

Department of Justice
Drug Enforcement Administration

Equal Employment Office
Disability Management Program
Personal Assistance Services (PAS)

On January 3, 2017, the Equal Employment Opportunity Commission amended the regulations implementing Section 501 of the Rehabilitation Act of 1973 (Section 501), the law that prohibits the federal government from discriminating in employment on the basis of disability and requires it to engage in affirmative action for people with disabilities. As part of the agencies' obligation to engage in affirmative action, federal agencies are required by the new regulations to provide Personal Assistance Services (PAS) to individuals who need them because of certain disabilities. See 29 C.F.R. § 1614.203(d)(5).

Personal Assistance Services (PAS) are services that help individuals who, because of targeted disabilities, require assistance to perform basic activities of daily living, like eating and using the restroom. PAS services are performed at the direction of the employee and scheduled by the employee (part-time, fulltime) to meet their personal needs.

The services provided are personal in nature and require a high degree of confidence/trust on the part of the employee in the PAS' ability to perform their assigned tasks effectively and safely. Services can include assisting with all daily living activities, including, but not limited to:

- Toileting and bathroom hygiene, including
 - Transfers in and out of wheelchair; dressing and undressing; washing face/brushing teeth/washing body; brushing hair.
- Meal preparation, purchase, and consumption, including
 - Feeding and set up of plates and food; accompaniment to restaurants and cafeterias; washing dirty plates, dishes and drink containers; assistance handling medication under my direct supervision (no special training needed)
- Assistance with clothing, including
 - Putting on and removing outer clothing; changing inner clothing, if necessary; changing into an out of formal professional wear
- Assistance with various office-related tasks, including
 - Arranging papers and office furniture; cleaning and organizing the office; assistance copying, faxing and handling documents; assistance setting up and moving electronic equipment such as laptops and mobile devices; assistance retrieving things from bags and putting items into bags;
- Assistance with all manual logistics related to travel, if necessary. This includes all items listed above, as well as additional assistance changing wheelchairs and accessing various forms of transportation
- Assistance with other manual tasks that I cannot perform due to limited use of my arms/hands and legs.

The Personal Care Assistant is not required to be licensed or certified as a healthcare para-professional. The PCA is required to have extensive experience working with people with disabilities and providing direct and indirect assistance with activities of daily living (bathing, dressing, toileting, feeding, dressing, etc.)

I. Deliverables

Assisting with all daily living activities, including, but not limited to:

- Toileting and bathroom hygiene, including
 - Transfers in and out of wheelchair
 - Dressing and undressing
 - Washing face/brushing teeth/washing body
 - Brushing hair
- Assistance with various office-related tasks, including
 - Arranging papers and office furniture
 - Cleaning and organizing the office
 - Assistance copying, faxing and handling documents
 - Assistance setting up and moving electronic equipment such as laptops and mobile devices
 - Assistance retrieving things from bags and putting items into bags
 - Assistance using electronic devices, such as holding a mobile phone to my ear, if necessary.
- Assistance with all manual logistics related to travel, if necessary. This includes all items listed above, as well as additional assistance changing wheelchairs and accessing various forms of transportation
- Assistance with other manual tasks that I cannot perform due to limited use of my arms/hands and legs.

II. Contractor Supplies

The government will not provide the contractor supplies to assist with fulfilling the defined needs of the employee.

III. Request for Services

Personal Assistance Services can be requested following procedures for requesting a reasonable accommodation. Please contact Derek Orr, Disability Employment Program Manager by email derek.k.orr@usdoj.gov or by phone (202)307-8898. Because of the unique and highly personalized nature of the services provided, the timeframes defined for reasonable accommodations will need to be modified when requesting PAS.

For additional information, please visit <https://www.eeoc.gov/federal/directives/personal-assistance-services.cfm> for a list of frequently asked questions prepared by the EEOC or contact your servicing DOJ Component EEO Office.