

APS services are free to all adults in need regardless of income.

What Are The Individual's Rights?

Adults have a right to make their own decisions. They may choose to accept or refuse the services APS offers. In case of high risk, the local Department of Social Services will take necessary action to protect the individual.

Who Should I Call?

Call your local Department of Social Services and ask for Adult Protective Services.

To make an APS referral in Orange County that is not for an emergency, call **845-291-2800**. For emergencies, please call **911** or your local law enforcement agency.



IMPORTANT CONTACT INFORMATION

To make an **APS referral** in Orange County, call **845-291-2800**

Emergency Response: 911

NYS Adult Services Helpline: 844-697-3505

OrangeCountyGov.com



*Steven M. Neuhaus
County Executive*

PROTECTING VULNERABLE ADULTS FROM ABUSE AND NEGLECT



Adult Protective Services

Orange County Department
of Social Services



OrangeCountyGov.com



Who Needs Help?

Adults, 18 or older, may need protective services when:

- They have a physical or mental impairment
- They can no longer protect themselves from neglect, abuse or hazardous situations
- They cannot provide for their most basic needs of food, clothing, shelter or medical care
- They have no one willing or able to help in a responsible manner



Do You Know An Adult Who Needs Help?

There are warning signs that friends, neighbors and relatives should learn to recognize:

- There is no sign of activity at the home of a person living alone; mail and newspapers may pile up
- A vulnerable adult is dependent on a stressed, mentally ill or substance abusing caregiver
- An adult is seen wandering outdoors with no destination or unaware of their location
- An elderly neighbor has become frail and malnourished, and refuses your offer of assistance
- A disabled or elderly person shows bruises and other signs of possible physical abuse
- A person shows confusion and forgetfulness over money, leaving essential bills unpaid
- A disabled or elderly person is being financially exploited



What Can I Do?

A family member, friend, neighbor or other concerned person who is worried about an individual who may need Adult Protective Services (APS) can call the local Department of Social Services. It is most helpful to APS to be able to contact the source of the referral for information. The source will remain confidential. However, referrals may be made anonymously. Of course, individuals who recognize their own need for help may call for themselves.

To contact APS, call **(845) 291-2800**

What Services Are Available?



APS can provide services to strengthen an adult's ability to live in the community as long as possible. Here are some of the services APS can provide:

- Assessment of circumstances
- A home visit to identify needs and arrange for services, medical care or other resources within the community
- Arrange for counseling for the person and the family
- Money management services
- Referral information for legal services
- Assistance in finding other living arrangements
- Referral for a personal care aide or chore services in certain cases
- Assistance in obtaining other benefits and services



Here's How One Concerned Neighbor Was Able To Help...

A young woman living in an apartment building returned from a short vacation and became concerned when she noticed a pile of newspapers at her elderly neighbor's door. She knew they were supposed to be home since she had spoken with them before she left. She rang their doorbell and found that the man had fallen and hurt his leg. His wife was confused and afraid to go out alone, so they had no food in the apartment. The young woman, realizing she couldn't handle this on her own, called the local Department of Social Services for help. APS arranged for services to reduce the risk and enabled the couple to remain safely at home.