

**CITY OF HELSINKI
SOCIAL SERVICES AND HEALTH CARE
DIVISION**

Special services for families
Family law service

02.04.2020

CHILD WELFARE OFFICER CUSTOMER SERVICE PROVISION DURING THE CORONAVIRUS PANDEMIC

The customer service provision with child welfare officers has been prioritised during the coronavirus pandemic. Our customer service department is not closed, but the services at the office are primarily focused on paternity and maternity matters. We have changed the way we handle agreement matters, and we will primarily carry out any already scheduled client meetings without the need to visit the office during the emergency conditions.

Urgent **paternity** and **maternity appointments** will be held normally at the office. The child welfare officer will be in contact with paternity and maternity clients prior to the meeting when possible. The purpose of contacting the client is to verify the clients' current health situation and potential exposure to coronavirus prior to the meeting. The child welfare officer will also request the information needed to establish paternity or maternity so that documents can be prepared in advance for the meeting. If the client or a family member of the client has symptoms of an upper respiratory tract infection (flu, runny nose, cough, etc.), unfortunately they must not come to the appointment at this time, even in paternity or maternity matters.

If a client has an appointment with a child welfare officer in **agreement matters**, the child welfare officer will contact the client to potentially arrange for the matter to be handled remotely. The child welfare officer will primarily try to reach the parent in whose name the appointment was made. The child welfare officer will survey the situation and agree with the parents on how to manage it remotely. If an interpreter has been booked for the meeting, the child welfare officer will be in contact with both parents within the time of the booked appointment with the help of the interpreter. The parents must be reachable by telephone during the appointment booked for them. In any case, the child welfare officer will discuss the matter separately with both parents before the agreements are drawn up.

The parents should also discuss with each other how they wish the matter to be handled and to agree on the content of the agreement as much as possible. As a support and aid, the parents may wish to use the parenting plan found on the THL website by searching for 'parenting plan.' The parents should also watch [the Mannerheim League for Child Welfare's 'Family separation' cartoon videos](https://helsinki.mll.fi/lapset-ensin-erossakin/videot/) (<https://helsinki.mll.fi/lapset-ensin-erossakin/videot/>).

The child welfare officer will strive to contact the parent who made the appointment before the appointment. If the child welfare officer has not been able to reach the clients within the time of the appointment, help can be requested by calling the advice number (09 310 43447) or by e-mail to lastenvalvoja.helsinki@hel.fi.

If a client wishes to cancel an appointment, they can do so by sending a text message to 050 402 0084. No other services are available via this number. The message should include your name, the exact time of the appointment and the name of the child welfare officer for whom your appointment was made. The cancellation applies to both parents, so the other parent must also be notified of the cancellation.

The child welfare officer advice service at 09 3104 3447 is available as follows:

Mon–Fri 9.00–11.00

Wed 15.30–17.30

Tue and Thu 12.00–13.00

Kind regards,

Street address
Vironkatu 2
00170 Helsinki

Postal address
City of Helsinki Social Services and Health Care
Family law service
PO Box 8620
00099 CITY OF HELSINKI

Telephone
(09) 310 5015/switchboard
Fax
(09) 310 43065

E-mail
firstname.lastname@hel.fi

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