

Resource package for the Education Division – police, child welfare and mediation

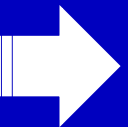
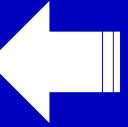
When and how to get in touch

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In this material package:

- "Unit" refers to daycare centres, schools, and educational institutions.
- "Learner" collectively refers to children, youth, and adult students of all educational levels.
- With the buttons visible on the right side of the pages, you can easily navigate from one chapter to another and back to the "When and how to contact the police?" page (page 3).





When and how to contact the police?



Urgent situations: 112

- An act endangering the life, health or safety of others is in progress
- Threats directed at the unit
- Other threats or threatening situations
- Property crimes (burglary, theft, etc.)



Consultations

Non-emergency situations: (includes the Anchor working model)

- Prolonged and serious disturbances
- Serious or persistent bullying
- Substance use or distribution
- Gang affiliations
- Radicalisation

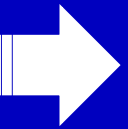
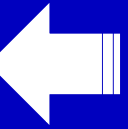
Criminal activities and reporting them

When and how to contact child welfare services?

- Crimes that must be reported
- When do you have the right to report information to the police?
- How do I report a crime?
- Prohibited items and substances
- Frequently asked questions and examples of illegal activities

When and how to contact mediation services?

Flow of information and calling authorities to the unit



Flow of information in non-urgent situations

1. The units appoint a contact person and a deputy person

- A contact person is appointed from the management of the unit (director, principal etc.)
- The designated contact person is responsible for cooperation with the police
- This ensures the correct allocation of police resources and a clear situational overview

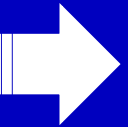
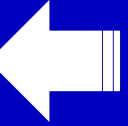


2. The designated contact person communicates with the police as well as other relevant individuals and parties as needed

- The police are contacted when an identified concern or phenomenon has not been resolved by the unit's own policies
- **In new situations, your contact is always:** koulupoliisi.helsinki@poliisi.fi or tel. +358 29 547 4300 (Mon–Fri, 8.00–15:00)

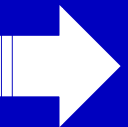
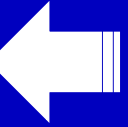


In emergencies, it is the responsibility of the person present to call 112



Calling the authorities to the unit

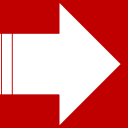
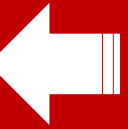
- If a phenomenon that **challenges or endangers safety occurs at the unit**, the unit's designated contact person may invite authorities, for example a police officer or a social worker, to a communal student welfare group to discuss the situation. In early childhood education, the unit manager, together with the district manager, assembles a multi-professional team to bring together all the relevant parties to deal with the situation.
- If an **individual learner raises concerns**, the designated contact person may invite the police to participate in a **multidisciplinary expert group assembled to support the learner**. The appointed contact person must therefore be a member of the expert group. The multidisciplinary expert group is based on consent from the learner/guardian and is convened by the unit's teaching staff or student welfare services. The initiative for a meeting can also be made by a professional from outside the institution (for example child welfare services).



Urgent situations

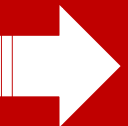
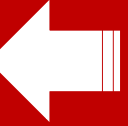
Call 112 in urgent emergencies for the fastest help.

Familiarise yourself with your unit's safety and emergency plan in advance.



Urgent situations: 112

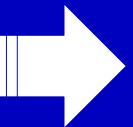
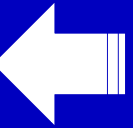
- The most typical situations in which the Emergency Response Centre directs the nearest police patrol to your unit:
 - An act that endangers the life, health or safety of others is in progress, and the unit's staff cannot intervene, or their intervention has no effect.
 - Learners or the unit's staff members have been subjected to a threat of violence or violence and immediate measures are needed to apprehend the suspects.
 - If learners bring drugs or other substances or objects endangering safety to the unit. Read more about confiscating items [here](#).
 - A threat has been made against the unit, a learner or staff, which requires immediate action. For example, a threat of serious violence made on social media or in the classroom.
 - Outsiders enter the unit area and threaten, harass, distribute narcotics or otherwise endanger the safety of the unit.
 - Property crimes (burglary / theft on site) – other major property crimes
 - All safety incidents are reported to the organisation's occupational safety portal (Työsuojelupakki).



Non-urgent situations

On the following pages, there are examples of non-urgent situations and phenomena where you can contact the police.

Contact channels: koulupoliisi.helsinki@poliisi.fi, tel. +358 29 547 4300 (Mon–Fri, 8.00–15:00)

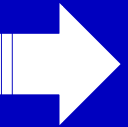
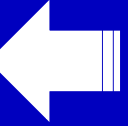


Prolonged and severe disturbances and harassment

- The staff must actively intervene in disturbances that occur in the day-to-day activities of the unit. Discussing the issue with the individuals concerned and their guardians can help to resolve situations. It is also possible that the situation calls for disciplinary measures. If the means of the unit are not sufficient, the police will be asked to help. In these situations, the police assess the entire situation with the unit and review the measures that the police can take. These may include different types of discussions between the parties involved or multi-professional Anchor activities.

Serious or persistent bullying

- Staff should always intervene in bullying without delay and use the unit's anti-bullying operating models (in Finnish) and structures to intervene in bullying. You can contact the police or the B-Stop anti-bullying project when your unit's own measures or mediation by the Mediation Office have not achieved the desired effect. Serious bullying refers to situations that raise suspicion of physical violence, threats of violence, or bullying that occurs on social media and/or in leisure time. Please also remember other parties, such as child welfare services.

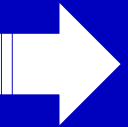
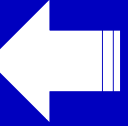


Substance use or distribution

- The units have operating models for encounters with intoxicated people, which should be used on a case-by-case basis. You can consult the Helsinki Police Department in situations where there is a suspicion of continuous substance use, or possession or distribution of drugs. If you notice open drug dealing (an ongoing situation), you should contact the Emergency Response Centre (112).

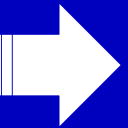
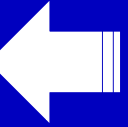
Gang involvement

- The Helsinki Police Department aims to influence the societal, communal and individual reasons that lead to gang involvement. They also seek to guide the members of street gangs and those under their influence into Anchor activities and/or other services. The goal is also to help gang members break away from street gangs and criminal lifestyles. From the perspective of early intervention and crime reduction, it is important to identify and support young people who are at risk of becoming or have already become involved in a group that is committing crimes. Contact the police when you need advice, support or help with the development of groups that you have concerns about or if you are worried about gangs that already exist.



Radicalisation and prevention of violent extremism

- The police work to prevent radicalisation and extremism. Many factors can contribute to radicalisation, and it is important to have the courage to confront a person in a concerning situation in a respectful and listening manner. You can contact the police when you need advice, support or help in challenging situations.
- Radicalisation is a process that can lead to violent extremism. As the process of radicalisation progresses, the individual begins to accept and glorify violence, regardless of what kind of ideology or ideological influences they use to justify it. Violent extremism means using, threatening, inciting, encouraging or justifying violence on ideological grounds.
- [City of Helsinki: Hate speech intervention policy \(in Finnish\)](#)
- [Huolena radikalisoituminen \('Concerned about radicalisation'\) guide in Finnish](#) by FOKUS ry provides more information and support on discussing the issue with children and young people.
- [RATTI \('steering wheel'\) tool for assessing the need for support related to radicalisation, in Finnish](#) by the Finnish Institute for Health and Welfare (THL)
- [Brochure: Prevention of violent radicalisation in schools and educational institutions](#) by Finnish National Agency for Education (oph.fi)

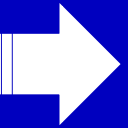
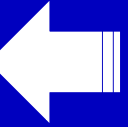


Criminal activities and reporting them



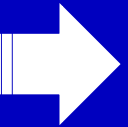
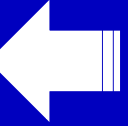
When is it **mandatory** to report a crime to the police?

- Despite the obligation of professional confidentiality, the unit staff member must report a crime to the police if, in duty, they have received information which gives a valid reason to suspect a **sexual offence against a child or certain crimes against life or health.**
- Sexual offences subject to the reporting obligation are provided for in Chapter 20 of the [Criminal Code](#). Certain crimes against life and health refer to acts punishable as a criminal offence under Chapter 21 of the Criminal Code, for which the stipulated maximum sentence is at least two years' imprisonment.
- The obligation to report is laid down in Section 25 of the [Child Welfare Act](#). For more information about contacting child welfare services, [see here](#).
- An offence subject to the reporting obligation is assault, which may be punishable by a fine or imprisonment for up to two years. **Please remember that your [consultation](#) can be anonymous. You can always ask the police for their opinion on whether a known act is subject to the reporting obligation.**
- The age of the suspect of a crime does not matter in terms of the reporting obligation. **Criminal acts committed by a young person under the age of 15 and subject to the reporting obligation must also be reported to the police. Please note that any acts that you must report to the police must also be reported to child welfare services. A child welfare notification must be made in certain situations, even if you do not file a criminal report.**



When do you have the **right to report** information to the police?

- Despite the obligation of professional confidentiality, unit staff members have the right to report to the police if they have received information in duty that **gives reason to suspect that someone is at risk of being subjected to violence**.
- The severity of violence is not specified here. It is about the fact that the person who received the information is worried about future acts of violence.
- The matter is regulated in [Section 23\(4\) of the Finnish Student Welfare Act \(in Finnish\)](#)
- Failure to report a threat of violence must not be because the law is not written as an absolute obligation ([Administration Committee 41/2014 report, in Finnish](#)). Reporting is part of responsible conduct.
- The police can be consulted (anonymously) on whether information requires action or whether the incident should be reported to the police. After reporting, the police will decide what action it will take.

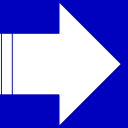
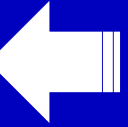


Reporting in certain other cases

- There is no obligation to report all suspected crimes to the police. If there is no explicit reporting obligation, you can use your own discretion. However, it is essential to be familiar with the laws in your field regarding what information may be disclosed, under what circumstances, to whom, and on what grounds.
- The police are always obliged to accept a report of a suspected crime. Anyone can file such a report if they wish. After receiving a report, the police will decide what action they will take in the matter.
- **You can always ask the Helsinki Police Department for advice on how best to proceed.**

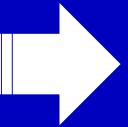
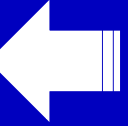
Reporting prohibited items and substances

- Blade weapons, striking weapons, imitation weapons (replica weapons), toy guns, plastic ball guns or chemicals, or any other objects or substances that are considered dangerous may not be brought to the unit.
- Possession of narcotics, psychoactive medicines, firearms or cartridges without a permit or prescription is prohibited.
- Teachers and principals of schools and educational institutions have the right to confiscate objects and substances that could be used to harm or threaten other people by force, if necessary. This right applies only to teachers and principals. Confiscated materials should be turned over to the police unless it is legal to return them to parents, guardians, pupils or students of legal age. [Read more here](#).

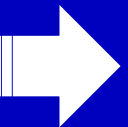
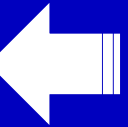


How do I report a crime?

- You can report a crime at the Pasila Police Department or using the [police e-services](#). In non-urgent situations, the **police recommend primarily reporting crimes electronically** if the person reporting the crime can do so. To open a preliminary investigation, the police need **as accurate a description as possible of what has happened and who is involved**.
- **The police must be able to verify the identity of the reporting person.** In electronic services, this is done using identifiers such as Finnish online banking credentials so that customers can use the service securely. The e-service has instructions on how to prepare a comprehensive police report.
- You do not need to worry about using your personal credentials to log in to the system for reporting a crime. The police will never give the **addresses, personal identity numbers or personal telephone numbers** of witnesses or persons who have filed a report to the parties of a criminal case. However, it is not possible to file a police report anonymously. Each criminal case has a reporting individual in the police information system, so that the police can verify the information provided at the time of reporting the crime.
- Learn more on how to file a police report on the police website www.poliisi.fi. **Remember that your [consultation](#) can be anonymous.**



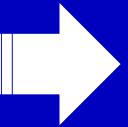
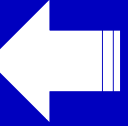
Objects and substances that may be used to harm and threaten others



Inspecting learner's belongings

- Teachers and principals have the right during the school day to inspect a **learner's belongings, storage spaces, and clothing (superficially)** to confiscate items or substances **that could endanger their own or others' safety** (e.g., bladed weapons or drugs).
- **It must be evident** that the learner is in possession of such items or substances and refuses to hand them over upon request. The suspicion must be based on a concrete fact, such as the teacher's own observation, a reliable observation by another person, or a report from authorities.
- The inspection may be conducted if the learner does not reliably demonstrate that they are not in possession of such items or substances.

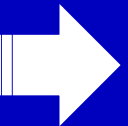
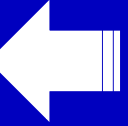
- **The reason** for the inspection must always be explained to the learner in advance.
- The inspection must be conducted as **discreetly and respectfully** as possible, ensuring privacy. In addition to the person conducting the inspection, another adult staff member of the institution must be present. At the learner's request, a staff member of their choice must also be present if available at the institution.
- The inspection must be carried out by a person of the **same gender** as the learner if it involves, for example, clothing.
- The inspection **must be documented, and the guardian of a minor must be notified.**



Objects and substances that may be used to harm and threaten others

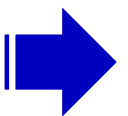
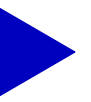
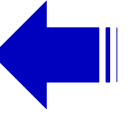
- **Blade weapons, striking weapons, imitation weapons, toy guns, plastic ball guns, chemicals,** or any other objects or substances that are considered dangerous may not be brought to the unit.
- The **teachers and principal of a unit have the right to confiscate objects and substances that could be used to harm or threaten other people by force, if necessary.** This right applies only to teachers and principals. Confiscated materials will be turned over to the police unless it is legal to return them to parents, guardians, or students of legal age.
- Record the following information in the agreed place at your unit, e.g. Wilma: **who took possession of the item, when it was taken and from whom it was taken.**
- Possession of items and substances that can be used to harm or threaten other people at the unit will always result in notification to guardians. **If necessary, a child welfare notification will be submitted.**

Some items on the next page have a tick in more than one box. If the object has been used for intimidation, vandalism, harming other people or other similar purposes, it will be handed over to the police. Otherwise, it will be handed over to a guardian or, if permitted by law, returned to the learner. Such objects could be various bats, spray paints, markers, scissors or tools.



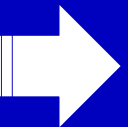
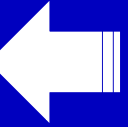
Returning the confiscated item or substance

Object or substance	To learners	To guardians	To the police
Article of clothing, etc.	X		
Cell phone	X		
Music device	X		
Spray paint		X	
Sweets, soda	X		
Energy drink	X		
Alcohol		X	X if distributing
Tobacco		X	X if distributing
E-cigarette		X	X if distributing
Snuff		X	X if distributing or more than one stack
Lighter		X	
Matches		X	
Pipes		X	
Narcotics			X
Pharmaceuticals (unauthorised)			X
Instruments for using drugs			X
Blade Weapons		X	X
Replica weapons		X	X
Multifunction tool		X	X
Plastic ball gun		X	X
Tools	X	X	X
Objects that can be used for striking	X	X	X
Brass knuckles			X
Switchblade			X
Slingshot			X
Laser pointer		X	X
Sparklers		X	
Fireworks			X
Firearms			X
Weapon parts			X
Cartridges			X
Gas atomisers			X

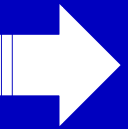
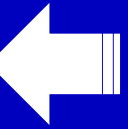


Returning and disposing of the confiscated object or substance

- **Items and substances that are to be handed over to guardians** are stored for three months in a locked area, unless the guardian picks them up before then. After three months, the items and substances can be verifiably disposed of. The item or substance can be disposed of verifiably with written consent from guardians.
- **Blade weapons or plastic ball guns, etc.** may also be handed over to guardians if:
 - it is a case of mere possession
 - the item was not used to threaten or cause damage to another person or property
 - the person has not behaved aggressively in the situation
 - they have no history of violence
 - and after consultation with the police, permission has been obtained to hand over the item to a guardian
- If the police have given consent to return the item to the guardians, the name of the police officer who gave the consent will be recorded in Wilma or another place agreed by your unit.
- **Products handed over to the learner** will be returned after the lesson or after the school day, at the latest.
- **Products handed over to the police** will be handed over without delay. Notify the Emergency Response Centre at 112. The police will pick up the items from the unit and take them to be disposed of. You can contact the police with non-urgent consultation requests.
- If the learner is over 15 years of age, the police may, at their discretion, issue a summary penal order (a fine).



When and how to contact child welfare services



When to contact child welfare services

- You can submit a child welfare notification whenever you think a child's need for child welfare services need to be assessed. You do not need to know whether the child's need for welfare services needs to be assessed or not. [A child welfare notification must be made if concerns arise.](#)
- For example, you must not fail to submit a notification because the child is already a client of child welfare services.
- **The notification is submitted by the employee who has become concerned.** The notification obligation applies even if you are not the learner's homeroom teacher.
- Please remember that you **can consult** with child welfare emergency services anonymously. Emergency number: +358 9 310 62 066 (Mon–Fri, 8.15–16.00) You can find other child welfare emergency numbers [here](#).

Need for care and attention

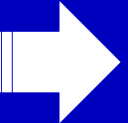
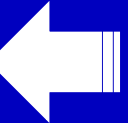
- The child's needs are neglected (for example, insufficient sleep, clothing, nutrition, health care)
- The child is abandoned (for example, being left alone for too long for their age)
- Deficiencies in care or attention (for example, neglect of hygiene or health care)
- The child has a disproportionate responsibility for everyday life in the family due to a parent's illness, for example
- Failure to attend school
- Serious parent-child interaction problems

Conditions that endanger development

- Violence or bullying directed at the child
- Sexual harassment or abuse of the child
- The child is exposed to violence or sexual abuse
- Maltreatment
- Emotional abuse
- Parent/guardian substance abuse and mental health problems
- A parent's inability to cope
- The parent neglects their own care
- Homelessness
- Poor financial situation that jeopardises the child's care or development

Child's behaviour

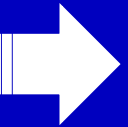
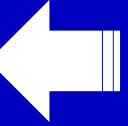
- Substance abuse
- Behavioural addiction
- Symptoms of criminal behaviour
- Violent behaviour, aggression
- Serious disruptive behaviour that endangers the child's own safety or the safety of others
- Failure to attend school



Filing a child welfare notification

- The child and their guardian must be informed in advance about filing a child welfare notification, except when:
 - The situation is urgent, and it is not possible to tell the child and guardian in advance.
 - The notification relates to concerns that the child may have been subjected to violence or abuse (psychological, physical, sexual) by the **guardian/parent**. In those situations, you **SHOULD NOT INFORM** the guardian of filing the notification. The child welfare social worker will inform the guardian/parent of the notification when it becomes possible in terms of the investigation. The same applies to a **police report** of a suspicion of violence against a child if the suspect is a guardian/parent.

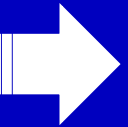
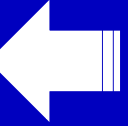
- The obligation to report is **PERSONAL**, i.e. it cannot be outsourced to a specific person.
- Your supervisor **cannot** determine what matters will be reported or decide on not reporting something.
- You can submit a notification whenever you think a child's need for child welfare services may need to be assessed. You do not need to know whether the need for child welfare services needs to be assessed or not.
- If your concern persists, you must submit a new child welfare notification.
- See the different notification channels [here](#).



Child welfare notification or contact in accordance with the Social Welfare Act?

When a concern arises, a professional is obliged to immediately file a child welfare notification, despite the professional confidentiality regulations.

- If the situation allows, you can initiate contact in accordance with the Social Welfare Act, which is made together with the guardians ([Child Welfare Act](#), Section 25a / [Social Welfare Act](#), Section 35).
- If the family does not want to cooperate in initiating contact but a concern has arisen, a professional must file a child welfare notification ([Child Welfare Act](#), Section 25).
- See the different notification channels [here](#).



When and how to contact mediation services

Conciliation (hereinafter 'mediation') is a voluntary, confidential and free-of-charge service for the parties to a crime or dispute. (Act on Conciliation 1015/2005)



Referrals to mediation

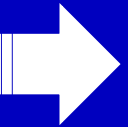
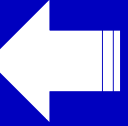
The Mediation Office provides support in dealing with conflicts and crimes at an early stage, if the unit's own operating models are insufficient.

1. The unit can initiate mediation in civil and criminal cases.

- You can initiate mediation on a civil case. A civil case may involve bullying, conflicts between guardians, or any other matter that the unit cannot resolve.
- In criminal matters, you can file a police report and a mediation initiative at the same time.

2. Make sure you have consent from all parties and guardians of minors to refer case and hand over contact details for mediation purposes.

- Tell them that the Mediation Office will contact them with more details about the mediation service and verify their consent to mediation.
- Youth mediation usually involves separate meetings before the actual mediation. Guardians also participate in the mediation.

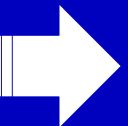
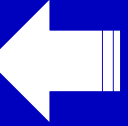


Submitting a mediation initiative

Use this link to send a mediation initiative by [Secure Mail to the City of Helsinki's Mediation Office](#)

Write the following in the email:

1. The contact details of the parties and of the guardians of minors (names, telephone numbers, addresses)
 2. A brief description of the matter to be mediated and your assessment of the urgency for mediation.
 3. Information on any relevant police reports or child welfare notifications filed by the unit.
 4. Information about the possibility for the unit to participate in mediation to support the young person in dealing with the matter and the follow-up after mediation in the unit's daily routines.
- You can consult the Mediation Office anonymously about mediation in criminal and civil matters.
 - The Mediation Office's customer service number on weekdays from 10:00 to 16:00 is +358 20 696 014.
 - Additional information: <https://sovittelutoiminta.hel.fi/en/>



Youth mediation and criminal procedure

You can file a mediation initiative and a police report at the same time. Please remember to ask the parties involved and the guardians of any minors for permission to send the information to the Mediation Office.

The mediators are trained volunteer mediators and/or mediators trained by the Children of the Station who work with young people. There are always at least two mediators.

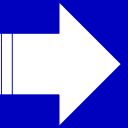
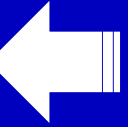
In mediation, the parties can agree to rectify the damage caused by the offence or dispute as they wish. The agreement may include behavioural agreements and compensation in the form of work and money.

The Mediation Office will inform the person who initiated the mediation and the authority where the case is pending of the outcome of the mediation. Please let us know if you have also filed a police report on the matter.

A mediation agreement in criminal cases involving a person over 15 years of age **can be considered in prosecution and in court when determining the sentence.**



Consultations



Consultations with the police

Use this contact information for advice on resolving non-urgent situations and suspected criminal cases. **You can always discuss matters anonymously** and in general terms without disclosing personal data.

In unclear situations, you can always contact the police via the general consultation number.

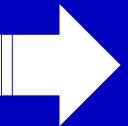
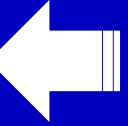
General police consultation

koulupoliisi.helsinki@poliisi.fi

Emergency phone: +358 295 47 4300
(Mon–Fri, 8.00–15.00)

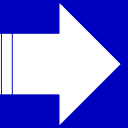
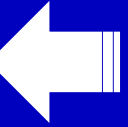
Sexual offence investigation

seksuaalirikokset.helsinki@poliisi.fi
Emergency phone: +358 295 47 1612
(Mon–Fri, 8.00–15.00)



Other partners to consult

- Child welfare emergency number for authorities: **+358 9 310 62066** (8.15–16.00 Mon–Fri)
- Child welfare emergency number for clients and residents: **+358 9 310 62040** (8.15–16.00 Mon–Fri)
- In urgent cases in the evenings and at weekends, you can file a child welfare notification by calling [emergency social services](#): **+358 20 696006**
- [Helsinki's Mediation Office](#)'s customer service number is **+358 20 696 014** (10.00–16.00 Mon–Fri).
- [Victim Support Finland](#) **+358 116 006** (Mon–Thu 9.00–18.00, and Fri 9.00–16.00) offers crime victims the opportunity to talk to people who understand what it can mean to be a victim.
- [The Children of the Station's B-Stop activities](#) are used to intervene in persistent and challenging school bullying cases. The work is carried out with an extensive professional network in addition to learners and guardians.
- [Seri Support Center for Victims](#) of Sexual Assault, Women's Clinic, **+358 40 701 8446** (24/7)



Education Division's security unit

Security Manager	Jukka-Pekka Sorjonen	jukka-pekka.sorjonen@hel.fi	+358 40 507 6026
Security Specialist	Mika-Pekka Ilkka	mika-pekka.ilkka@hel.fi	+358 40 842 7409
Security Specialist	Kirsi Sarajarvi	kirsi.sarajarvi@hel.fi	+358 40 681 2858
Security Specialist	Petri Laitinen	petri.laitinen@hel.fi	+358 40 630 2032
Security Specialist	Sari Toikka	sari.toikka@hel.fi	+358 40 718 7885
Preparedness Manager	Sakari Ilmanen	sakari.ilmanen@hel.fi	+358 40 738 0697

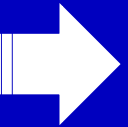
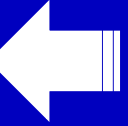
Divisional security guidelines:

Education Division's intranet > Services and support > Security and preparedness >

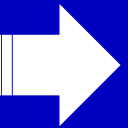
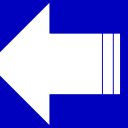
Divisional security guidelines [Divisional security guidelines \(sharepoint.com\)](https://sharepoint.com)

Service requests in case of failures in security and access control systems:

kasko.paakayttopalvelut@hel.fi

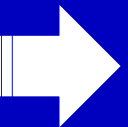
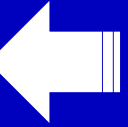


Frequently asked questions



Where does my data go when I file a police report electronically?

- The police will never give the **addresses, personal identity numbers or personal telephone numbers of** witnesses or persons who have filed a report to the parties to a criminal case. You do not need be worried if you use your personal credentials to log in to the system used to report a crime. However, it is not possible to file a police report anonymously. Each criminal case has a reporting individual in the police information system, so that the police can verify the information provided at the time of reporting the crime.



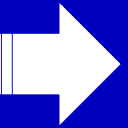
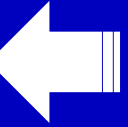
Do I have the right to receive information about a child welfare notification or police report I have filed?

Child welfare services:

- For effective cooperation, it is important that the authority that made the child welfare notification is informed about the receipt of the notification and the contact details of the relevant office. However, simply having filed the notification does not automatically give the notifier the right to receive confidential child welfare information. The task of the social worker responsible for the child's affairs is to arrange and coordinate cooperation with the reporting party and other necessary partners. Information exchange and cooperation practices are recorded in the child's client plan or other client documents.

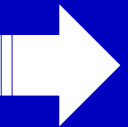
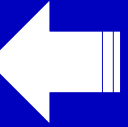
Police:

- As a rule, preliminary investigation processes in criminal cases are restricted to the parties involved and the lead investigator decides to whom information is disclosed. The nature of criminal cases that occur during school hours is usually such that the school generally will not receive any information about them. The police also cooperate with schools on matters other than the preliminary investigation process. In this case, the exchange of information between the police and the school is possible either with the client's permission or based on the discretion of the police. Case-by-case discretion is used in situations such as those that involve matters that impact school safety or to determine whether a crime may have occurred or will occur at the school.



What are complainant offences?

- A complainant offence is an offence in which the aggrieved party decides whether to seek punishment in the matter. Complainant offences are often less serious crimes, which a prosecutor will generally not prosecute without the injured party's request. If the public interest so requires, the prosecutor may decide to prosecute the case against the wishes of the injured party. Each chapter of the Criminal Code contains a section on the right to prosecute, which indicates whether the offence is a complainant offence. For example, petty theft, unlawful threats and defamation are complainant offences.
- There is no minimum age for being a complainant in a criminal case. In some cases, a complainant who is a minor can also exercise their right to speak in a criminal case. However, it is important to understand that parents or guardians must be informed when individuals under the age of 18 are suspected of having committed a complainant offence. When filing a police report, guardians can be instructed to tell the police if there are any witnesses to the crime or other persons in the unit who can be asked for further details about the incident, or the persons involved.



How do I know the difference between a petty assault and an assault?

The distinction between petty (complainant offence) and basic forms of assault therefore requires an overall assessment.

- When considering this distinction, it is always necessary to evaluate the balance of power between the perpetrator and the victim and any potential imbalance. If there is a significant difference in size or strength between the individuals (e.g., a 9th grader committing violence against a 1st grader), the act is more likely to be classified as basic assault. In such cases, in addition to notifying the guardian, the staff must file both a child welfare notification and a criminal report.
- If there is no significant difference in size or strength between the individuals, the act may be classified as minor assault (complainant offense). In such cases, the matter is primarily reported to the guardian, who evaluates how to proceed.
- When assessing whether an incident involves (basic) assault or a petty assault, you should consider at least the following:
 - **What kind of pain has the offence caused?**
 - **Has the offence caused any injuries?**
 - **Did the offence occur between persons of the same strength with the same physical characteristics?**
 - **Is the victim a person under 18 years of age? What about the perpetrator's age?**

In borderline cases, it is possible and desirable to [consult the police](#) before reporting a crime.

Note: If an adult (over 18 years old) commits minor or basic assault against a person under 18 years old, the staff must file both a child welfare notification and a criminal report.

Typically, the following are investigated as petty assaults:

- shoving
- pushing someone down onto the ground
- striking with an open hand
- swinging with hands / striking with a soft object
- pulling clothes in a way that causes pain

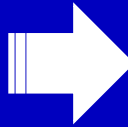
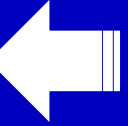
Typically, the following are investigated as (basic) assault:

- punching with a closed fist
- kicking
- striking with hard objects
- choking (may also meet the criteria for aggravated assault if the choking causes a life-threatening condition)



What to do if a learner reports a crime that occurred in their free time?

- If a learner reports having been the victim of a crime in their free time, the first step after checking their condition is to ascertain whether the matter is known at home and what has been done or is being done about it.
- It is good to remember that guardians have the right to decide on reporting complainant offences and whether they demand a punishment in the matter. In the case of offences in Chapter 20 (Sexual assaults) or Chapter 21 (Homicide and bodily injury) of the [Criminal Code](#), for which the maximum penalty is at least two years and there is no intention to report the offence at home, the staff member must file a police report and a child welfare report. In this situation, you can consult the police regarding the report, as it is also possible that a police officer has been present at the scene and made a report.
- A child's growth and development may be at risk if it is assessed that the guardians are incapable of taking action, in which case you should contact child welfare services.



What should I do if I suspect domestic violence?

Violence in close relationships **can be physical, psychological, digital, economic, sexual or honour-related**. It can be between guardians, directed at children by guardians, directed at guardians by children, sibling violence or violence in young people's dating relationships. Domestic violence is often traumatising and the root cause of many other life challenges. Experiences of [domestic violence \(page in Finnish\)](#) are common among children, adolescents and adults.

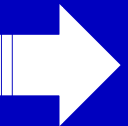
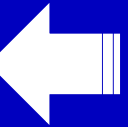
Domestic violence should be identified and discussed systematically with children, young people and guardians.

You can use the following to help you raise the topic:

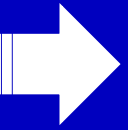
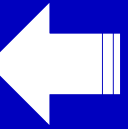
- Safety questions for children and adolescents – [Turva 10](#) (See section 'Turva10 englanniksi' for materials in English)
- [Domestic violence enquiry and assessment form](#) for adults by Finnish Institute for Health and Welfare, THL

Address violence:

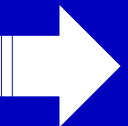
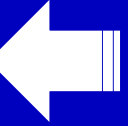
- If you see any indications of child domestic violence, [file a child welfare notification](#). Remember that you can consult [child welfare services](#) and the [domestic violence investigation unit](#). In acute situations, **call 112**.
- Assess the risk of violence and ensure the [safety of the child \(pdf in Finnish\)](#), young person and guardian cooperation with [child welfare services, the police and other partners](#).
 - If a child says they have experienced violence – [printable checklist \(pdf in Finnish\)](#)
 - [Prevention of female genital mutilation \(FGM\) guidance \(pdf in Finnish\)](#)
 - Training: Identifying and addressing domestic violence, [Oppiva training, duration 1 hour \(in Finnish\)](#)
 - There is additional information on the [police](#) and [city website](#).



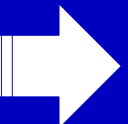
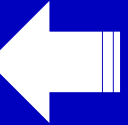
Examples of illegal activities



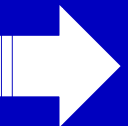
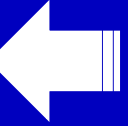
- **An unlawful act that fulfils the criteria for an assault** occurs when a learner hits or kicks another, knocks them down, pushes them against the wall, bites, scratches, or pulls another person's hair or otherwise causes pain or injury to others, injures another person's health without violence. An act subject to official prosecution in the [Criminal Code](#), Chapter 21 Homicide and bodily injury, Sections 5–7.
- **An unlawful act that fulfils the criteria for an illegal threat** occurs when a learner threatens another person with a criminal offence in such a way that the threatened person has reasonable grounds to believe that they will become a victim of this offence. A complainant offence in the [Criminal Code](#), Chapter 25 Offences against personal liberty, Section 7.
- **An unlawful act that fulfils the criteria for theft or petty theft** occurs when a learner steals another person's property. An offence subject to public prosecution or a complainant offence in the [Criminal Code](#), Chapter 28 Theft Embezzlement and unauthorised use, Sections 1 and 3, depending on the value of the stolen property.
- **An unlawful act that fulfils the criteria for criminal damage** occurs when a learner intentionally damages another person's property or intentionally causes property damage otherwise. A complainant offence in the [Criminal Code](#), Chapter 35 Criminal damage, Section 1.



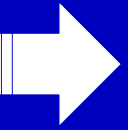
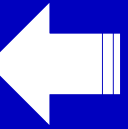
- **An unlawful act that fulfils the criteria for the dissemination of information that constitutes an invasion of privacy** occurs when a learner publishes derogatory or mocking images or other information about another person in the media or otherwise publishes such information to a large number of people, for example in online discussion groups. A complainant offence in the [Criminal Code](#) Chapter 24, Section 8.
- **An unlawful act that fulfils the criteria for defamation** occurs when a learner publicly disseminates false information that is likely to cause harm, suffering or otherwise disparage another person or otherwise publicly disparages another person. A complainant offence in the [Criminal Code](#), Chapter 24, Section 9.
- **An unlawful act that fulfils the criteria for a breach of the secrecy of communications** occurs when a learner opens another person's mobile phone or computer without authorisation and obtains information from the messages, pictures or other material contained therein. A complainant offence in the [Criminal Code](#), Chapter 38, Section 3.
- **An unlawful act that fulfils the criteria for identity theft** occurs when a learner uses another person's mobile phone or online address to impersonate them in chat rooms or other similar forums. A complainant offence in the [Criminal Code](#), Chapter 38, Section 9a.



- **An unlawful act that fulfils the criteria for harassing communications** occurs when a learner, for the purpose of harassment, makes calls or sends numerous messages to another person against their will, orders prank calls or otherwise significantly interferes through electronic communications. A complainant offence in the [Criminal Code](#), Chapter 24, Section 1a.
- **An unlawful act that fulfils the criteria of eavesdropping** occurs when a learner secretly records conversations of others that are not intended for their knowledge, and the speakers could not have expected outsiders to hear their conversations. A complainant offence in the [Criminal Code](#), Chapter 24, Section 5.
- **An unlawful act that fulfils the criteria for an illicit observation** occurs when a learner secretly photographs a person at school, in the toilet, locker room, or other similar location, violating the privacy of the person being photographed. A complainant offence in the [Criminal Code](#), Chapter 24, Section 6.
- **An unlawful act that fulfils the characteristics of stalking** occurs when a learner repeatedly threatens, follows, monitors, contacts or otherwise unlawfully stalks another person against their will in a way that is likely to cause fear or distress. A complainant offence in the [Criminal Code](#), Chapter 25, Section 7a.



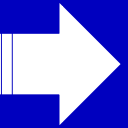
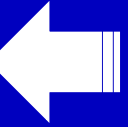
Your unit's response to crisis situations



Response to acute incidents of threats and violence

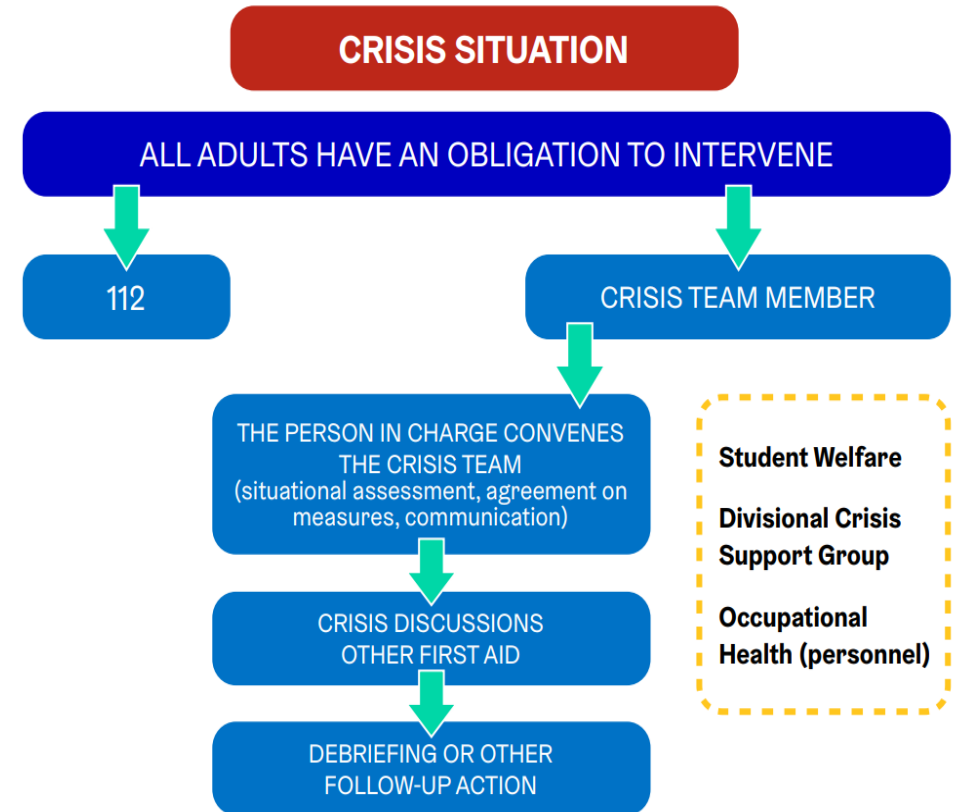
All supervisors should be familiar with at least the following basic documents and operating models:

- [Crisis management and communications instruction card 2021 \(in Finnish\)](#)
- Threat scenario model 2023 (available separately upon request from the Security Unit)
- [Preventing and managing situations of threats and violence \(in Finnish\)](#)
- Framework for a safety and emergency plan and guidelines for its preparation
 - Divisional security guidelines: Education Division's intranet > Services and support > Security and preparedness > [Education Division security guidelines \(page in Finnish\)](#)



Remember your unit's own student welfare action plans in case of crisis situations

- The overall responsibility for the unit's crisis work lies with the person in charge of it at each unit, who has been designated in advance.
 - This person's task is to manage the unit's crisis team, update the crisis plan together with the members of the crisis team, maintain crisis preparedness and, if necessary, cooperate with the crisis work support team.
- In a crisis, the person responsible for crisis work at the unit (e.g. the daycare centre manager, principal, education manager) convenes a meeting of the unit's crisis team.
- The unit's own crisis team is responsible for crisis aftercare, as well as the division of labour and the responsibilities related to it.
- Based on the assessment of the unit's own crisis team, the crisis support group of all the division's services will be consulted, if necessary.



Support from Occupational Safety and Health after a threatening or violent situation

(for supervisors and staff)



If necessary, your supervisor will contact [occupational health services](#).

Occupational health will contact the occupational safety and health manager, if necessary

14.1.2025



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