

## **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

Resident of Norton

Family

No

### Intake Process

In the case of child or adult abuse/neglect our agency has a Social Worker on call 24 hours 7 days per week. May contact the Norton Police Department to contact a worker.

Self Refer

Yes

Woodland Hill

<http://www.nortonva.org/index.aspx?nid=82>

Main

(276) 679-4393

Toll-Free

(888) 832-3858

644 Park Avenue

P O Box 378

24273 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

Agency is closed for lunch each day from noon to 1:00 P. M.

Fee Structure

No Fee

Languages Spoken

English

City of Norton Department of Social Services protects elderly (age 65+) and impaired adults from abuse, neglect, and exploitation; enables adults to remain in the least restrictive setting; and assesses Medicaid eligible adults for nursing home placement.

The 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 APS Hotline at 1-888-832-3858.

Service Area(s)

Norton City

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Wise County