

# Secret Service Personal Assistance Service (PAS) Procedures

Pursuant to 29 C.F.R. § 1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the Secret Service. PAS assist with performing activities of daily living that an employee would typically perform if he or she did not have a targeted disability. The Office of Personnel Management (OPM) has defined targeted disabilities as the most severe disabilities, to include blindness, deafness, partial and full paralysis, missing extremities, dwarfism, epilepsy, intellectual disabilities, and psychiatric disabilities. The EEOC states that not everyone with a targeted disability will be entitled to PAS; only those employees with a targeted disability who require assistance with activities of daily living may receive PAS. Medical conditions that are more likely to result in the need for PAS include, for example, missing limbs or paralysis due to spinal cord injury.

The Secret Service shall provide PAS services that help employees who, because of targeted disabilities, require assistance to perform basic activities of daily living, such as eating, using the restroom, removing and putting on clothing, and/or getting in and out of a vehicle at the worksite.

PAS do not include performing medical procedures such as administering shots, medical monitoring, taking blood pressures, etc. PAS do not help employees with disabilities perform their specific job functions. PAS differ from services that help an employee perform job-related tasks such as sign language interpreters who enable employees who are deaf to communicate with coworkers, or readers who enable employees who are blind to read printed text. PAS also does not include helping an employee commute to and from work as PAS is provided when an employee is working, unless he or she is on work-related travel.

Upon request, the Secret Service shall provide PAS:

- If the requestor is an employee of the Secret Service;
- If the employee has a targeted disability;
- If the employee requires the services because of his or her targeted disability;
- If the employee will be able to perform the essential functions of the job;
- If an employee's work-related travel results in an employee's inability to rely on his or her usual source of PAS during both work and off-work hours;
- If providing PAS will not impose undue hardship on the Secret Service

The Secret Service shall process requests for PAS by utilizing the process outlined in EES-06(05), Reasonable Accommodation Policy, in the same manner as processing requests for reasonable accommodation. PAS shall be provided on a case by case basis via a contractual service provider selected by the Agency who specializes in providing such services. Services shall be made

available to any and all employees who qualify to receive such services. To the extent permitted by law, an employee's preferences shall be made a primary consideration when selecting PAS providers.

For further information regarding PAS or to request PAS, please contact the Equity, Diversity and Inclusion Program at (202) 406-5540, (800) 877-8339 (Federal Relay Services), or via email at [equal.opportunity@uss.s.dhs.gov](mailto:equal.opportunity@uss.s.dhs.gov).