

COVID-19 Safety Policy

Before being sent out for service, all documents must be properly sanitized in order to reduce risk to the recipient. All staff must ensure that they are masked and that their hands are clean or gloved before handling the documents. After the documents are printed, they must be sealed in plastic coverings and left for a minimum of 24 hours.

Policies for Fieldwork

The following policies outline the safety requirements of all process servers in the field.

Before the Serve

Prior to serving, process servers will assess their own health by taking their temperature and monitoring potential recent exposure. If a server is experiencing symptoms or feeling sick, they are not permitted to serve. Servers must also ensure that their cars, documents, and hands are properly sanitized.

Making the Serve

Here are the steps a process server must follow when conducting a serve:

1. Put on a mask and ensure hands are sanitized and gloved.
2. Knock on the door and retreat a minimum of six feet or as far as possible.
3. Once the door opens, the server will request confirmation of residency and identity as normal except at a distance.
4. If confirmed, the server will place the documents on the ground and identify them as legal documents.
5. The process server will then retreat and observe the receipt of the documents from a distance of six feet or more.

When it is an option, servers or our office staff will call the defendant ahead of time to make sure the recipient is comfortable with the procedure. Document recipients or defendants may also contact our office to discuss alternative ways for delivery that allows them to stay comfortable and safe.

If a recipient refuses to come to the door, the server must confirm identity through the door and obtain a visual confirmation through a window. Once identified, the server will leave the documents by the door and retreat.

Since these times are unprecedented and complicated, it is important to document what is being done differently in case someone challenges a serve later on. Therefore, our process servers will also carefully document their serves to avoid doubt about the validity of the serve if it is brought to court.

All office staff and process servers must agree to the following protocol. Those who do not agree cannot be utilized until social distancing guidelines are lifted.