



**U.S. Department of Homeland Security  
United States Secret Service**

**U.S. Secret Service Plan  
for  
Improving Access to Public-Facing Programs  
and Activities for Individuals with Disabilities  
October 2019**

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# I. Introduction

## U.S. Secret Service Mission

The United States Secret Service (USSS or Secret Service) carries out a significant two faceted mission: protection and investigations. Our agency protects the President, Vice President, and their families; former Presidents and Vice Presidents and their spouses; visiting foreign heads of state/heads of government; major candidates for the Office of the President and Vice President and their spouses; and other designated individuals. In addition, our agency protects the White House Complex, Vice President's Residence, and foreign missions, and plans and implements security operations for designated National Special Security Events (NSSEs).

The Secret Service also investigates threats against our protectees; violations of law relating to counterfeiting of obligations and securities of the United States; and financial crimes that include access device fraud, financial institution fraud, identify theft, computer fraud, and computer-based attacks on our nation's financial, banking, and telecommunications infrastructure.

As one of the nation's premier law enforcement agencies, the Secret Service is required to interact with members of the public with disabilities on both a voluntary and involuntary basis. This document provides guidance on how the Secret Service's special agents, Uniformed Division officers, and administrative, professional, and technical employees should engage when encountering individuals with disabilities.

## Policy and Process

On September 25, 2013, the U.S. Department of Homeland Security (DHS) required all Components to conduct a self-evaluation based on Directive 065-01, "Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-Employment)." As a result, the Secret Service used the DHS Office for Civil Rights and Civil Liberties (CRCL) Self-Evaluation Tool to engage in agency-wide discussions from August to October of 2016. Our goal was to provide a complete and thorough assessment of our public-facing encounters with individuals with disabilities through the following overarching mandates:

1. Program Accessibility – to include providing equal opportunity access to programs, services and activities by delivering these opportunities in the most integrated settings possible and in a manner appropriate to the individual's needs.
2. Physical Accessibility – to include the provision of accessible new construction and alterations in accordance with the Architectural Barriers Act of 1968 (as amended) and the Department's Section 504 requirements; and,
3. Effective Communication – to include the provision of auxiliary aids and services for persons who are deaf or hard of hearing or who are blind or have low vision as well as the modification of practices and materials to ensure effective communication with persons who have intellectual or developmental disabilities.

During Fiscal Year 2017, the USSS conducted its Disability Self-Evaluation through a series of policy, operational, and procedural reviews at the headquarters, divisional, and field office levels.

## Background

The U.S. Secret Service's approach to its Disability Access Plan (DAP) provides a contextual nexus to our mission-related duties within the following critical program areas: ***protection, investigations, training, communication and media relations, information technology, protective intelligence, and facilities and personal property management.***

The USSS-DAP assesses our capabilities and continual progress in support of DHS Directive 065-01 over a five-year cycle. The first year consisted of an internal assessment and/or Self-Evaluation of our agency's public-facing programs to identify barriers encountered by individuals with disabilities. The second year involved face-to-face stakeholder sessions within our aforementioned critical program areas and active discussions about the expectations of both the USSS Methodology and Self-Evaluation. Within the next three to five years, the agency will focus on the continual monitoring and implementation of the DAP's compliance protocols for ensuring equal opportunity of participation in public-facing programs by individuals with disabilities.

## Scope

As noted, Section 504 of the Rehabilitation Act, as amended, 29 U.S.C. § 794, provides that no otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity conducted by federal agencies. As such, the USSS DAP applies to all USSS programs that interact with individuals with disabilities within the public.

## Purpose

The USSS DAP ensures our agency's compliance with and support of efforts to strengthen nondiscrimination for individuals with disabilities impacted by USSS programs and activities. The goal of this plan is to further develop our agency's commitment to supporting full inclusion and equal opportunity under the Rehabilitation Act of 1973 -- a foundational piece of civil rights legislation that commits the federal government to ending discrimination against individuals with disabilities in federal employment and in federally conducted and federally assisted programs and activities.

## I. Executive Summary

As noted in the Introduction, our agency provides physical protection to the nation's highest elected leaders, visiting foreign dignitaries, facilities, and major events. Using advanced countermeasures, the Secret Service executes security operations that prevent, deter, mitigate and decisively respond to identified threats and vulnerabilities. ***It is important to note that Section 504 does not require an agency to permit an individual to participate in the program or activity when that individual poses a direct threat to the health or safety of others.***

## Identified Programmatic Accessibility Concerns

### Physical Accessibility

In the area of physical accessibility, the USSS Self-Evaluation identified that due to the nature of our protective and investigative mission, our agency does not openly solicit the input of disability stakeholders if our security procedures impact them at our protective venues. This is primarily because our agency's mission-critical priority has been to safeguard our protective means and methods to ensure that we provide the best possible security for our protectees.

Although USSS personnel are required to post a notice about the security screening process at protective venues, it provides general guidance for all attendees – not specific guidance for individuals with disabilities with assistive devices and/or mobility devices.

The USSS Self-Evaluation also identified an opportunity to evaluate security and custody facilities within field offices, resident offices, resident agencies, and domicile locations within the USSS. The goal would be to identify inaccessible features that constitute barriers for detainees or members of the public with disabilities.

### Program Accessibility

With regard to program accessibility, the USSS Self-Evaluation revealed that the Office of Equity and Employee Support Services (EES) could monitor the frequency of meetings on upgrades and modifications for persons with disabilities who visit our Headquarters Memorial Building. EES participation in meetings with the Health and Safety Program and GSA representatives could help reveal whether physical barriers exist.

### Effective Communication

In the area of effective communication, the USSS Self-Evaluation indicated the need for a more centralized effort for managing unexpected needs of members of the public with disabilities.

As it relates to USSS protective venues, there is an opportunity for us to engage with members of the disability community when posting official messages and press releases during NSSEs. The USSS Self-Evaluation has identified a need to provide more instructional guidance to members of the public. This is particularly true if members of the public with disabilities need sign language services or require further information on what to expect if they have assistive devices and/or mobility devices.

The USSS Self-Evaluation also highlighted the fact that although we have instituted emergency protocol procedures for individuals with disabilities at the USSS Headquarters Memorial Building, there is an opportunity to work more closely with our agency's Emergency Preparedness Program to ensure this protocol is accessible to our field offices, resident offices, resident agencies, and domicile locations as well.

Furthermore, as it relates to effective communication, the Office of Training could launch an online course explaining how to deal more effectively with members of the public with disabilities who have vision, hearing, physical, and intellectual disabilities.

There is also an opportunity for the Office of EES to create a brochure and conduct more briefings on how to manage our law enforcement-related interactions with members of the public with disabilities to provide a greater level of consistency.

Finally, although the Office of Chief Counsel (OCC) conducts a briefing with law enforcement personnel regarding the use of service animals by members of the public with disabilities through a scenario-based curriculum, a consistent program on this topic should be planned for weapon carriers across the organization.

## II. Component Plan to Address Barriers and Gaps

### A. Responsible Staff

**USSS Lead Disability Access Coordinator (DAC):** Deputy Director, Office of EES. Responsibilities: Works with representatives across USSS offices and divisions to serve as the central resource for USSS compliance with Section 504; coordinates USSS implementation of Directive 065-01, including completing the Self-Evaluation, and preparing and carrying out the USSS DAP.

The Lead DAC's Co-Lead is the EES Disability Program Manager who works at USSS Headquarters within the Equity, Diversity and Inclusion Program (formerly called the EEO Program). Responsibilities: Carry out the duties of the DAC Lead in her absence and serve as the subject matter expert and presenter during the Disability Access 504 Working Group meetings.

The DAC initiated the formation of the USSS Disability Access 504 Working Group, which consists of representatives from each of the agency's mission-critical offices. The Working Group was responsible for policy assessment, review, and future implementation in this area.

### B. Component Overview

The Secret Service carries out a significant two faceted mission: protection and investigations. Our agency protects the President, Vice President, and their families; former Presidents and Vice Presidents and their spouses; visiting foreign heads of state/heads of government; major candidates for the Office of the President and Vice President and their spouses; and other designated individuals. In addition, our agency protects the White House Complex, Vice President's Residence, and foreign missions, and plans and implements security operations for designated NSSEs.

The Secret Service also investigates threats against our protectees; violations of law relating to counterfeiting of obligations and securities of the United States; and financial crimes that include access device fraud, financial institution fraud, identity theft, computer fraud, and computer-based attacks on our nation's financial, banking, and telecommunications infrastructure.

## C. Program Interaction

USSS conducted a thorough analysis of its programmatic implications and identified the following operational public-facing encounters with individuals with disabilities in its programs and activities:

- USSS screening protocols used at protective sites and venues where members of the general public are allowed access to an event;
- USSS screening protocols at the White House complex or foreign missions in the Washington, D.C. metropolitan area;
- Visits by the public to USSS local area field, resident, and domicile offices and agencies within the U.S. and abroad;
- Visits by the public to the agency's headquarters building in Washington, D.C.;
- Information provided by the USSS to the public through print, visual media, social media and electronic media; and
- Interactions occurring in conjunction with USSS investigative activities, such as victims, witnesses, or subjects.

The following information includes a descriptive analysis of the USSS offices and divisions who have direct interaction with individuals with disabilities:

- **Office of Protective Operations (OPO):** The Office of Protective Operations (OPO) plans, directs, coordinates, and implements protective policies, programs, and operations of the Secret Service. The OPO ensures that all protected persons, places, and events receive the most appropriate level of protection, based upon a thorough assessment of associated threats and vulnerabilities, to reduce the risk of harm to the protectee.
- **Office of Protective Operations - Uniformed Division (UND):** Members of the Uniformed Division (UD) are assigned to protect the White House and grounds; any building in which Presidential offices are located; the Treasury Building and grounds; the Vice President's residence and grounds; foreign missions; any event designated as an NSSE; and the individuals who receive Secret Service protection.
- **Office of Investigations (INV):** The Office of Investigations plans, directs, and coordinates the criminal investigative responsibilities of the Secret Service. INV focuses its resources on investigations having significant economic and community impacts particularly those involving organized criminal groups. In addition to criminal investigations, INV conducts applicant background investigations and accident investigations.
- **Office of Communication and Media Relations (CMR):** The Office of Communication and Media Relations (CMR) is a team of professionals who represent the voice of the Secret Service. This team proactively engages with our employees while educating and communicating with private citizens, public partners, and members of the media.
- **Office of the Chief Information Officer (CIO):** The Office of the Chief Information Officer (CIO) provides overall leadership for strategic, tactical, operational direction, advice, and assistance concerning USSS information technology (IT) programs and Section 508 compliance. The CIO is responsible for defining, communicating, and establishing the major elements of USSS IT

programs to include: IT strategic planning; enterprise architecture; capital planning and investment control; IT program management, policies and overall governance of the IT infrastructure; information security policy and oversight; E- government; and IT performance metrics in order to comply with applicable laws, Executive Orders, directives, policies, and regulations governing information systems.

- **Office of the Chief Financial Officer (CFO):** Within the CFO office, the Secret Service Acquisition Management Program serves the agency by establishing and maintaining a strong acquisition governance framework as well as training and certifying an acquisition workforce capable of meeting the agency's ongoing and emerging needs.
- **Office of Enterprise Readiness (ERO):** The Office of Enterprise Readiness develops policies, plans, and programs to ensure efficient and effective mission support services. ERO serves as the principal advisor for policies and procedures for the Procurement Division (PRO) and Administrative Operations Division (AOD). The AOD plans, develops, and administers policies and procedures, and performs related activities for a variety of real and personal property management areas in support of headquarters and field elements. Further, AOD organizes and coordinates facilities and property management activities in support of Secret Service protective operations, as well as designated NSSEs. AOD also provides building maintenance management, general repairs, engineering, architectural and design services, as well as other labor services in support of all Secret Service headquarters directorates and divisions.
- **Office of Protective Intelligence (SII):** The Office of Strategic Intelligence and Information (SII) plans, directs, and coordinates all efforts involving the collection, evaluation, and dissemination of operational intelligence and information affecting the protective mission of the Secret Service. Additionally, it plans, directs, and coordinates the resolution of all protective intelligence investigations; the assessment of risk towards USSS protected interests, and behavioral research.
- **Office of Training (TNG):** The Office of Training directs, coordinates, and implements policies and programs associated with Secret Service training and employee development. It develops and implements a broad range of basic and advanced training programs on a continuous basis and initiates, as necessary, long-range developmental training programs for all employees.

## D. Disability Access Policies

The following USSS policies address programs and activities that could impact individuals with disabilities:

- **Office of Integrity - Miscellaneous Standards** Manual Section **ITG-03(04):**
  - *Appendix B: Nondiscrimination for Individuals with Disabilities (Non-Employment)*
- **Office of Investigations: Peace Officer** Manual Section **INV-02:**
  - Peace Officer Status



- **Office of Training – Use of Force** Manual Section **RTC-04(01)**:
  - Electronic Control Devices
- **Office of Protective Operations – Site Security** Manual Section **OPO-06**:
  - Public Notification of Intent to Conduct Security Screening
  - Appendix A – Mobility Devices at Protective Sites
- **Office of the Chief Financial Officer – Accessibility Standards Exceptions** Manual Section **PRO-11(03)**:
  - Undue Burden Exceptions
- **Office of Strategic Intelligence and Information – Sources of Protective Intelligence Information** Manual Section **PID-03**:
  - Federal Partnerships
- **Office of Strategic Intelligence and Information - Protective Intelligence Subject Investigation and Case Management** Manual Section **PID-05**:
  - Mentally Ill Suspects
- **Office of Strategic Intelligence and Information - Managed Risk Protective Intelligence Subjects** Manual Section **PID-11**:
  - Guidelines for Completing a Managed Risk Investigative Status Report -Background Factors/Mental History Functioning
- **Office of Strategic Intelligence and Information - Protective Intelligence Group Investigation and Evaluation** Manual Section **PID-15**:
  - Guidelines for Completing a 675 or 676 Investigative Report – Background Factors for Group Leader(s)/Member(s) (if applicable) / Mental History Functioning
- **Office of Strategic Intelligence and Information - Protective Intelligence Clinical Assessment Program** Manual Section **PID-17**:
  - Training
- **Section 508 Standards Exceptions** Manual Section **CIO-13(04)**:
  - Secret Service external website
  - Section 508 Accessibility and Complaint Processing Procedures

## E. Program Accessibility

The USSS complies with the Architectural Barriers Act Accessibility Standard (ABAAS) requirements in new construction and when modifications occur to existing USSS structures. Specifically, the USSS Facilities Team monitors the policy that governs the Americans with Disabilities Act (ADA) and ABAAS requirements and participates with the General Services Administration (GSA) Fire Safety group to conduct annual evaluation of the USSS Headquarters building to ensure that these policies are enforced. Even though the GSA is the owner of the USSS Headquarters building, all projects to alter the structure or change functionality within the building are routed through the USSS Safety and Health Branch and GSA's Safety Branch for review prior to execution.

In addition, the USSS complies with Section 504 requirements to provide members of the public with disabilities with access to programs and activities in the most appropriate integrated settings possible. Planned Activities:

- Develop a plan to address ABA deficiencies in leased facilities, where applicable.
- Develop a plan to determine if physical barriers exist at leased facilities, where applicable.
- Routinely review external-facing media/websites for 508 compliance.

## F. Interaction Procedures/Protocols

When members of the public with disabilities visit the White House complex or foreign embassies in the Washington, D.C. area, access to USSS security protocols is provided by those facilities through ramps and automatic doors to assist persons with disabilities. If additional assistance is needed, those facilities also make service elevators available. Similarly, while on out-of-district protective missions, USSS screening equipment is accessible to members of the public with disabilities.

Planned Activities:

- Expand education to visitors concerning USSS emergency exits and evacuation procedures.
- Direct the workforce to the EES "Inclusion 365" website for specific protocol information when they encounter members of the public with disabilities at the agency's facilities, protective sites, and venues.
- Continue to ensure that press releases and electronic media postings contain explicit information regarding program/facility access for individuals with disabilities.

Partner with external organizations, including law enforcement entities, and for additional feedback on interacting with members of the public with disabilities.

## G. Reasonable Accommodation

The USSS Lead Disability Access Coordinator will continue to work with the Co-Lead DAC, who also holds the position of Disability Program Manager in the Office of EES.

### Planned Activities:

- Ensure that law enforcement personnel, who engage with members of the public with disabilities, are given appropriate information on how to address an onsite request for an accommodation for those who wish to gain access to a USSS facility, protective site, or venue.

## H. Auxiliary Aids Policies/Procedures

The Office of EES has a full-time Sign Language Interpreter who holds the position of Disability Program Manager. In addition, the agency provides auxiliary aids as requested on an as-needed basis.

### Planned Activities:

Develop a plan to provide further education to law enforcement personnel on the use of auxiliary aids when dealing with the public.

## I. Dissemination of Policies and Procedures:

Planned Activities: The USSS plans to develop links on its intranet site and regularly disseminate the following documents, websites, and information:

- DHS Directive Number: 065-01, *Nondiscrimination for Individuals with Disabilities in DHS-Conducted Programs and Activities (Non-Employment)*;
- USSS procedures for processing complaints for individuals alleging discrimination on the basis of disability, consistent with DHS Section 504 regulation (6 C.F.R. Part 15);
- DHS publication, A Guide for Interacting with People who have Disabilities;
- DHS Disability Access website hosted by the DHS Office for Civil Rights and Civil Liberties; and
- USSS Disability Access Plan developed in accordance with DHS Directive 065-01.

## J. Training

On February 8, 2018, the U.S. Government Accountability Office issued a report entitled, ***"Federal Law Enforcement: DHS and DOJ are Working to Enhance Responses to Incidents Involving Individuals with Mental Illness."*** This report instructed components to review their policies and, where necessary, modify or develop training to implement legal requirements and principles related to Section 504. Specifically, GAO directed components to implement guidance on addressing individuals with disabilities – including mental illness – and obligations under Section 504.

The guidance states that law enforcement agencies must train officers and agents on different types of commonly encountered disabilities; how to identify, without medical or psychological training, analysis, or diagnosis, common characteristics and behaviors most often associated with disabilities; and appropriate responses to the challenges that an encounter with a member of the public with a disability may present.

Planned Activities:

- Post information on the lead DAC and co-lead DAC along with contact information on the agency's Intranet website;
- Expand on the scenario-based curriculum for law enforcement personnel regarding the use of service animals by members of the public with disabilities;
- Review emergency protocol procedures for individuals with disabilities at USSS facilities, protective sites and venues.
- Conduct a periodic review of RTC's training curriculum for how to deal more effectively with members of the public with disabilities.

## K. Notification to the Public

USSS will ensure that the Secret Service's public-facing website contains useful information about screening procedures, street closures, allowed and/or prohibited items at protected sites where members of the public with disabilities will be screened by USSS personnel.

Planned Activities:

- Conduct periodic reviews of public notices posted by the Office of Communication and Media Relations.

## L. Resources

The Secret Service remains committed to providing sufficient resources to ensure full compliance with all of the associated requirements on behalf of the public with disabilities under Section 504. The USSS DAP identifies how our employees should engage when they encounter individuals with disabilities while carrying out the duties of our protective and investigative mission. As cited throughout the DAP, it is our policy to provide any necessary modifications so that a qualified individual with a disability can enjoy the full benefit of any USSS program or activity.

As the agency more fully develops the planned activities identified above, as well as in the implementation steps, we will evaluate what, if any, procurement actions are necessary to fulfill these plans.

## **M. Implementation Steps**

The Secret Service will provide timeframes, milestones and responsible parties. Updates will be made accordingly.

## N. Appendix A

### **Action Plan to Enhance Disability Access in USSS-Conducted Programs and Activities (Non-Employment)**

#### Implementation Steps

##### **Element 1:** Responsible Staff

###### **Action Item 1:**

Identify United States Secret Service (USSS) members of the Disability Access Working Group (DA Working Group).

###### **Deliverables:**

The EEO Director/Senior Executive of the Office of Equity and Employee Support Services (EES) - Equity, Diversity and Inclusion Program (EDI) is the senior management official with responsibility for the agency wide implementation of the USSS Disability Access Plan (DAP).

###### **Lead Office(s):**

Office of Equity and Employee Support Services (EES) – Equity, Diversity and Inclusion Program (EDI)

###### **Support Office(s):**

Equity, Diversity and Inclusion Program (EDI)  
Office of Chief Counsel (OCC)  
Office of Enterprise Readiness (ERO)  
Management and Organization Division (MNO)  
Office of Strategic Intelligence and Information (SII)  
Office of Human Resources (HUM)  
Office of the Chief Financial Officer (CFO)  
Office of Training (TNG)  
Office of Investigations (INV)  
Office of Protective Operations (OPO)  
Office of Communication and Media Relations (CMR)  
Visual Information Branch (VIB)  
Forensic Services Division (FSD)  
Protective Intelligence Operations Center (PIOC)

###### **Targeted Completion Date:**

FY 2016, Quarter 3 (Q3)

###### **Status:**

Completed

###### **Action Item 2:**

Identify United States Secret Service (USSS) members of the Disability Access Working Group (DA Working Group).

**Deliverable(s):**

USSS has appointed the Deputy EEO Director for EES/EDI as the Lead Disability Access Coordinator (LDAC). USSS also appointed a Co-Lead Disability Access Coordinator who serves as the agency's Disability Program Manager in EDI.

**Lead Office(s):**

EDI

**Support Office(s):**

EDI

**Targeted Completion Date:**

FY 2016, Q3

**Status:**

Completed

**Action Item 3:**

Identify United States Secret Service (USSS) members of the Disability Access Working Group (DA Working Group).

**Deliverable(s):**

On August 22, 2016, USSS established the DA Working Group comprised of representative offices whose employees encounter member of the public who are individuals with disabilities (IWD).

**Lead Office(s):**

EDI

**Support Office(s):**

EDI

**Targeted Completion Date:**

FY 2016, Q3

**Status:**

Completed

## Element 2: Component Overview

### **Action Item:**

Provide USSS's component overview.

### **Deliverable(s):**

Provide USSS's component overview within the Disability Access Plan.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

### **Targeted Completion Date:**

FY 2017, Q3

### **Status:**

Completed

## Element 3: Program Interactions

### **Action Item:**

Provide program interactions

### **Deliverable(s):**

Outline program interactions within the Disability Access Plan.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

### **Targeted Completion Date:**

FY 2017, Q3

### **Status:**

Completed



#### **Element 4: Disability Access Policy**

##### **Action Item:**

Develop an agency-wide policy to provide guidance for eliminating existing barriers to equal opportunity for IWDs in USSS conducted programs and activities.

##### **Deliverable(s):**

Establish Disability Access Policy as the agency's action plan to enhance disability access in USSS-conducted programs and activities (non-employment).

##### **Lead Office(s):**

EDI

##### **Support Office(s):**

To be reviewed by all USSS Directorates through the Directives Control Point (DCP) document review process.

##### **Targeted Completion Date:**

FY 2021, Q4

##### **Status:**

In process

#### **Element 5: Program Accessibility**

##### **Action Item 1:**

Assess Architectural Barriers Act (ABA) deficiencies in leased facilities, where applicable. Determine if physical barriers exist at leased facilities, where applicable. Routinely review external-facing media websites for 508 compliance.

##### **Deliverable(s):**

Verification of ABA deficiencies leased facilities, where applicable. Verification regarding the existence of physical barriers. Examine external facing websites.

##### **Lead Office(s):**

EDI

##### **Support Office(s):**

EDI, CIO, OCC, ERO (AOD)

##### **Targeted Completion Date:**

FY 2021, Q4

##### **Status:**

Continual process.

## **Element 6: Interaction Procedures/Protocols**

### **Action Item 1:**

Expand education to visitors concerning USSS emergency exits and evacuation procedures.

### **Deliverable(s):**

Develop briefing material and handout for members of the public with disabilities regarding emergency exits and evacuation procedures while visiting USSS facilities, protective sites and venues.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

ERO (AOD)

OCC

TNG

### **Targeted Completion Date:**

FY 2021, Q4

### **Status:**

In process

### **Action Item 2:**

To ensure the USSS workforce is kept informed and made aware of the protocol regarding their interactions with members of the general public with disabilities when carrying out their official duties.

### **Deliverable(s):**

Direct USSS employees to the Office of Equity and Employee Support Services' "Inclusion 365" webpage (USSS Intranet) for information regarding their interactions with members of the public with disabilities.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

ERO (AOD)

OCC

TNG

### **Targeted Completion Date:**

FY 2021, Q4

### **Status:**

Completed.

**Action Item 3:**

Continue to ensure that press releases and electronic media postings contain explicit information regarding program/facility access for individuals with disabilities.

**Deliverable(s):**

Ensure that individuals with disabilities, who require an accommodation, are provided with information on alternative program/facility access to sites that are under the jurisdiction of the Secret Service.

**Lead Office(s):**

EDI

**Support Office(s):**

EDI

CMR

OCC

**Targeted Completion Date:**

FY 2019, Q4

**Status:**

Continual process.

**Action Item 4:**

Partner with external organizations, including law enforcement entities, and elicit feedback on interacting with IWDs.

**Deliverable(s):**

Develop external partnerships.

**Lead Office(s):**

EDI

**Support Office(s):**

OCC

**Targeted Completion Date:**

FY 2019, Q4

**Status:**

Continual process.

## **Element 7: Reasonable Accommodation Policies/Procedures**

### **Action Item 1:**

Ensure that law enforcement personnel, who engage with members of the public with disabilities, are given appropriate information on how to address an onsite request for an accommodation for those who wish to gain access to a USSS facility, protective site, or venue.

### **Deliverable(s):**

Direct USSS employees to the Office of Equity and Employee Support Services' "Inclusion 365" webpage (USSS Intranet) for information regarding their interactions with members of the public with disabilities.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

TNG

OCC

### **Targeted Completion Date:**

FY 2020, Q4

### **Status:**

Completed.

### **Action Item 2:**

Conduct periodic reviews of the USSS's materials and procedures which govern granting access to members of the public with disabilities at the agency's facilities, protective sites, and venues.

### **Deliverable(s):**

The EES Lead and Co-Lead will maintain oversight of the periodic reviews.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

OCC

### **Targeted Completion Date:**

Initiate in FY 2021 and conduct periodic reviews of the deliverables.

### **Status:**

On-going process.

## **Element 8: Auxiliary Aids/Policies/Procedures**

### **Action Item 1:**

Provide further education to law enforcement personnel on the use of auxiliary aids when dealing with the public.

### **Deliverable(s):**

Initiate best practice regarding this process.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

TNG

CMR

OPO

INV

OCC

### **Targeted Completion Date:**

FY 2020, Q2

### **Status:**

Continual process.

## **Element 9: Dissemination of Policies/Procedures**

### **Action Item 1:**

Finalize the development of the USSS Disability Access Plan (DAP) policy. Distribute the DAP policy and coordinate its review through the agency's internal Directives System by disseminating it to reviewing officials within each of the USSS's Directorates.

### **Deliverable(s):**

Ensure that USSS employees operate in accordance with the DAP policy. Ensure that the final DAP policy is posted on the electronic reference library for agency-wide usage.

### **Lead Office(s):**

EDI

### **Support Office(s):**

EDI

### **Targeted Completion Date:**

FY 2021, Q4

### **Status:**

In process

## **Element 10: Training**

### **Action Item 1:**

Post information on the lead DAC and Co-Lead DAC along with contact information on the agency's Intranet website.

### **Deliverable(s):**

Information published on the USSS Inclusion365 website (internal).

### **Lead Office(s):**

EDI

### **Support Office(s):**

All Directorates – disseminate agency wide.

### **Targeted Completion Date:**

FY 2020, Q2

### **Status:**

Completed.

### **Action Item 2:**

Expand on the scenario-based curriculum for law enforcement personnel regarding the use of service animals by members of the public with disabilities.

### **Deliverable(s):**

Include information within the agency's scenario-based curriculum for law enforcement regarding the use of service animals by members of the public with disabilities.

### **Lead Office(s):**

TNG

OCC

### **Support Office(s):**

TNG

OCC

EDI

### **Targeted Completion Date:**

FY 2021, Q4

### **Status:**

In process.

**Action Item 3:**

Conduct periodic review of the information taught by the Office of Training's curriculum (within the general protection section) on Americans with Disabilities Act (ADA) requirements to include ADA site access, special entry points and screening procedures – relating to members of the public with disabilities.

**Deliverable(s):**

Conduct periodic review of information taught to students on ADA requirements when USSS law enforcement personnel encounter members of the public with disabilities.

**Lead Office(s):**

EDI

**Support Office(s):**

TNG

OCC

EDI

**Targeted Completion Date:**

FY 2021, Q4

**Status:**

In process

**Element 11: Notice to the Public****Action Item 1:**

Ensure that Secret Service's public-facing website contains useful information about screening procedures, street closures, allowed and/or prohibited items at protected sites where members of the public with disabilities are screened by USSS personnel.

**Deliverable(s):**

Notices are posted by the Office of Communication and Media Relations on an as needed basis.

**Lead Office(s):**

EDI

**Support Office(s):**

Office of Communication and Media Relations

Office of Protective Operations

**Targeted Completion Date:**

FY 2020, Q4

**Status:**

On going