

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

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

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

### Family

No

### Intake Process

Telephone referral; walk-ins accepted.

### Self Refer

Yes

Norfolk Department of Human Services

<https://www.norfolk.gov/295/Human-Services>

<http://www.norfolk.gov/index.aspx?nid=349>

### Main

(757) 664-6123

### Phone Emergency

(888) 832-3858

### Workforce Development Center

741 Monticello Avenue

23510 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

Hotline is available 24/7

## Fee Structure

No Fee

## Languages Spoken

English

The Norfolk 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.

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 757-664-6123.

To report at night or on weekends and holidays, call the 24 Hour Adult Protective Services Hotline at 1-888-832-3858.

## Service Area(s)

Norfolk City