

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

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

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

### Family

No

### Intake Contact

Mary deGrouche

### Intake Process

Telephone referral; walk-ins accepted.

### Provider Refer

Yes

### Report Problems

Call the Agency

### Self Refer

Yes

Virginia Beach Department of Human Services

<https://www.vbgov.com/government/departments/human-services/Pages/default.aspx>

<https://www.vbgov.com/government/departments/human-services/social-services/Pag...>

### Main

(757) 385-3200

### Toll-Free

(888) 832-3858

### Phone Emergency

(757) 437-3550

3432 Virginia Beach Boulevard

Suite 342

23452 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

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/county residents or the incident must have occurred in the city/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