

## Covid-19 & Adult Protective Services

VT Adult Protective Services (APS) continues to investigate allegations of abuse, neglect and exploitation. During this time, families and other shared household members are spending extended time together and we are seeing increased instances of high stress and anxiety over extreme unknowns. Unfortunately, these challenges are increasing during a time that household members have limited exposure to others, and APS is receiving fewer reports as a result.

### What can you do?

With households self-isolating and many agencies limiting face-to-face services and visits, the people who may typically spot maltreatment are not able to do this as easily. If you know someone who is at risk or was experiencing maltreatment before this pandemic, reach out to them and see how they are doing. If you are concerned— even if you have not directly witnessed or have first-hand evidence of maltreatment— please file a report with APS. If you suspect you may be the victim of abuse, neglect, or exploitation, you may also make a report to APS for yourself. APS works to maintain the confidentiality of reporters—APS will not reveal who a reporter is to an alleged perpetrator or others— and you also have the option to make an anonymous report.

### How can I file a report?

If you are experiencing maltreatment or are concerned about someone you know, please report to APS via:

- Online: <https://dlp.vermont.gov/aps/make-aps-report>
- Toll free phone: (800) 564-1612
- Email: [APS@vermont.gov](mailto:APS@vermont.gov)

### What does APS need to know in a report?

APS needs as much information as you have about the abuse, neglect or exploitation and anyone involved. The more information you provide, the easier it will be for APS to make timely and accurate decisions:

- Why do you suspect a vulnerable adult has been abused, neglected or exploited? Descriptions of any incidents including locations and dates are helpful.
- Is the abuse, neglect or exploitation ongoing, and does it currently pose additional risks?
- Who are you, what is your relationship to the vulnerable adult, and how can we contact you if we need more information?
- Who is the alleged victim (if that is not you) and how can we contact them? Also, we need to know what makes them vulnerable.
- Who is the alleged perpetrator whose actions are hurting the alleged victim, how are they related, and how can we reach them?
- Are there any risks to our investigators like violence or aggressive dogs in the home?

### Is it an emergency?

APS does not provide emergency services. If a vulnerable adult is in a life-threatening situation or needs immediate intervention to protect someone from harm, call 9-1-1 so that law enforcement and medical personnel can get involved immediately.