



Virginia Beach Department of Emergency Medical Services

OPERATIONS

ADULT PROTECTIVE SERVICES NOTIFICATIONS

PURPOSE: The purpose of this policy is to provide direction to service personnel on mandated notifications to Adult Protective Services as required by the Code of Virginia to protect aged or incapacitated adults.

APPLICABILITY: This policy shall apply to all members of the Department of Emergency Medical Services including Fire Department personnel when functioning on emergency medical calls.

POLICY STATEMENT: It shall be the policy of this Department that EMS providers shall notify Adult Protective Services upon reason to suspect, evidence of or advisement to the abuse, neglect or exploitation of aged or incapacitated adults.

APPENDIX: (A) How to Handle Adult Protective Services Notifications
(B) Community Paramedicine Referral Form located at
(<https://www.vbems.com/proactive-services/>)

- I. Code of Virginia § 63.2-1606 requires notification of suspected abuse, neglect or exploitation of certain adults, defined below, to the local Social Services department or the adult protective services hotline.
- II. Definitions as outlined in Code of Virginia § 63.2-1606 that are pertinent to emergency medical services include:
 - a. Adult – any person age 60 years of age or older, or persons 18 years of age or older who is incapacitated and resides in the Commonwealth.
 - b. Adult abuse – willful infliction of physical pain, injury or mental anguish or unreasonable confinement of an adult per state code. This may include, but is not limited to, impairment by mental illness, intellectual disability, physical disability, advanced age and /or physical or chronic illness
 - c. Emergency - an adult is living in conditions that present a clear and substantial risk of death or immediate and serious physical harm to himself/herself or others.
 - d. Mandated Reporter - every EMS provider acting in their professional capacity that has reason to suspect the abuse, neglect or exploitation of adults.



- III. Appendix A provides guidance to manage and report potential Adult Protective Services cases.

This Policy shall become effective upon the approval of the EMS Chief.

APPROVED:

2/14/2020

EMS Chief

Date

Originated

Revised

2/14/2020



Appendix A

How To Handle Adult Protective Services (APS) Notifications

NOTE: *Regardless of the incident, your safety is primary. Medical assessment and emergency treatment/transportation takes priority before paperwork and notifications/referrals to partner agencies.*

PROCEDURE: Immediately (and after all emergency treatment/transportation)

1. Call the CoVB APS hotline @ **757.385.3550** (afterhours & weekends use the VA Hotline 888.832.3858)
2. Complete Appendix B with a brief description of your concerns and the circumstances. Email to EMS@vbgov.com
3. EMS HQ will supply documents requested to APS

Who is a Mandated Reporter? - **YOU ARE THE MANDATED REPORTER** while acting in your professional EMS capacity

What is an APS Case? - Mandated reporting in situations of adult abuse, neglect and/or exploitation

What is an Adult? - any person age 60 years of age or older, or persons 18 years of age or older who is incapacitated

What is an Incapacitated Person?

- An adult who is impaired by mental illness, **physical or chronic illness**, intellectual disability, physical disability and/or advanced age
 - o This is an adult who lacks sufficient understanding or capacity to make, communicate, carry out or follow through on reasonable decisions regarding his/her well-being.
 - o Adults that are non-compliant with safety or medical care plans may fall within APS jurisdiction

What is Neglect (Self-Neglect)?

- Living under such circumstances that the adult is not able to provide, or is not provided, services to maintain physical and mental health and well-being such as:
 - o Soiled bedding, furniture or clothing (also inadequate clothing)
 - o Malnourished or lack of food/water in residence
 - o Unsafe, unsanitary or hazardous living conditions



- Lacks needed medication, hearing aids, glasses or does not take needed medications
- Lacks heat, running water or electricity

Items to consider:

- Each provider (not agency) is the mandated reporter and must notify APS in relevant cases
 - The reporting is redundant (purposefully) and requested by APS. Our APS unit has indicated that each provider on an apparatus does not need to make an individual notification so long as the notification is made together
- Each unique incident will have a new APS notification made in relevant cases
- If ever in doubt or on the fence, make the notifications
- Each mandated reporter shall cooperate with the assigned investigative APS worker
- Additional information can be found at <https://www.dss.virginia.gov/abuse/mr.cgi>



Appendix B

Community Paramedicine Referral Form

For a fillable copy of this form, please visit <https://www.vbems.com/proactive-services/>