**Service of Legal Documents**

**Background:**

Bylaw staff and Bylaw enforcement officers are called upon to serve legal documents on a daily basis. These legal documents consist of City Bylaw Tickets, Summons’ and Subpoenas. It is not uncommon to be dealing with disgruntled clients as a result of the service of these documents

1. **Service of Bylaw Violation Tickets**
   * Identify yourself
   * Advise accused of violation and penalty for non compliance
   * Try to be pleasant but firm
   * Request identification from accused
   * Be vigilant of your surroundings
   * If accused becomes confrontational, back off a safe distance and regroup
   * Allow accused to vent
   * Call for police backup if necessary
   * If confrontation accelerates, back off completely. (Copy of ticket can be served at a later time)
   * DO NOT become embroiled in an argument with client
   * Arrange to attend address for service of ticket at a later date
   * Attendance can be made with police or another Bylaw Enforcement Officer
2. **Service of Summons/Subpoena**
   * Identify yourself
   * Advise client of contents of document
   * Allow client to vent
   * Advise client that court requires personal service of summons/subpoenas
   * Verify identity of client indicated on legal document
   * Back off and regroup if client becomes confrontational
   * Enlist assistance of police if client becomes confrontational or is evading service
   * DO NOT become embroiled in an argument with client