

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

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

Incapacitated adults age 18 and over; Individuals who are at risk of abuse, neglect or exploitation.

### Family

No

### Intake Process

To report suspected adult abuse, neglect or exploitation, call the Department of Social Services at 540-662-3807 during regular business hours. After business hours, call the toll free hotline number 1-888-832-3858. In emergency situations, call 911.

### Provider Refer

Yes

### Report Problems

Call the Agency

### Self Refer

Yes

Wise County Department of Social Services

<https://www.wisecounty.org/221/Social-Services>

### Main

(276) 328-8056

1000 Sykes Boulevard

24293 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

### Additional Availability Comments

A local worker is on-call to respond to emergencies after hours & on weekends. Toll-free number for Adult Protective Services: 1-888-832-3858; Child Protective Services: 1-800-552-7096.

### Fee Structure

No Fee

### Languages Spoken

English

The Wise County 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/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 1-888-832-3858.

### Service Area(s)

Wise County