

## PERSONAL ASSISTANCE SERVICES (PAS)



This is a guide that outlines the procedures for PAS requests. For more details on these steps, follow the link for DON Procedures for Processing Requests for PAS under Additional Resources below.



For questions, contact your local Equal Employment Opportunity Office, Disability Program Manager or RA POC at: [Cran\\_EEO\\_Office.fct@navy.mil](mailto:Cran_EEO_Office.fct@navy.mil)



**Additional Resources:**  
EEOC Personal Assistance Services Q & A  
EEOC Section 501 of the Rehabilitation Act Q & A  
Office of Personnel Management's Standard Form 256  
DON Procedures for Processing Requests for PAS

### Step 3 – DECISION WHETHER OR NOT TO PROVIDE PAS

#### *Decision to Approve Request for PAS:*

If the employee's first-line supervisor determines that providing PAS is the appropriate course of action, a letter denoting the acceptance of the PAS request is issued from the supervisor to the employee within **thirty (30) calendar days of receipt of the written request by the RA POC**. This approval letter may also be used to document that an alternative form of PAS from the PAS originally requested will be provided, and explains why it will be effective.

#### *Decision to Deny Request for PAS:*

There is no requirement to provide PAS if the employee does not have a targeted disability, or if providing PAS would pose as an undue hardship on the agency. If the employee is not entitled to receive PAS, he or she must be notified of this decision within **thirty (30) calendar days of receipt of the written request by the RA POC**. The denial notification must provide available avenues of redress, to include Alternative Dispute Resolution (ADR), the Equal Employment Opportunity (EEO) complaints process, and negotiated grievance procedures.

### Step 4 – OBTAINING THE PAS PROVIDER

A PAS provider is an employee or independent contractor whose primary job functions include the provision of personal assistance services. In general, the training or skill that a PAS provider should have will depend on the specific services needed by the employee.

The DON is entitled to consider all available resources when arranging for PAS, including outside sources that are already providing PAS or are willing to provide PAS at their own expense, such as a state or veteran's rehabilitation agency, so long as the services are provided in a timely manner.

The DON gives its Major Commands the flexibility of providing PAS via federal employee or independent contractor, depending on the employee's need and the operational resources required to establish and provide PAS.

DON commands will need to establish their own position description that is tailored to the services required.

Employees who do not perform PAS as a primary job function shall not assist employees who require PAS with personally invasive tasks that they may not be qualified

### Step 1 – THE INITIAL REQUEST

An employee's initial request for PAS can be made verbally or in writing to his or her first-line supervisor or the Reasonable Accommodation (RA) point of contact (POC). If the RA POC receives the request directly from the employee, the RA POC shall immediately inform the employee's first-line supervisor of the request. Additionally, a family member, spouse or partner, friend, or medical health professional may request PAS on behalf of an individual with a targeted disability.

Requests for PAS must be submitted to the servicing RA POC as soon as practicable, but no later than within **two (2) business days** of receipt of the initial request for processing. Requests for PAS, similarly to requests for RA, must be subsequently documented, in writing, signed and dated, for inclusion in the PAS request file.

### Step 2 – THE INTERACTIVE PROCESS

The interactive process is an informal discussion between the individual requesting PAS, his or her first-line supervisor, and/or the RA POC. This discussion first sets out to determine whether the employee is entitled to PAS. In most cases, the employee's targeted disability and the need for PAS is obvious. Therefore, the determination of whether the individual has a targeted disability should be made quickly. In the event that the targeted disability or the need for PAS is not evident, the employee's first-line supervisor may request medical documentation to support the request. If the employee is entitled to PAS, the interactive discussion then serves to determine the extent and nature of the services required based on the employee's limitations.

feeding, toileting, bathing, or lifting or moving employees from vehicles, beds or wheelchairs. Until a contract is secured or a billet is in place, interim arrangements can be made for performing these more personal tasks through exploring the availability of local resources or providing temporary base access to spouses or family members who can assist with PAS.

### Step 5 – ONGOING INTERACTIVE PROCESS

If the request for PAS is approved, the employee shall be informed, in writing, of any changes in providing PAS. Changes can include incurred delays due to the nature of federal recruitment or contracting, the unavailability of the primary PAS provider and any alternative arrangements made, among other situations. In addition, the employee must promptly inform his or her supervisor or the servicing RA POC of any changes needed to the services in place so that they may address these changes. These