

**DEPARTMENT OF ENERGY HEADQUARTERS  
SUPPORT SERVICES FOR INDIVIDUALS WITH DISABILITIES**

**POLICY AND PROCEDURES**

In accordance with Section 504 of the Rehabilitation Act of 1973, as amended, Public Law 93-112, the Department of Energy will provide Interpreters for the Deaf/Hard of Hearing, Readers for the Blind, and Personal Assistants for Physically Disabled Headquarters employees and visitors either via the Headquarters staff interpreter or a qualified vendor.

**POLICY**

Requests

Support services will be provided on an as-needed basis only. Requests should be made two (2) weeks in advance. All requests will be filled based on availability of the service provider.

Extension of Scheduled Service Time

Acceptance by the requesting office of contractor services beyond the scheduled service time is an unauthorized commitment of government funds. Prior to receiving any additional services, i.e. extending the length of time the contractor is working, the Headquarters Accommodations Program Manager must authorize the expenditure.

Cancellation

Service cancellations must be made three (3) full business days prior of the date of the event .

Fees

The Headquarters Accommodations Program office assumes responsibility for support services provided. Long term services (more than two weeks) are provided by the employee's program office.

Open Programs and Events

Services for programs/events conducted at Headquarters locations will be provided upon request from an employee or visitor with a disability ONLY.

**PROCEDURES**

To request services, contact the Headquarters Accommodations Program Manager and provide the following information:

- a. Date, time and location of the event
- b. Name(s) of the employee(s) with a disability
- c. Setting (one-on-one, small group, auditorium)
- d. Nature of the event (staff meeting, lecture, performance evaluation)
- e. Name and phone number of on-site contact person for the day of the event
- f. If the events are videotaped/recorded/televised
- g. If the event will include the showing of a videotape
- h. Directions to the location (if not a DOE Headquarters site)
- i. Conference requests should also include:
  1. Conference Schedule
  2. Participant's workshop selections (if concurrent sessions)
  3. Name and telephone number of deaf/hard of hearing speaker(s), if any
- j. Provide copies of agendas, papers to be used during the event

**POINT OF CONTACT**

Suzanne K. Piper, Headquarters Wellness and Accommodations Program Manager

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