

## **Adult Protective Services (APS)**

### Age Requirements

18 and over

### Available 24/7

No

### Other Eligibility Criteria

Must be a resident of Chesterfield County or Colonial Heights

### Family

No

### Intake Process

Call or visit the website for additional information.

### Provider Refer

Yes

### Self Refer

Yes

Chesterfield Department of Social Services

<https://www.chesterfield.gov/569/Social-Services>

<https://www.chesterfield.gov/749/Adult-Protective-Services>

### Main

(804) 748-1100

### Toll-Free

(888) 832-3858

c/o Chesterfield-Colonial Heights Department of Social Services

9501 Lucy Corr Circle

23832 VA

United States

### Additional Availability Comments

An on-call social worker is available 24 hours per day, including weekends and holidays.

### Fee Structure

No Fee

### Languages Spoken

English

The Department of Social Services investigates reports of abuse, neglect, and exploitation of adults aged 60 and over and incapacitated adults ages 18 and over.

The program's goal is to lessen or alleviate the risk of abuse and neglect, including self-neglect, among seniors or adults who need protection. Individuals must be city residents or the incident must have occurred in the city in order to be eligible for this service.

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call our office. To report at night or on weekends, **call the 24-hour hotline at 1-888-832-3858**. Adult Protective Services are designed to establish and/or strengthen appropriate family and social support systems in order to protect adults at risk of abuse, neglect, and exploitation and to prevent the occurrence of abuse, neglect, and exploitation.

Services to adults include the receipt and investigation of reports of abuse, neglect or exploitation of adults, as well as reports that adults are at risk of abuse, neglect, or exploitation. Protective services also include assessing needs, identifying services, and ensuring service delivery.

Service Area(s)

Chesterfield County

Email

[local041@chesterfield.gov](mailto:local041@chesterfield.gov)