

Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Quality Assurance
Standard Title	Receipt of Official Legal Documents
Regulations	
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Approved by: Paula Jubic, Executive Director	

Standard:

All Catholic Charities Disabilities Services (CCDS) staff will respond to the presentation of official legal documents in an appropriate fashion. These documents include summonses, subpoenas, court orders, guardianship papers, health care proxies, governmental notices, and other legal instruments.

Procedure:**Acceptance of Hand Delivered Summonses, Subpoenas, Court Orders**

1. All summonses, subpoenas, and court orders are to be delivered to the main office at 1 Park Place.
2. When a process server arrives at the main office, the receptionist will contact the Director of Quality Assurance (QA) or designee to receive the document.
3. If a process server approaches staff in one of our residences or other program external to the main office, the staff member is to direct them to the main office at 1 Park Place.
4. If receipt of the legal document outside of the main office cannot be avoided, the staff person is to accept service and then immediately contact the Director of Quality Assurance or designee during normal business hours or in the case of evenings, weekends or holidays they should immediately contact the Administrator On Call. The Administrator On Call will then immediately contact QA On Call.
5. Following service, the administrator receiving the document, or the administrator notified about the service, will immediately notify the Executive Director or designee who will notify the Corporate Compliance Officer of CCDA or designee.

Receipt of Official Documents through Mail

1. All official documents received through the mail will be processed normally and will be delivered to the addressee.
2. If the official document includes a summons, subpoena, or court order, the Executive Director or designee and Director of Quality Assurance or designee will be notified immediately.
3. The documents will then be shared with the Corporate Compliance Officer for CCDA or designee.

Receipt of Official Documents through Mail at CCDS Residences

Standard: *Receipt of Official Legal Documents, 2017.01.06.*

1. If an official document is received at one of the residences, the staff person present is to place it in the individual's legal file and then immediately notify the appropriate Director of Residential Services or designee, their immediate supervisor, as well as Quality Assurance staff in person or by phone. If it is after normal business hours staff are to call the Administrator On Call and/or QA On Call.
2. The Director of Quality Assurance or designee will then review the document and inform the Corporate Compliance Officer of CCDA or designee.

Receipt of Hand Delivered Guardianship Orders, Health Care Proxy Instruments, or other Legal Documents

1. If a parent or guardian, or other individual approaches a staff person to accept guardianship papers, a health care proxy instrument, or other legal document, the staff person is to accept the document, place it in the individual's legal file and then immediately notify the appropriate Director of Resident Services, their immediate supervisor, as well as Quality Assurance staff in person by phone.
2. The Director of Quality Assurance or designee will then review the document and inform the Corporate Compliance Officer of CCDA or designee.

Confidentiality

1. Staff are not to disclose or talk about receipt of legal documents with anyone other than those administrators listed above.