

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

We can accommodate riders with:

Manual wheelchairs

,

Scooters

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Incapacitated adults ages 18 and over; Must reside in the City of Richmond or the incident must have occurred in the city.

Intake Process

Visit the website for information. Call the office for more information or to report abuse.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

City of Richmond Department of Social Services

<https://www.rva.gov/social-services>

<https://www.rva.gov/social-services/cfa-adult-protective-services>

Main

(804) 646-7405

Toll-Free

(800) 552-7096

Phone Emergency

(888) 832-3858

Marshall Plaza Building

900 East Marshall Street

23219 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

The Second Responders are the on-call social workers who intervene if an emergency occurs after normal business hours or weekends.

#### Fee Structure

No Fee

#### Languages Spoken

English

The Richmond 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. A wide range of services is available including companion care in the home, assistance with financial management, counseling, emergency assistance, a change of housing, and legal assistance in obtaining guardianship.

Individuals must be city residents or the incident must have occurred in the city in order to be eligible for this service. Adult Protective Services are available without regard to income.

For more information on the services available or to report suspected abuse, neglect or exploitation of an adult, please call 804-646-7405. To report at night or on weekends, call 888-832-3858.

#### Service Area(s)

Richmond City

#### Email

[asksocialservices@richmondgov.com](mailto:asksocialservices@richmondgov.com)