



Personal Assistance Services

Purpose

Amended Section 501 of the Rehabilitation Act of 1973, requires the provision of Personal Assistance Services (PAS) to employees with targeted disabilities. The term PAS refers to assistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting clothing, eating, and using the restroom. As provided by the Equal Employment Opportunity Commission, PAS do 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 activities of daily living (ADLs) during duty hours.

Program Description

The PAS program provides NSA civilians and applicants with targeted disabilities assistance with basic activities of daily living (ADL's) as well as reasonable accommodations to complete job duties during duty hours. ADL's included in the PAS program include (but not limited to) assistance with toileting, removal and or placement of clothing and feeding. Job duty assistance may include filing documentation, note taking, or retrieving work materials. The Personal Service Assistant (PSA's) are not permitted to provide assistance with medications and/or medical devices.

Personal Assistance Services Business Rules

Eligibility Guidelines

- An employee or applicant of the Agency
- Must have a targeted disability
- Requires services because of their disability
- 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
- Providing requested PAS will not impose under hardship to the Agency

Employees requesting Personal Assistance Services

- Contact the Office of Reasonable Accommodations and Accessibility (ORAA) PAS Team by email: personalassistanceservices@uwe.nsa.gov or telephone: 443-654-6496.
- The ORAA PAS Team will review requested services.
- Occupational Health & Well Being Services (OHWB) will be consulted as needed.
- ORAA PAS Team Lead will ensure a PSA is available during duty hours.



Applicants Requesting Personal Assistance Services

- Applicant requiring PAS must contact the ORAA PAS team via email: personalassitanceservices@uwe.nsa.gov or telephone: 443-654-6496.
- The ORAA PAS Team will coordinate with the applicant to determine the required services.
- The ORAA PAS Team Lead will ensure a PSA will be available for the applicant during pre-employment processing.