

## **Adult Protective Services, APS**

### Age Requirements

18 and over

Available 24/7

Yes

### Other Eligibility Criteria

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

### Family

No

### Intake Contact

Sharon Bryson

### Intake Process

Telephone referrals. Call for information or to schedule an appointment

### Report Problems

Call the Agency

### Self Refer

Yes

James City County Social Services

<http://www.jamescitycountyva.gov/290/Social-Services>

### Main

(757) 295-3100

### Toll-Free

(888) 832-3858

### TTY/TTD

(757) 259-3133

5249 Olde Towne Road

23188 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

Office hours are Monday-Friday 8AM-5PM

Fee Structure

No Fee

Languages Spoken

English

James City County Division of Social Services offers Adult Protective Services. Elderly and disabled (physically or mentally) adults who are unable to protect themselves from abuse, neglect and exploitation are eligible for the services, regardless of income.

Office completes Medicaid Long Term Care screenings and provide companion services to disabled individuals who meet financial criteria.

Also investigates complaints of adult abuse, neglect, or exploitation within state mandated time limits in order to provide appropriate services to ameliorate the protective issues identified.

To report adult abuse or neglect during office hours, call 757.259.3115. After hours, please call the Virginia hotline at 1.888.832.3858.

Service Area(s)

James City County

Email

[dss@jamescitycountyva.gov](mailto:dss@jamescitycountyva.gov)