



COVID-19 Safe Service Procedures	Revision 1.0
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Revision History

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1.0	Alexander JL Theoharis	April, 2020

Purpose and Scope

The purpose of this document is to detail ABC Legal’s policies and procedures for reduction of transmission risk during the COVID-19 pandemic, and response procedures to mitigate the impacts of process service on process server and community health.

This document summarizes our COVID-19-specific policies and procedures, and is to be used in conjunction with our Disaster Recovery and Business Continuity Plan (ABCIT-POL-02) and Pandemic Response Plan (ABCHR-POL-05) which addresses issues not found herein.

Office Staff

In-office staff will be reduced to the minimum necessary (“Essential Workers”), with all others required to telework. Visitors will not be permitted on-site to ensure the safety of our staff and service recipients. As an additional inducement to prevent attendance for purely economic reasons, staff who are feeling sick or have a sick family member in their home are eligible for ABC incidental sick leave in excess of the sick time hours available to them.

Essential Workers will:

- Be subject to daily health-check screenings for symptoms or exposure;
- Physically distance themselves from others in the workspace;
- Wear face masks;
- Use gloves changed at regular intervals; and

- Otherwise follow all CDC guidelines.

Process Servers

Active Process Servers will be issued an initial ABC COVID-19 Protective Equipment Kit. The will include, based on availability:

- A set of washable **face masks** meeting or exceeding CDC recommendations, sourced outside of medical supply chains so as to not impact healthcare workers;
- A sufficient supply of disposable **gloves**;
- A sufficient supply of sealable postal grade plastic **document sleeves**;
- Instructions detailing the proper use of such protective equipment.

Document Lifecycle

Service Documents will follow a new, sanitized lifecycle to minimize the risk to the end recipient. Where possible, documents will be electronically dispatched to Process Servers to minimize the physical transmission of documentation.

1. Printing in a Controlled Environment
 - a. All documents will be printed by individuals wearing gloves, facemasks, and other appropriate protective gear.
2. Sealed at Time of Printing
 - a. As soon as practicable following printing, documents will be sealed in plastic protective coverings.
3. Mandatory Quarantine
 - a. Documents will be set in a “quarantine” period for a minimum of 24 hours to reduce the viability of viral matter trapped within the sealed coverings. Such quarantine period may occur during shipment if shipping times permit a suitable quarantine duration.

New Field Procedures

Process Servers will be required to undergo additional training to comply with this Plan, and will not be eligible to serve ABC orders until retention of such training has been confirmed by online testing.

1. Daily Health Screenings
 - a. Process Servers must perform a self-check before engaging in work activities to confirm that they are not symptomatic or exposed to those who have been recently symptomatic.
2. Wear Personal Protective Equipment
 - a. Process Servers must wear a face mask and gloves.
3. Maintain a Clean Working Environment and Hands
 - a. Process Servers are expected to wash hands regularly and/or use hand sanitizer
 - b. Process Servers are expected to maintain a clean working environment by using anti-viral cleaning products regularly
4. Distance Greeting

- a. Process Servers will knock, then retreat a minimum of eight feet from the doorway. If eight feet is not possible (such as in an apartment complex), the Process Server will retreat the maximum distance possible under the circumstances.
5. Ranged Identification
 - a. Process Servers will conduct identification at a distance, requesting confirmation of residency and confirm identity as normal.
6. Short Advance to Serve
 - a. If service is appropriate, Process Servers will take one step forward and place the sealed documents on the ground, identifying them as legal documents.
7. Retreat and Observe
 - a. Process Servers will then retreat at least eight feet away and allow the subject to retrieve the sealed documents in view. Process Servers will remain present until they can visually confirm the documents have been retrieved.

Disaster Recovery and Business Continuity Plan

Please reference our Disaster Recovery and Business Continuity Plan (ABCIT-POL-02) and Pandemic Response Plan (ABCHR-POL-05), incorporated herein by reference, for additional precautions, policies, and procedures. In the event of a conflict between the two documents, this document supersedes.