Over 50 years of experience in crisis support
- Expertise in refugee and migrants' mental health



# Support and help in crisis

- National Crisis Helpline
  - 24/7 in Finnish
  - 20 hours/week in Swedish
- Crisis help also in English [mieli.fi/en](https://mieli.fi/en)
- Online chats for young people (Sekasin-chat) and adult (MIELI Kriisichat)
- Crisis counselling face to face and online
- Peer support groups (also online)
- Suicide Prevention Centre



# Early crisis support

No referral needed, free of charge,  
anonymous – if needed

[mieli.fi](https://mieli.fi)

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# Crisis assistance and support



## **Kristelefon**

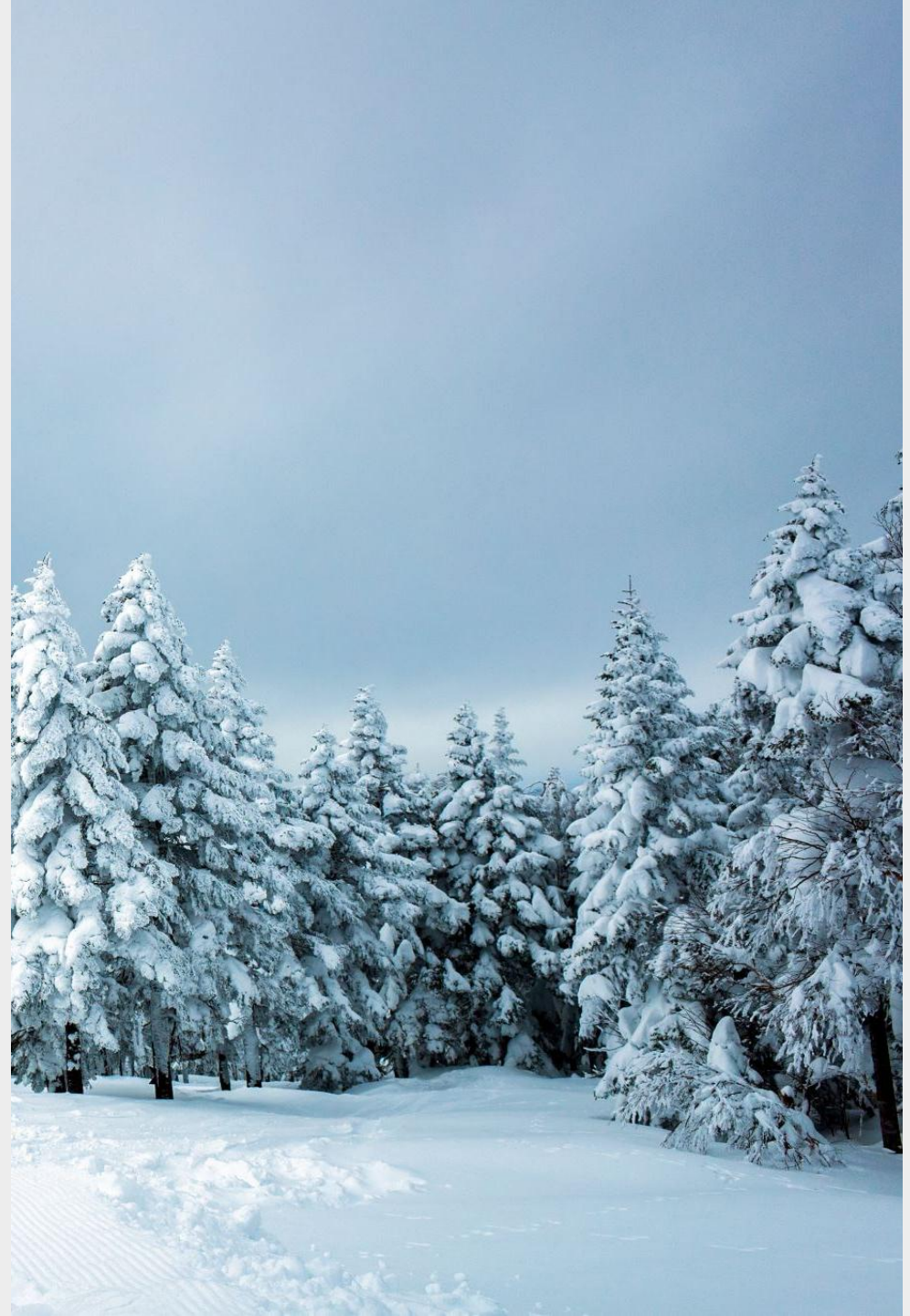
09 2525 0112

[mieli.fi/kristelefon](https://mieli.fi/kristelefon)

## **Crisis Helpline**

09 2525 0116

[mieli.fi/helpline](https://mieli.fi/helpline)



# Crisis Helpline in 2025

over **111 000**  
answered calls

nearly **320 000**  
attempted calls

[mieli.fi](https://mieli.fi)

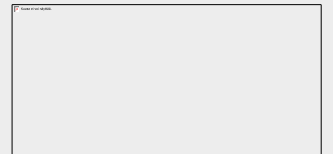
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# Digital Crisis Support

Chat for adults in 2025

**11 000** attempted and  
**5 000** answered contacts



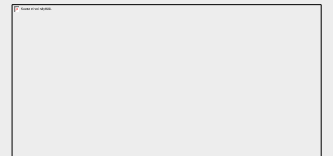
# In 2025, more than 180 000 received support from the Crisis Center network

The most common reasons of contact:  
relationship issues, feeling bad, issues related  
to everyday life, loss of a loved one,  
migration related challenges



# Suicide Prevention Center

- Help and support
  - Persons who have attempted suicide
  - Persons who are affected by someone who has attempted or died by suicide
- Organize peer support groups
- Training on suicide prevention and how to talk about suicide
- Training and coordination of Linity / ASSIP experts' network in Finland
- Suicide prevention awareness campaigns



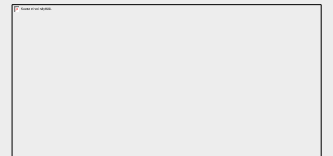
# Sekasin Collective

The logo for SEKASIN, featuring the word "SEKASIN" in a bold, white, italicized sans-serif font centered on a solid black rectangular background.

- The model:
  - Sekasin chat (online chat service) for young people in Finnish and Swedish
  - Sekasin group chats
  - Sekasin Gaming in Discord
- Coordinated by four organizations: MIELI Mental Health Finland, Finnish Red Cross, Settlement Association (Setlementtiliitto) and SOS- Children's Villages (SOS-Lapsikylä).
- More than 50 organizations are part of the network.

[www.sekasin.fi](http://www.sekasin.fi)

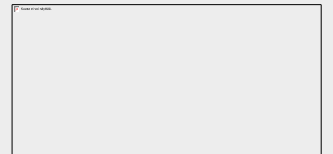
mieli.fi



# Victim Support Finland (RIKU)

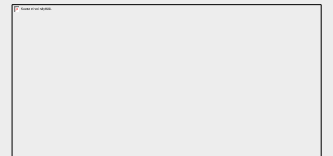


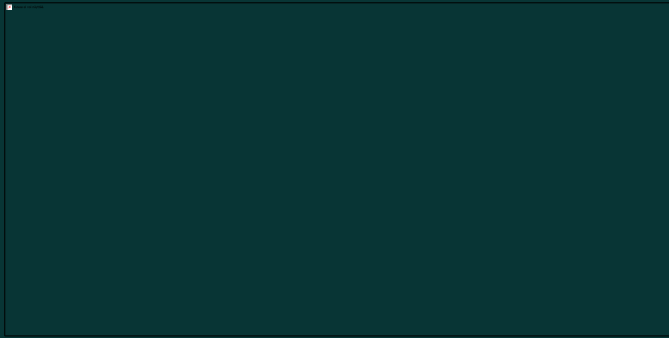
- The operations are coordinated nationwide by MIELI ry. Maintained by the Finnish Red Cross, the Federation of Mother and Child Homes, MIELI Mental Health Finland, the Mannerheim League for Child Welfare, the Finnish Federation of Settlement Houses and the National Church Council.
- Victim Support Finland does advocacy work and offers support to victims, relatives and witnesses of criminal cases.
- RIKU's services include national telephone services, such as Crime Victims' Emergency 116 006, legal advice 0800 161 177 and RIKUchat, witness support, as well as advice provided by professionals coordinated locally from the service points and accompanying volunteer support staff activities.
- More information: [riku.fi](http://riku.fi)



# Advocacy work

- At national level MIELI is one of the key advocates for mental health in Finland
- Member of various national and EU/international networks: Mental Health Europe, PALOMA network

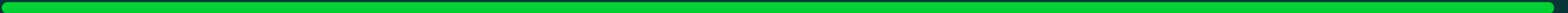




**Kiitos**

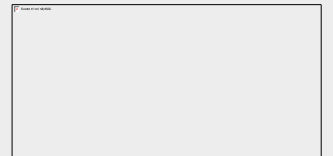
**Contact**

firstname.lastname@mieli.fi



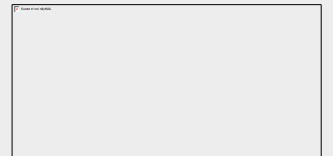
# MIELI Crisis Centre Helsinki

- Crisis support (in person and remote sessions)
- Expertise in refugees and migrant's mental health: third of our clients have foreign background
- Peer support groups (in person and remote groups)
- local and national levels
- Crisis Helpline and online crisis service on duty
- About 200 volunteers are involved in our operations and activities
- Services offered in the capital region



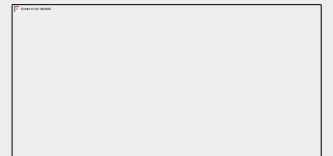
# Crisis counselling at MIELI Crisis Centre Helsinki

- No referral needed, free of charge and possibility to get help anonymously and with an interpreter
- Counsellors are crisis workers and trained volunteers
- Services available for: individuals, couples, families and groups
- On average 3 weekly meetings with the client
- Cooperation with Emergency Social and Crisis Services in the Helsinki area



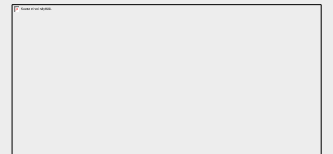
# Peer support groups

- Targeted groups e.g. for bereaved (by suicide or other sudden death) and for adolescents in need for support (loneliness and anxiety)
- There are weekly group meetings (10 – 15 times) and intensive courses in course centres where participants can come all over the Finland
- There are 5 – 10 participants and two professional facilitators in each group



# National Crisis Helpline

- Confidential and anonymous support
- Crisis counsellor and trained volunteers recruited as Crisis Helpline workers.
- Finnish 09 2525 0111, open 24/7/365
- Swedish 09 2525 0112 (mon, wed 16-20, tue, thu, fri 9-13)
- English 09 2525 0116 (mon 16-20, tue, fri 9-13)
  
- [mieli.fi/helpline](https://mieli.fi/helpline)



# Why crisis support is so important?

- Common reasons of contact at MIELI crisis work: difficulties in relationships and family issues (30%), anxiety, the loss of a loved one.
- 50 000 persons die in Finland every year; 8000 of them in working age and 400 are children
- 717 persons died by suicide in 2020
- 12 000 divorces every year
- Old traumas can come up from experiences of violence, crime, war etc
- Early support is best prevention

