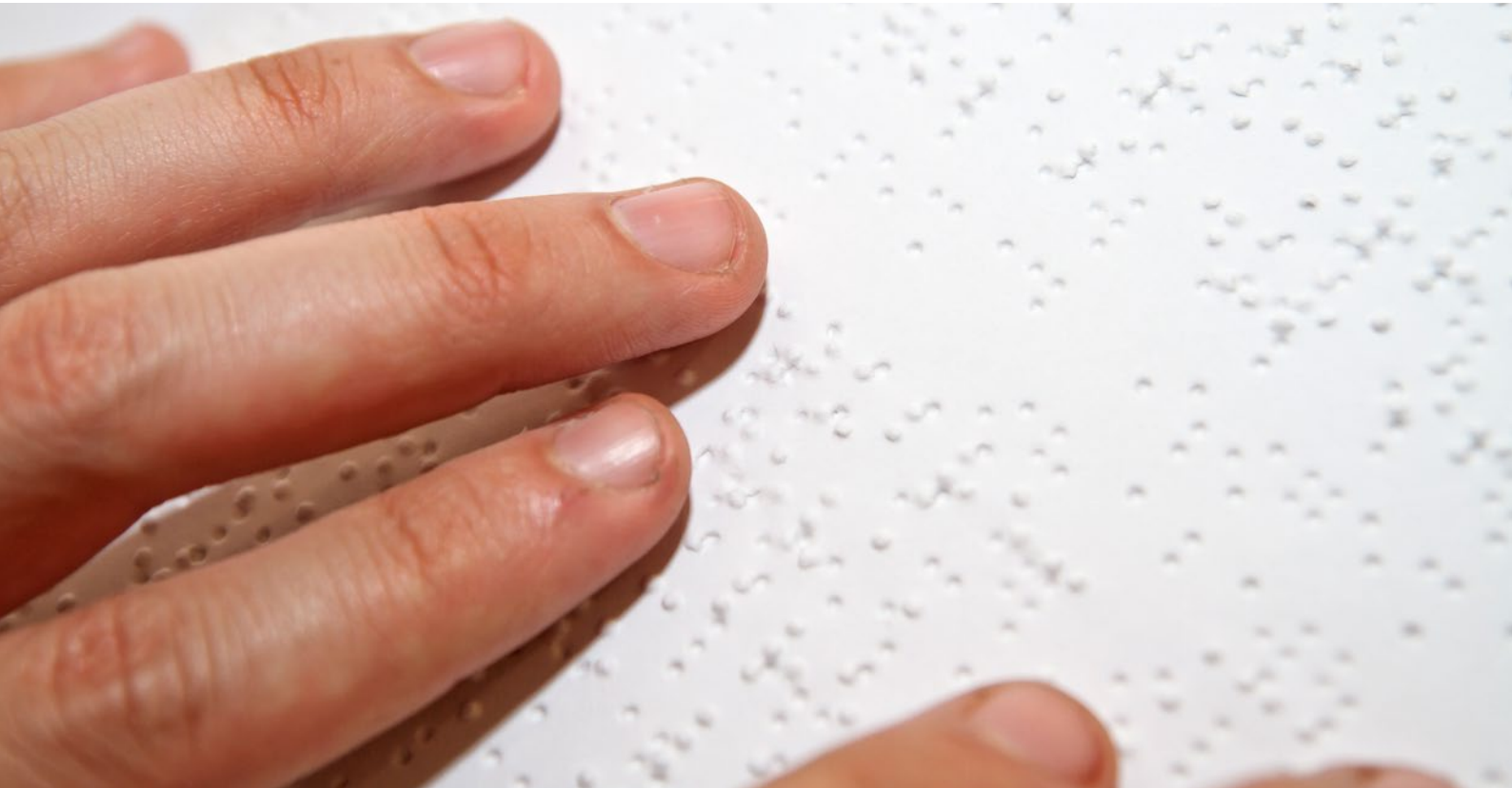




You have the right to receive help  
when you are experiencing  
domestic violence

[www.nollalinja.fi/shelters-for-victims-of-domestic-violence](http://www.nollalinja.fi/shelters-for-victims-of-domestic-violence)

# Help is available for persons with disabilities who have experienced domestic violence



# You have the right to receive help when you are experiencing domestic violence

The first step to break the cycle of violence is to tell someone you trust about what happened. Tell someone such as a professional or a friend about your experience. As long as violence is kept secret, it can be prolonged and become more serious. Telling someone about domestic violence enables you to get help and support in your situation.

## A disability or physical limitation does not prevent you from getting help

- if your life is in danger, contact the emergency number 112
- in other situations, call the Nollalinja helpline at +358 80 005 005
- or directly call a shelter for victims of domestic violence.  
Contact information for shelters:  
[www.nollalinja.fi/shelters-for-victims-of-domestic-violence](http://www.nollalinja.fi/shelters-for-victims-of-domestic-violence)

## The shelters are there to help you

The shelter clients have very diverse backgrounds. The individual situation and needs of each client are assessed at a shelter

- If you are unable to get to the shelter independently, call the shelter and ask them about different options.
- The shelters have access to interpretation services. In addition to interpretation, different approaches and tools are used individually to support communication.
- If you have a personal assistant, the assistant may accompany you at the shelter if you wish.
- You can take your assistance or guidance dog with you to support you in the shelter.
- You will be provided with respectful and appreciative service at the shelter.



# The problem is violence against persons with disabilities, not the person's disability

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

## Remember that you are worthy of help

- You have the right to a safe life,
- Violence is always an abuse of power.
- It is never your fault when someone is violent towards you.
- Telling someone about the violence enables you to receive help and free yourself from the violence.
- A disability or physical limitation does not prevent you from getting help.

## Violence may be related to disability, and can involve:

- leaving you in an insecure state or without assistance,
- neglecting treatment or care,
- making threats about putting you in an institution,
- seizing or damaging your special aids
- belittling, overprotecting or restricting you
- crushing your self-esteem by mocking your disability,
- manipulating your medication,
- targeting violence against the disability,
- inappropriate behaviour or touching by an assistant,
- violence by an informal caregiver against the care recipient or a threat thereof.



**Domestic violence refers to violence committed by a person close to you.**

## Nollalinja helpline

Nollalinja is a free-of-charge helpline that you can call at any time, on any day of the year. You can discuss your situation, experiences and fears with a professional.

You do not have to say your name on the phone. The helpline professional will also not see your telephone number. The call will leave no trace 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.

Nollalinja provides help to:

- women who have experienced emotional, physical or sexual violence or a threat of violence
- anyone who has experienced violence or a threat of violence in an intimate relationship
- family members of victims of violence

## More information

The phone number of the Nollalinja helpline is **+358 (0)80 005 005** and online address is **[www.nollalinja.fi/en](http://www.nollalinja.fi/en)**.

Find the contact details of the shelters for victims of domestic violence at: **[www.nollalinja.fi/shelters-for-victims-of-domestic-violence](http://www.nollalinja.fi/shelters-for-victims-of-domestic-violence)**

You can also get help from a health centre, social services, the police and organisations.

Some contact information for disability organisations:

- Finnish Association of People with Physical Disabilities **[www.invalidiliitto.fi/en](http://www.invalidiliitto.fi/en)**
- Finnish Federation of the Visually Impaired **[www.nkl.fi/en](http://www.nkl.fi/en)**
- Threshold Association **[www.kynnys.fi/en](http://www.kynnys.fi/en)**

This brochure was prepared by the Finnish Institute for Health and Welfare, the Finnish Association of People with Physical Disabilities and the Rusetty National association of women with disabilities.

### **Finnish Institute for Health and Welfare (THL)**

Mailing address: P.O. Box 30, 00271 Helsinki, Finland

Visiting address: Mannerheimintie 166, Helsinki

## The shelters are open 24 hours a day, on every day of the year. The shelters are free of charge and no referral is needed.

Those who have experienced domestic violence or its threat will get around-the-clock secure accommodation, professional help and advice, and assistance in putting an end to the violence.

It is possible to come to a shelter alone or with children. The shelter employees have been trained on the special features of domestic violence experienced by persons with disabilities.

The professionals working for Nollalinja have knowledge of the level of accessibility of the shelters and can see, which shelter places are vacant. The professionals are happy to help you find a suitable shelter.

Telephone (switchboard): +358 29 524 6000

Email: [firstname.lastname@thl.fi](mailto:firstname.lastname@thl.fi) • Inquiries: [info@thl.fi](mailto:info@thl.fi)

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