



8617 Martin Way E, Lacey WA 98516
Office: (360) 529-3933 / Cell: (360) 347-6715
Email: mark.jones@addisonlegal.com
Website: www.addisonlegal.com

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To Our Valued Process Servers and Staff:

As most of the Counties in Washington State enter Phase 2 and Phase 3 of the Governor's re-opening plan, it is critical that we continue to practice safety measures to protect ourselves, family members, clients, and the people that we are serving. Therefore, we have enacted the following policies and procedures in order to minimize the spread of the COVID-19 virus. We will continue to monitor local, state, and federal agencies for guidance on the best ways to stay safe and will update our policies accordingly.

Office Policies:

The following policies outline the safety requirements of all office staff and visitors.

In an effort to minimize person-to-person contact in the office, our Operations Staff will continue to work remotely.

Process Servers that visit the office will:

- Submit to a daily health screening that includes taking their temperature and reporting potential exposure.
- Remain six feet away from other staff at all times.
- Wear a face mask at all times.
- Wash their hands or use hand sanitizer regularly and before touching shared supplies or documents to be served.

All office visitors will:

- Call ahead and make an appointment to visit the office.
- Remain six feet away from the office staff as much as possible.
- Wear a face mask at all times.
- Submit to a health screening that includes taking their temperature and reporting potential exposure.

Policies for Fieldwork:

The following policies outline the safety requirements of all Process Servers in the field.

Before the Serve:

Prior to serving documents, Process Servers will assess their own health by taking their temperature and monitoring potential recent exposure. If a Process Server is experiencing symptoms or feeling sick, they are not permitted to serve documents and must notify the Operations Staff. Process 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 Process Server will request confirmation of residency and identity as normal except at a distance.
4. If confirmed, the Process 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.

If a recipient refuses to come to the door, the Process Server must confirm identity through the door and obtain a visual confirmation through a window. Once identified, the Process 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.

Agreement:

All Operations Staff and Process Servers must agree to the following protocol. Those who do not agree cannot be utilized until social distancing guidelines are lifted and they must notify the President of the Company directly.

Thank you for all of your hard work!

Sincerely,



Mark Jones
President/Registered Process Server
ADDISON LEGAL SERVICES, LLC
Office: 360-529-3933, Extension 101
Fax: (360) 338-6866
Cell Phone: (360) 347-6715
Website: www.addisonlegal.com
FaceBook: [@AddisonLegalServices](https://www.facebook.com/AddisonLegalServices)

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