



COSS

CONTACT and REFERRAL

Referrals to COSS are made through
Toronto Seniors Helpline
416-217-2077

Referral to the COSS Team can be made directly by:

- + The senior themselves
- + A social worker
- + Hospital staff
- + A physician
- + Family
- + Friend
- + Community member
- + Or anyone who is concerned about a senior's wellbeing

We operate within the City of Toronto



COSS

Crisis Outreach Service for Seniors

An on-call mobile **crisis intervention** and **outreach service** for seniors that provides short-term response **365 days a year, 7 days a week, 9am to 5pm** through in-person support

Our service partners.



416-217-2077

Free Service
7 Days a week
Within the City of Toronto



Funded by



The COSS Team responds to crisis across a broad spectrum, including situations where the senior:

- + Appears to be having an immediate mental health and/or addictions crisis
- + Is chronically struggling and is isolated or homeless and may be at risk of repeated hospital use
- + Needs services and supports that haven't been put in place yet or the senior is connected to support in the community but the service isn't available in the moment or doesn't start until a future date

THE COSS TEAM

- + Makes every effort to make direct in-person contact with the client the same day or next day, depending on urgency

Provides interventions including:

- + Crisis counselling
- + Short-term intensive case management
- + Support in the form of harm reduction in relation to mental health & addictions, health assessment & care as needed by a nurse practitioner or other nursing supports
- + Referral to long term primary care and referrals for ongoing case management as needed



SERVICE FOCUS

- + People over 65
- + People 55 to 64 (including those who are homeless) on a case by case basis
- + Suspected or diagnosed mental health and/or addiction issue, including dementia
- + Target population includes individuals who are frail, isolated/marginalized, at risk, may be "hard to serve" or hard to reach

SERVICE DELIVERY

- + Services are delivered in the community (including client's homes, supportive housing sites, drop-ins and community centres) by a multidisciplinary team made up of social workers, crisis workers, and a nurse practitioner/nursing supports.
- + Access to short-term Personal Support Workers, a geriatric psychiatrist, and a short-term respite unit are also available to avert crisis.

"Over the past few months, she has succeeded in doing what few people have been able to do ~ gain my sister's trust. Her assessment of my sister's needs and her goals to try and meet those needs are impressive. For the first time in many years, your staff has given me some hope that my sister's situation can change for the better."

"Your staff went well beyond what was required to assist this individual. She was a great advocate; highly professional and responsible; insightful and sensitive. I was so pleased to see this level of commitment and excellence."

"He demonstrated great insight into dealing with a multi-faceted and challenging family situation. His guidance helped us through this very difficult time and also helped to ensure that our family member's best interests were being served and that their needs were being looked after."