

Adult Protective Services (APS)

Age Requirements

18 and over

Available 24/7

Yes

Other Eligibility Criteria

Suspected abuse, neglect, exploitation age 60 or older; physically or mentally incapacitated age 18 to 60 years old.

Family

No

Intake Process

Call or walk in for assistance.

Intake Contact Telephone

(757) 385-3550

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Virginia Beach Department of Human Services

<https://hs.virginiabeach.gov/>

<https://hs.virginiabeach.gov/social-services/adult-services#AdultProtectiveServ...>

Main

(757) 385-3200

Toll-Free

(888) 832-3858

Phone Emergency

(757) 437-3550

TTY/TTD

711

Witchduck Annex

256/258 North Witchduck Road

23462 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

If calling after hours or on the weekends, please use the Virginia state hotline at 1-888-83ADULT (1-888-832-3858).

Fee Structure

No Fee

Languages Spoken

English

The Department of Human 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. Services are offered to resolve risk to the individual both in the community and in long term care facilities.

Individuals must be city or county residents, or the incident must have occurred in the city or county 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 Virginia state hotline at 1-888-832-3858.

Service Area(s)

Virginia Beach City