

# Adult Protective Services (APS)

## Age Requirements

0-5

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6-12

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13-21

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22-55

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56-60

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60+

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 during regular business hours. After business hours, call the toll free hotline number 1-888-832-3858. In emergency situations, call 911.

## Self Refer

Yes

Winchester Department of Social Services

<https://www.winchesterva.gov/dss>

Main

(540) 662-3807

Toll-Free

(888) 832-3858

24 Baker Street

22601 VA

United States

Monday: 8:30 am-4:30 pm

Tuesday: 8:30 am-4:30 pm

Wednesday: 8:30 am-4:30 pm

Thursday: 8:30 am-4:30 pm

Friday: 8:30 am-4:30 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

A Spanish interpreter is available Monday, Wednesday and Friday from 1:00 to 4:00 PM.

Fee Structure

No Fee

Languages Spoken

English

The Winchester 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)

Winchester City

Email

[dssbenefits@winchesterva.gov](mailto:dssbenefits@winchesterva.gov)