



Federal Communications Commission Personal Assistance Services Policy Statement August 7, 2024

The Equal Employment Opportunity Commission's (EEOC) regulations implementing Section 501 of the Rehabilitation Act of 1973 require federal agencies to provide Personal Assistance Services (PAS), in addition to reasonable accommodations, during work hours and job-related travel as an affirmative action obligation to individuals who need them because of certain disabilities. PAS means assistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, such as assistance with removing and putting on clothing, eating and using the restroom.

Employees who may require PAS have targeted disabilities, which are disabilities that are deemed more severe as defined on the Office of Personnel Management's Standard Form 256, such as Traumatic Brain Injury, deafness, blindness, missing extremities, significant mobility impairment, and paralysis. The EEOC determined that some individuals with targeted disabilities experience barriers to employment in the absence of PAS, and thus, the provision of PAS for the federal workforce will provide greater opportunities for these individuals to participate in the workplace.

As a model employer, it is the Federal Communications Commission's (FCC) policy to provide PAS to its employees in accordance with 29 Code of Federal Regulations § 1614.203(d)(5), absent undue hardship on the agency. In addition, the FCC shall not discriminate against individuals in employment decisions based on their need for PAS.

The Office of Workplace Diversity (OWD) is responsible for processing requests for reasonable accommodation. OWD is also responsible for handling requests for PAS, and although distinguishable from requests for reasonable accommodation, request for PAS will be initiated, processed and otherwise addressed in the same manner.

Please direct questions regarding PAS to the Office of Workplace Diversity at owdinfo@fcc.gov or (202) 418-1799.

A handwritten signature in black ink, appearing to read "Jessica Rosenworcel", with a horizontal line extending to the right.

Jessica Rosenworcel
Chairwoman