



2405 Evergreen Park Dr SW, Suite B-2

Olympia, WA 98502

Office: (360) 529-3933

Email: [mark.jones@addisonlegal.com](mailto:mark.jones@addisonlegal.com)

Website: [www.addisonlegal.com](http://www.addisonlegal.com)

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### **To Our Valued Process Servers and Staff:**

Over the recent months, there have been several updates regarding local and nationwide guidance on face mask mandates. Many State Governors have recently lifted their outdoor and indoor mask mandates. Today, March 11, 2022, Governor Inslee amended Proclamations 20-05 and 20-25, et seq. which lifts the indoor face mask mandates in most places, effective March 12, 2022. Face mask will still be required in health care settings, long-term care facilities, and correctional facilities (including jails). For businesses in which face mask are no longer required, they may choose to impose mask mandates for their employees and customers. Employees and customers may choose to wear a face mask in any establishment that is not required and are protected against discrimination. For further details regarding Washington State's updated face mask mandates click on the following link: [Proclamation 20-25 \(Washington Ready\)](#).

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 updated policies and procedures to minimize the spread of the COVID-19 virus while following the guidance from the CDC, Washington State Department of Health, and Washington State Department of Labor & Industries.

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.

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### **Office Policies:**

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

To minimize person-to-person contact in the office, most of our Operations Staff will continue to work remotely, and our office will only be open by appointment. For Staff Members that do report to the office, wearing of face mask will be optional.

Process Servers that visit the office will:

- Use the lockbox in the back of the building to drop off and pick up documents, unless the office is open at the time they arrive.
- If an in-person office visit is required, the Process Server(s) will:
  - Monitor their own health, report potential exposure, and avoid entering the office if they have had exposure to someone with a confirmed case of COVID-19 or currently have symptoms of COVID-19.
  - Remain six feet away from other Staff Members, clients, and visitors (unless it is not feasible).
  - Wash their hands and/or use hand sanitizer regularly and before touching shared supplies or documents to be served.
  - Wear a face mask if they choose to do so.

All other office visitors (including clients) will:

- Call ahead and make an appointment to visit the office.
- Remain six feet away from Staff Members, Process Servers, and other visitors (unless it is not feasible).
- Wear a face mask if they choose to do so.

### **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 and monitor potential recent exposure. If a Process Server tests positive for COVID-19, 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.

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## **Making the Serve:**

Here are the steps a Process Server must follow when conducting a serve:

- 1) Wear a face mask if they choose to do so.
- 2) Ensure hands are sanitized or gloved.
- 3) Knock on the door or ring the doorbell and retreat as far as reasonably possible.
- 4) Once the door opens, the Process Server will request confirmation of residency and identity as normal except at a reasonable distance.
- 5) If confirmed, the Process Server will attempt to hand the documents to the resident. If the resident refuses to accept the documents in hand, the Process Server will place the documents on the ground, identify them as legal documents, and take a picture of the documents.
- 6) 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, take a picture of the documents, 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. **This is extremely important, as there has been a rise in contested serves.** 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 must notify the President of the Company directly.

Thank you for all your hard work!

Sincerely,



Mark Jones  
President  
ADDISON LEGAL SERVICES, LLC