

Adult Protective Services

WHAT IS Adult Protective Services (APS)?

APS is a social services program focused on helping older adults and individuals with disabilities live with dignity and respect by investigating allegations of abuse, neglect, self-neglect and exploitation.

WHO CAN RECEIVE APS services?

In Virginia, APS serves adults who are:

- ✓ 60 years of age or older; or
- ✓ 18-59 years of age and incapacitated
- ✓ Living in the community or a residential setting except for state correctional facilities

HOW DO YOU DEFINE Abuse, Neglect, Self-Neglect, and Exploitation?

Below are some common definitions. For more information visit our website at dars.virginia.gov/aps/.

Abuse



Abuse includes physical, mental, or sexual maltreatment.

Neglect



Neglect is when a caregiver fails to provide adequate assistance that the adult depends on—such as food, clothing, shelter, or necessary medical care.

Self-Neglect



Self-Neglect is when an adult is unable to meet their own essential physical, psychological, or social needs, which threatens their health, safety, and well-being.

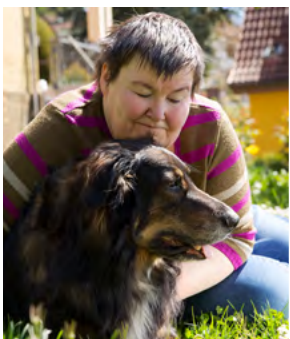
Exploitation



Exploitation is when someone takes advantage of the adult or their finances for personal benefit or financial gain.

HOW DO YOU Make a report?

- 1 Contact APS using the information at the end of the document.
- 2 Make sure to provide the following information, but please note that you can make this report anonymously if you so choose:
 - ✓ The adult's name, age/date of birth, or other identifying info
 - ✓ Why the individual is at risk for abuse, self-neglect, neglect, or exploitation
 - ✓ Descriptions of the situation, any important identifiers of the alleged abuser, or other dangers in the living environment



WHY **Should you report?**

Most older adults and individuals with disabilities live independently without assistance. However, some experience abuse, neglect or exploitation by others and need trained professionals to advocate on their behalf. Others may simply be struggling with routine activities and benefit from in-home support services to maintain their health and independence.

APS helps by assessing each individual's unique needs, then developing a service plan to support the adult's safety, health and independence.

WHAT HAPPENS **After I make a report?**

APS evaluates the report for validity and will investigate the suspected abuse, neglect, self-neglect or exploitation, and connect the individual with support services if the individual wishes to receive them.

We understand that every adult has the right to self-determination; APS cannot force anyone to accept help (except in a limited set of circumstances) if they do not wish to receive it. APS does not have the authority to sanction facilities or providers. We also cannot control whether law enforcement opens a criminal investigation. APS investigations are confidential, so we may not be able to provide you with the details of the investigation.

WHAT IF **I'm not sure?**

Do you just have a "feeling" about a situation but can't verify the details? APS professionals are trained to handle such situations. Based on your report, APS will assess the situation and determine how best to respond. Your local department can determine the best course of action in any given situation.



To report suspected adult abuse, neglect, or exploitation, call your **local department of social services** or the 24-hour, toll-free APS hotline at: (888) 832-3858.