

PERSONAL ASSISTANCE SERVICES PROGRAM STANDARD OPERATING PROCEDURES

I. Purpose:

Establish Standard Operating Procedures (SOP) that outlines Personal Assistance Services (PAS) provided by the National Security Agency.

II. Scope:

Applies to all NSA Civilian/Applicant personnel who require PAS and Agency personnel selected to provide care in the workplace.

III. Objectives:

To provide safe assistance with basic activities of daily living, such as toileting, assistance with removing or putting on clothing, and eating during duty hours to NSA civilians and applicants personnel with targeted disabilities.

IV. Responsibilities:

- The National Security Agency will be responsible for providing PAS to all qualified NSA personnel or affiliates with targeted disabilities, when needed.
- When selecting someone who will provide PAS to a single individual, the Agency will give primary consideration to the individual's preferences to the extent permitted, in accordance with Section 501 of the Rehabilitation Act of 1973.

V. No Adverse Action:

The Agency is prohibited from taking adverse actions against job applicants or employees based upon their need or perceived need for PAS.

VI. Eligibility for PAS:

The Agency shall provide PAS to an individual if -

1. The individual is an employee or applicant of the Agency;
2. The individual has a targeted disability;
3. The individual requires the services because of his or her disability;
4. The individual will be able to perform the essential functions of the job, without posing a direct threat to safety, once PAS and any required reasonable accommodations have been provided; and

5. Providing PAS will not impose undue hardship on the Agency.

PAS will be provided during work hours and job-related travel as necessary.

VII. Requesting PAS for Employees:

To request PAS an employee should contact the Office of Reasonable Accommodation and Accessibility (ORAA). ORAA will coordinate PAS to meet the employee's individual needs.

VIII. Requesting PAS for Applicants:

1. Applicants requiring PAS must make specific needs known to his/her recruiter.
2. Recruiter will provide ORAA with all appropriate information related to the request.
3. ORAA will process the request, determine whether services are required, and approve or deny the request.
4. ORAA will coordinate with Well-Being Services (WBS) the services needed, dates, times and building where the applicant will be located.
5. WBS will ensure a PAS provider is available for the applicant during in-processing.

IX. Extended Enterprise:

WBS will work with the qualified individuals to ensure PAS is available to qualified NSA civilian personnel and applicants throughout the enterprise.

X. Outside Providers:

The National Security Agency will consider all available resources when arranging for PAS, including outside sources that are already providing PAS to the qualified civilian personnel or applicants at his or her own expense.