

Toronto  
Seniors
Helpline 

416-217-2077

Toronto Seniors Helpline

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- Operates **365 days/year** (9:00am – 8:00pm Monday to Friday and 10:00am-6:00pm weekends and stat holidays)
- Covers **City of Toronto**
- Intake for COSS and service navigation for community referrals
- Interpretation services in 100+ languages and webchat
- <https://torontoseniorshelpline.ca/>

COSS (Crisis Outreach Service for Seniors)



Free, no waitlists, interpretation services,
still conducting face-to-face visits (staff wear PPE)

Who is the Population of Focus?

- Aged 65 and older (aged 55 and 64 years if there is geriatric presentation)
- Living in the City of Toronto (postal code starting with M)
- In crisis – experiencing a change which makes them feel uncomfortable and which makes them feel like they are unable to cope in their usual way

Who are COSS clients?

- Usually, combination of physical and mental/cognitive health conditions
- Usually no family or family are burned out
- Common situations: senior not caring for themselves, concerning behaviours related to dementia/mental health/substance use, possible elder abuse, bed bugs, hoarding, precarious housing

What does COSS Provide?

- Crisis counseling
- Short-term intensive crisis & case management (usually 6 – 8 week)
- Supports & strategies around harm reduction, mental health, addictions, responsive behaviours
- Health assessment & care as needed; Nurse Practitioner/Geriatric psychiatrist/linkages to long term primary care
- Warm transitions to follow-up case management services for seniors
- Emergency PSW and short-term respite unit
- Functional behaviour assessments and behaviour consultations

Who Can Make a Referral?

- Friends, family, neighbours, or community members
- Physicians, hospital staff
- Social workers, care coordinators,
- Housing providers, landlords
- Police, Toronto Fire, Toronto Paramedic Services
- Anyone

* Consent is not required for a referral – the COSS team will visit in-person and request consent at that time

One phone call away: 416-217-2077

Who are the Partners?



Funding support from



How Do I Make a Referral?

Toronto Seniors Helpline

(416) 217-2077

7 days/week

Monday - Friday 9 am – 8 pm

Saturday, Sunday, Stat Holidays 10 am – 6 pm