**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