

# Personal Assistance Services

## Purpose

Amended Section 501 of the Rehabilitation Act of 1973 requires the provision of personal assistance services (PAS) to employees and applicants with targeted disabilities. The term PAS refers to assistance with performing activities of daily living (ADLs) that an individual would typically perform if they did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.

As provided by the Equal Employment Opportunity Commission, PAS does not include the performance of medical procedures (e.g., administering shots) or medical monitoring (e.g., monitoring blood pressure).

The National Security Agency (NSA) is prohibited from taking adverse action against employees or applicants based on their need for, or perceived need for, PAS.

The PAS program provides NSA civilians and applicants with targeted disabilities assistance with basic ADLs during duty hours and job-related travel as necessary.

## Program Description

NSA's Office of Reasonable Accommodation Services (ORAS) oversees the PAS program, which provides NSA civilians and applicants with targeted disabilities assistance with basic ADLs. ADLs included in the PAS program include (but are not limited to) assistance with toileting, removal of and putting on clothing, and eating. Job duty assistance may include filing documentation, note taking, or retrieving work materials. Personal Services Assistants (PSAs) are not permitted to provide assistance with medications and/or medical devices.

## Personal Assistance Services Business Rules

### Eligibility Guidelines

- Must be a civilian employee or applicant of NSA.
- Must have a targeted disability, as defined under relevant authorities.
- Require services because of their targeted disability.
- Able to perform the essential functions of the job without posing a direct threat to safety once PAS and any required reasonable accommodations are provided.
- Providing requested PAS will not impose an undue hardship to NSA.

### Employees Requesting Personal Assistance Services

1. Contact the Office of Reasonable Accommodations and Accessibility (ORAA) by emailing [ReasonableAccommodations@uwe.nsa.gov](mailto:ReasonableAccommodations@uwe.nsa.gov).
2. ORAA will process the request (approve or deny). If ORAA approves the PAS request, ORAA will arrange a meeting between the employee and ORAS/PAS to determine the required services.
3. ORAS will ensure a PAS provider is available for the employee.

### Applicants Requesting Personal Assistance Services

1. Contact ORAA by emailing [ReasonableAccommodations@uwe.nsa.gov](mailto:ReasonableAccommodations@uwe.nsa.gov).
2. ORAA will process the request (approve or deny). If ORAA approves the PAS request, ORAA will arrange a meeting between the applicant and ORAS/PAS to determine the required services.
3. ORAA will coordinate with the applicant, ORAS/PAS, and Talent Management's Pre-Employment Program Manager to confirm the services needed, dates, times, and the building where the applicant will be located.
4. ORAS will ensure a PSA is available for the applicant during processing.