



How to use the emergency number 112 in Finland



EMERGENCY RESPONSE
CENTRE ADMINISTRATION
FINLAND

When to call 112?

In genuine emergencies, the most important thing is to remember the emergency number 112 and dial it as soon as possible, so that assistance can be brought to the scene without delay.

The emergency number in Finland is 112

In Finland we use only one emergency number, 112. The same emergency number 112 works in all EU countries. You can call the emergency number 112 free of charge from any phone with no need for an area code.

You can also call 112 from a foreign mobile phone connection. You still won't need an area code, just dial 112.

Dial the emergency number 112 in genuine emergencies

- when someone's life, health, property or the environment is threatened or in danger
- or if you have cause to assume this to be the case.

You should also dial the emergency number to inform the police if you are witnessing a crime being committed. If in doubt as to whether there is an emergency, it is better to be safe than sorry – dial 112.

Please remember to instruct your family members in proper use of the emergency number 112!



Call the emergency number 112, for example, in the following situations:

- you fall victim to a traffic accident or have just witnessed one.
- you notice a fire starting.
- you notice that property has been broken into.

Do not call 112 for non-urgent matters

- You should not call the emergency number 112 for non-urgent matters, as a joke, or to make enquiries. Call the dedicated number for the police, for example, if you need information on licences issued by the police, vehicle regulations or progress in longstanding crime investigations.
- Enquiry calls made during various disturbances may block the emergency line. Such situations include power failures and traffic congestion.
- The ERC will not forward any type of call.
- When dialling the telephone enquiry service, take care not to dial 112 by mistake.
- Avoid giving a mobile phone to children to play with – if there is still current in the battery, a child may accidentally call 112.
- Take care that your phone doesn't dial 112 by mistake. This can happen even when the keypad lock is engaged.

Remember, too, that non-urgent calls cause delay in providing help in a genuine emergency, with potentially fatal consequences. Making misguided or hoax calls to the emergency number is a punishable offence.

What happens when you call 112?

Finnish citizens and non-Finnish residents can obtain help by dialling the 112 emergency number for all emergencies requiring urgent assistance, whether from police, rescue, ambulance or social services.



The person making the emergency call:

- calls the emergency number when an emergency occurs
- answers the questions presented by the ERC operator
- follows the instructions given



The ERC Operator:

- evaluates the need for assistance
- alerts the appropriate unit(s)
- advises the caller on how to proceed



Assistance is provided by:

- police
- rescue services
- ambulance service
- social services
- and other cooperation authorities and partners



A useful glossary

1. Help	Apua	8. Telephone	Puhelin	16. Fire.....	Tulipalo
2. Emergency.....	Hätätilanne	9. Child	Lapsi	17. Hospital	Sairaala
3. Emergency number ...	Hätänumero	10. Adult	Aikuinen	18. Sudden attack of illness	Sairaskohtaus
4. Emergency call	Hätäpuhelu	11. Elderly person.....	Vanhus	19. Traffic accident	Kolari
5. Emergency response centre (ERC)	Hätäkeskus	12. Ambulance	Ambulanssi	20. Assault.....	Pahoinpitely
6. Call 112	Soita 112	13. Fire service	Palokunta	21. Theft	Varkaus
7. Address	Osoite	14. Police.....	Poliisi		
		15. Accident	Onnettomuus		



Emergency number 112 works in all EU countries

In Finland we use only one emergency number, 112. **Nowadays the 112 emergency number works throughout the European Union.** Since December 2008 citizens have been able to contact emergency response centres from anywhere in the EU by calling the EU's common 112 emergency number. **The number may be called free of charge using a landline or mobile telephone.** In most European Union countries, however, other emergency numbers are still being used alongside 112. When travelling outside the EU, you should find out the local emergency numbers and what to do if you encounter an accident.

To broaden recognition of proper use of the 112 emergency number across the continent the European Commission, together with the European Parliament and European Council, has declared **11 February as European 112 Day.**

Further information concerning the joint European emergency number 112 can be found at www.ec.europa.eu/112.



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