



NATIONAL MEDIATION BOARD

Personal Assistance Services

Quick Guide for Employees and Applicants

1. What are Personal Assistance Services (PAS)?

Federal agencies are required to provide “personal assistance services” (PAS). PAS provides, “assistance with performing activities of daily living that an individual would typically perform if they did not have a disability, and that is not otherwise required as a reasonable accommodation, including, for example, assistance with removing and putting on clothing, eating, and using the restroom.” [29 C.F.R. §1614.203\(a\)\(5\)](#).

PAS must be performed by a personal assistance service provider. Also, PAS must be provided to employees who need them when they telework under the National Mediation Board’s (NMB) telework policy.

2. What is a “Targeted Disability”?

A “targeted disability” is one that is designated as a “targeted disability or serious health condition” in the U.S. Office of Personnel Management’s Standard Form 256 [OPM Standard Form 256](#) . Some targeted disabilities for which PAS may be needed include:

- missing extremities;
- significant mobility impairment benefitting from utilization of supports (such as a wheelchair or walker); and
- partial or complete paralysis.

3. How to Request Personal Assistance Services (PAS)?

Employees: You may request PAS orally or in writing. An Employee may request a Reasonable Accommodation or Personal Assistance Services orally or in writing from the Employee’s supervisor, another supervisor or manager in the immediate supervisory chain, or the Reasonable Accommodation Coordinator. A family member, health professional, or other A representative of an Employee may make such a request on behalf of the Employee.



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Job Applicants: A job applicant may request a Personal Assistance Services orally or in writing from the Office of Administration or any Employee who is involved in the application and hiring process, such as interviewers or hiring officials. A family member, health professional, or other representative of a job applicant may make such a request on behalf of the job applicant.

4. What Should be Included in a Request for PAS?

The request does not have to include specific terms such as Personal Assistance Services, Disability, or Rehabilitation Act. Any request for change or modification to the workplace, the manner in which assigned duties are performed, or job application procedures, or for assistance with performing daily activities at the workplace, that is related to a medical condition, may be considered a request for a Reasonable Accommodation or PAS. An employee or applicant need not have a particular accommodation in mind before making a request.

Examples of requests for Personal Assistance Services for Employees with Targeted Disabilities:

- An Employee informs his or her supervisor that they will have difficulty traveling for work because of their partial paralysis.
- An Employee with a significant mobility impairment informs their supervisor that they require assistance getting in and out of their vehicle at the worksite.

5. What Happens Next?

You will receive a written acknowledgement of your request for PAS. Your request will be documented and reviewed. You will be informed if medical information is needed.



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6. Medical Information (If Required):

If the nature of a requesting individual's Disability and the need for accommodation or services is not obvious or previously documented by the individual, the Reasonable Accommodation Coordinator may require the individual to provide medical information to substantiate the nature of the Disability, functional limitations associated with the Disability, and the need for services.

Medical information (if required) must be prepared by an appropriate health care professional, such as a doctor; psychologist; nurse; physical, occupational, or speech therapist; vocational rehabilitation specialist; or licensed mental health professional. Any medical information received will be kept confidential and separate from any personnel records. The NMB's Reasonable Accommodation Coordinator (RAC) will review the provided documentation.

7. Interactive Process

You will work with the agency to discuss your needs and limitations, identify appropriate PAS options, and explore effective solutions. Your participation is important to reach the best outcome.

8. Decision Timeline

Decisions are typically made within 20 workdays after receiving the request. You will be notified of any delays. You may check the status of your request at any time with the RAC or your supervisor.



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9. If Your Request is Approved

If your request is approved, you will receive written notification including:

- Approved services
- Implementation details
- Any alternative services (if applicable)
- Information on periodic review (if needed)

10. If Your Request is Denied

If your request is denied, you will receive written explanation including:

- Reason(s) for denial
- Any alternative offered
- Instructions for appeal

11. Procedures: Appeal

If an Employee, former employee, or job applicant wishes to appeal a decision denying a request for Personal Assistance Services, they may take one of the following actions. Note that each action has a different time frame.

- a. Contact the [NMB's Equal Employment Opportunity \(EEO\) Office](#): The Employee or job applicant may contact the NMB's EEO Office within 45 calendar days following the date of a notice of decision or failure to provide an accommodation or services to begin the EEO process pursuant to 29 CFR part 1614 and NMB Policy #1000 - Equal Employment Opportunity.
 - i. If an Employee or job applicant does not initiate contact with the EEO Office within the 45-day time limit, their right to file an EEO complaint may be lost.



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- ii. If an Employee or job applicant files a formal EEO complaint, they may not file a grievance on the same matter under the negotiated grievance procedure.

- b. File a grievance under the negotiated grievance procedure: Employees in the Bargaining Unit may file a grievance within 15 working days following the date of the decision under the negotiated grievance procedures in Article 24 of the CBA - Grievance Procedure. If an Employee files a grievance under the negotiated grievance procedure, the Employee may not file an EEO complaint on the same matter.

- c. File a grievance under the administrative grievance procedure: Employees who are not in the Bargaining Unit may file an administrative grievance if they believe the denial of their request is based on a reason other than discrimination. Such a grievance must be filed within 15 calendar days following the date of the decision, in accordance with the procedures in NMB Policy #2151- NMB Employee Grievance Process under the NMB's Administrative Grievance Procedure

12. Additional Information:

For more information and guidance concerning the procedures for requesting a Reasonable Accommodation or Personal Assistance Services, please contact the Reasonable Accommodation Coordinator in the Office of Administration Services at (202) 692-5050 or via e-mail at infoline@nmb.gov.