

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

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

Adult. Suspected abuse, neglect, exploitation age 60 or older; physically or mentally incapacitated age 18 to 60 years old. Resident of Lancaster county

### Family

No

### Intake Process

Telephone referral; walk-ins accepted. A toll-free state hotline (24 hours a day, seven days a week) is also available to report concerns in Virginia: 1-888-83ADULT, OR 1-888-832-3858.

Lancaster County Department of Social Services

<http://www.lancova.com/page1.asp?pageID=111>

### Main

(804) 462-5141

Toll-Free

(855) 635-4370

9049 Mary Ball Road

P O Box 185,

22503 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

### Fee Structure

No Fee

### Languages Spoken

English

Lancaster 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 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 Toll Free hotline at 1-888-832-3858.

Service Area(s)

Lancaster County