



## The Friendship Line

### 24-hour toll-free hotline/warmline for older and disabled adults

The Friendship Line at Institute on Aging is the nation's only accredited 24-hour toll-free hotline for older and disabled adults. The Friendship Line is both a crisis intervention hotline and a warmline (non-urgent calls); our services provide older and disabled adults reassurance, crisis intervention, information and referrals.

In addition to receiving incoming calls our volunteers make routine outbound phone calls that provide emotional support, and well-being check-ins.

For many depressed and lonely seniors, we offer a lifeline of hope. In every call, the goal is to help the individual feel safe and valued.

The Friendship Line is accredited by the American Association of Suicidology.

### 24-Hour Hotline/Warmline

#### Available 24 hours a day, 7 days a week:

- Crisis intervention
- Emotional support
- Well-Being check-ins
- Information and referrals

Call the Friendship Line anytime, day or night, 7-days a week at 1-800-971-0016 and introduce yourself to one of our staff members or volunteers - It's that easy.

## Who can call the Friendship Line?

- Any person aged 60 years or older
- Disabled adults 18 years and older
- Caregivers of older and disabled adults

### Call-In Service

We are available to people 60+ who may be lonely, isolated, grieving, depressed, anxious and/or thinking about death or suicide. We also welcome calls from caregivers and/or disabled adults of all ages.

### Call-Out Service

We make outbound emotional support calls to older adults who request it. These calls can be arranged by contacting Institute on Aging at 415-750-4111.

The Friendship Line - 24-Hour Hotline/Warmline  
1-800-971-0016