

## **Friendly Caller, Friendship Line**

Age Requirements

60+

Available 24/7

Yes

Other Eligibility Criteria

Provides services for adults age 60 and older and adults living with disabilities.

Intake Process

Call for assistance. An intake referral form is available on the website.

Intake Contact Telephone

(800) 971-0016

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of the United States of America.

Self Refer

Yes

Institute on Aging

<https://www.ioaging.org>

<https://www.facebook.com/IOASFBAY>

<https://twitter.com/ioasfbay?lang=en>

Main

(415) 750-4111

Toll-Free

(800) 971-0016

3575 Geary Boulevard

94118 CA

United States

Languages Spoken

English

Institute on Aging's 24-hour toll-free Friendship Line is an accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. The program also makes on-going outreach calls to lonely older adults.

The Friendship Line is both a crisis intervention hotline and a warmline for non-emergency emotional support calls. Accredited by the American Association of Suicidology, Friendship Line provides round-the-clock crisis support services including:

- Providing emotional support,
- Elder abuse reporting,
- Well-being checks,
- Grief support through assistance and reassurance,
- Active suicide intervention,
- Information and referrals for isolated older adults, and adults living with disabilities.

In addition to receiving incoming calls, the Friendship Line also offers outreach to eligible callers. Staff connect with people on a regular basis and help monitor their physical and mental health concerns. The call-out services act as an intervention to prevent suicide in the long term by improving the quality of life and connectedness of isolated callers. Any aging adult or person living with disabilities, who suffers from depression, loneliness, isolation, anxiousness or may be thinking about death or suicide can benefit from completely confidential phone calls with Friendship Line volunteers.

Service Area(s)

Nationwide