



The Friendship Line

24-hour toll-free hotline/warmline for older adults and adults living with a disability

The Friendship Line at Institute on Aging is the nation's only accredited 24-hour toll-free hotline for older adults and adults living with a disability. The Friendship Line is both a crisis intervention hotline and a warmline (non-urgent calls); our services provide older adults and adults living with a disability 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
- Adults living with a disability 18 years & 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 adults living with a disability 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.

*Must live in a county providing funding to the Friendship Line

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1-800-971-0016