



LEGISLATION

**Legislation:**

Privacy & Consumer Protection will be priority in 2015.



MEMBERSHIP

**Membership:**

Renewal Plans and Member Benefits Abound!



EDUCATION

**Education:**

Continuing the Momentum of A Great Program



CONFERENCE

**Conference:**

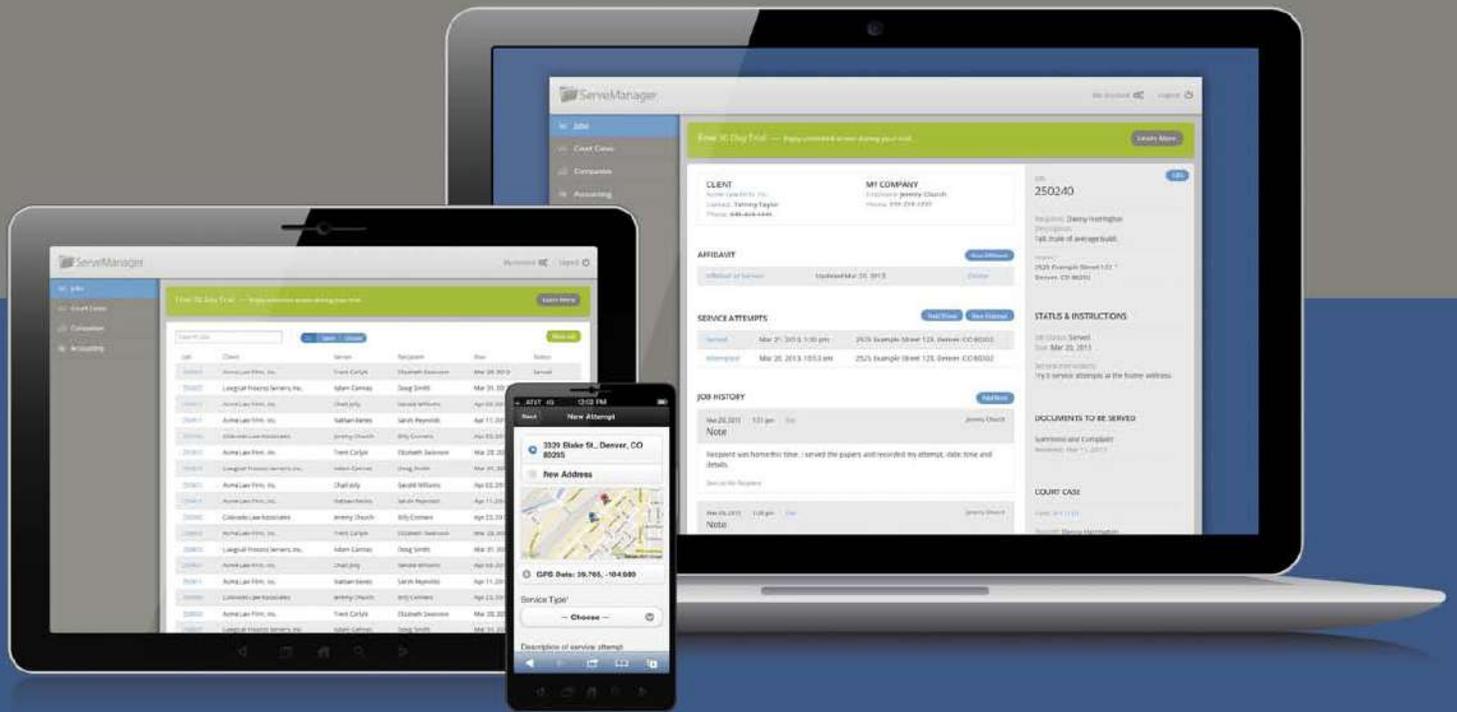
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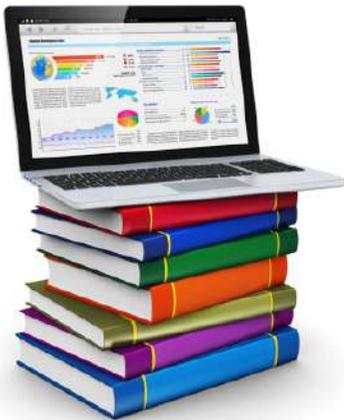
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# PRESIDENT'S MESSAGE

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CLIFF JACOBS

2015 CALSPRO PRESIDENT

## LOOKING AHEAD

In 1969 a bill was introduced in the California legislature that would, if passed, allow the service of process by mail. The originators of our association, a small group of process servers, initially gathered to address this bill and its ramifications. They pooled their efforts and were successful in having the bill amended to greatly lessen the impact on process serving, and, in that process, several alternative methods of service became codified. This was the very essence of the beginning of CAPPs. In 1971, a CAPPs sponsored bill, AB 2809, the Registered Process Server Act was passed by the legislature (becoming Business and Professions Code § 22350 et seq.). The hallmark of our association over the years has been the championing of the 3 Ps: Protecting, Promoting and Preserving our profession, and, as an association, we have done an excellent job of it. We have fought adverse legislation; have sponsored bills granting Registered Process Servers (RPSs) special statutory authority in serving specific documents such as certain Writs, Prejudgment Claims, ORAPS/OEXs, and EWOs, and also granting us exemptions from trespass; and granting other special statutory status such as affording us the same protections given to Police and Fire Fighters regarding assault and battery. You can view the CALSPRO's Legislative History on our website. I never imagined 25 years ago when I started as a route driver for a small San Fernando Valley Attorney Service that one day I would aspire to

serve this association and membership as your President. I am so very humbled and honored, and will bring my very best at all times in service to you, while honoring our rich tradition of championing the 3 Ps. Recently, I have considered adding a 4th P in light of current events affecting our profession; namely, Providing Fair and Equal Access to the Courts. This has been in the spotlight recently with the San Francisco eFiling mandate, and is definitely on our radar. We have been keeping membership apprised of the situation and how it has unfolded; and will continue to do so, now more than ever before.

At our recent board meeting, a general theme materialized which captures the essence of what we are up to. That theme is not a new concept, but rather a calling to combine our skills, talents and brain trust to achieve remarkable results. In a word it is SYNERGY, which is the creation of a whole that is greater than the sum of its parts. We have so many intellectual assets that it only makes sense to bring the different committees together in new ways combining their efforts for synergistic results. In addition, I am calling all of our members to task on this and requesting that you carve out a little time in your already too busy schedules to get involved, at least a little bit, in one or more of the things that we are up to; because being "up to something" and giving a little of yourself will allow us to realize unforeseen accomplishments

as an association now, and long into the future. Here are some of the things we are up to in 2015.

### **Legislation**

During this past year, we proposed legislation that would shift the Process Server registration procedure from the county level to the state level under the State Bar, which after exploring several options was the best fit for Registered Process Servers. This would be the first step in our effort to bring a higher level of standards and accountability to our profession, which has been dragged through the mud over the past several years. Once shifted to the state level, we could possibly pursue an element of mandated education and certification akin to the requirements within other professions. However, we withdrew this legislation upon discovering that it would be opposed by the State Supreme Court. In an effort to best serve our members, we are exploring other governing options such as the Secretary of State and the Department of Justice; however, the State Bar being the best fit thus far will remain our first choice for resubmitting the Legislation in 2016 unless a better option emerges.

The mandatory eFiling posture taken by the San Francisco Superior Court has grabbed our attention, and CALSPRO, on

*Continued on page 15*



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# CAPITOL REPORT

MICHAEL D. BELOTE, ESQ.  
CALIFORNIA ADVOCATES, INC.

## PRIVACY COULD BE KEY IN 2015

The California Legislature adjourned the 2013-2014 two-year legislative session at approximately 3:00 am on Saturday, August 30, 2014. Since this is the end of the two-year session, no bills carry over from 2014 to 2015; all bills not passed are now officially dead, and must be reintroduced in the new session in order to be considered.

The final numbers show that almost 1075 bills were passed by the legislature and forwarded to Governor Brown for action. He vetoed approximately 150, meaning that over 900 new laws were enacted during the year. California is more than a "bill factory", we are the Niagara Falls of legislation!

2014 was a good year for CALSPRO legislatively. We worked collaboratively with the Los Angeles County Sheriff on a bill relating to service of process, which includes an incremental increase in sheriff's fees. We worked to amend a bill on photocopying records which would have had potentially devastating consequences for our photocopy members. And we fostered a discussion, not yet brought to fruition, about the future of our registration act in the Business and Professions Code.

Now we have a new legislature elected at the November general election ballot, and 2015 could be a very busy year indeed. First, we will be acquainting a whole new crop of legislators about our industry. Over a quarter of all legislators are brand new, and well over half have two years or less experience in Sacramento. Second, we will

have new leadership in both the Senate and Assembly, including a new Speaker of the Assembly and new President pro Tem of the Senate. And third, we now have a new Chair of the Assembly Judiciary Committee, the most critical committee in the legislature for us. The new Chair is Assembly Member Mark Stone from Santa Cruz, and we are well acquainted with the Chair and his staff.

By the time the bill introduction deadline passes at the end of February, we expect the usual 2000-2500 new bills to be introduced for 2015. Besides court funding (does it not seem like this has been an issue forever?) there is a strong likelihood of a number of important civil procedure issues being introduced. The really big news, however, is the creation of a new committee in the Assembly known as the Privacy and Consumer Protection Committee. For the past couple of years there has been a perspective among some in the Capitol that more legislating is necessary on the subject of privacy. This new committee could have an extremely broad area of jurisdiction, and could move in any number of directions.

Anyone whose business deals in information, including attorney services and photocopiers, must be alert to public policy concerns with privacy. The new committee is likely to take some jurisdiction from matters previously heard in the Judiciary Committee of the Assembly, although little is known at this time.

One thing we do know about the Privacy Committee, however, is the Chair. Assembly Member Mike Gatto from Los Angeles will chair the committee, and he is a balanced and moderate lawyer who will listen and make himself accessible to hear our concerns. All in all, Mr. Gatto is an excellent choice to chair the committee at this critical time.

As of this writing, the Senate has not yet named chairs or members of its committees. It does not appear that any changes in the Senate Judiciary Committee chairs or staff are in the offing, but we will know more in the coming weeks.

Please enjoy a safe and happy holiday season, and best wishes for a prosperous 2015. It is likely to be an exciting time in Sacramento!



# Five Tech Apps For Road Warriors

*By Ken Hastings, Technology Chair*

**H**ave you looked at the Apple App Store or Google Play lately? Thousand and thousands of apps. If you are like most, the list is too overwhelming to look through. So you end up searching for a 20 to 30 seconds and move on. These days there more mobile apps out there than most of us are willing to search through. Well let me narrow the list a little for you.

As process servers we spend most of our lives in the car or on a sidewalk. I have found 5 apps that should make your daily lives a little bit easier and therefore more productive. These apps represent a small sampling of what is available to us "Road Warriors".

## 1. Talk To Me Classic & Talk To Me Cloud

**Uses:** Translation Software

**Download at:** Google Play website

**Platform:** Andriod only

**Description:** Real-time speech to speech translator for Android.



**Features:**

- Compatible with SVOX high quality voices.
- Speech recognition in 15 languages.
- Output voices in multiple languages.
- Home screen widget.
- Translation can be sent as SMS (text only) and email (text and voice).

## 2. Mynd Calendar

**Uses:** Planning/Organization

**Download at:** iPhone App Store

**Platform:** iOS only

**Description:**

Mynd is an intelligent mobile calendar and time management solution designed for busy people on the go. It was named one of the "Ten Best iOS Calendar Apps" by The Next Web and has been featured on NBC's Today Show, CBS, CNN, Forbes, Wired, CNET, FastCompany and more. Mynd is incredibly easy to set-up and syncs seamlessly with your existing calendar(s), but it does much more than a conventional calendar.



**Features:**

- One click dial-in to conference calls... Never type in an access code again!
- Mynd Meeting Scheduler: Propose multiple meeting times and coordinate a group's availability to meet.
- Displays the travel time required to get between meetings (driving or walking) on your calendar and offers fast access to your favorite maps app for navigation.
- Connects with LinkedIn to automatically discover and display information about meeting attendees.
- Intelligently displays relevant notes for upcoming meetings within your calendar and allows you to share notes with meeting participants.

*Continued on next page*

- Intelligently displays relevant notes for upcoming meetings within your calendar and allows you to share notes with meeting participants.
- Integrates seamlessly with iPhone Contacts, allowing you to contact people quickly from within your calendar, if you're running late.
- Syncs with Apple Reminders to bring easy task management directly to your calendar.

### 3. DocuSign

**Uses:** Signature Software

**Download at:** Google Play

**Platform:** iOS and Android

#### Description:

DocuSign provides a simple and secure way to electronically sign documents and collect signatures from others. The app eliminates the hassles, costs, and lack of security in printing, faxing, scanning, and overnighting documents for signature. In just a few simple steps you can sign and return a document, send documents for others to sign, and so much more!

#### Features:

- Sign any document for FREE directly from your device; no pen or paper required.
- Create your signature and initials using your finger uploading a picture of your signature, or selecting one of the preformatted styles provided by DocuSign.
- Customize your ID card with your photo, name, title, company, address, and phone number.
- Add text to your document such as name, company, address, date, and more.
- Receive real-time push notifications when a document is waiting for your eSignature.

### 4. Best Parking

**Uses:** City parking prices

**Download at:** Google Play and iTunes

**Platform:** iOS and Android

#### Description:

BestParking steers drivers toward the cheapest and most convenient parking garages and lots in 105 cities & 115 airports throughout North America. Save hundreds of dollars! Featured in the NY Times, Wall Street Journal, New York Magazine, ABC, FOX, CBS, NBC & more. "Parking your car in a garage or lot doesn't have to empty your wallet." - NY Daily News "BestParking is a life-saver" - Travel Channel

#### Features:

- Easy to see maps
- Available parking for most metro areas

### 5. PayPal Here

**Uses:** Payment/Transaction

**Download at:** PayPal Here

**Platform:** iOS and Android

#### Description:

It goes where you go! Get paid on your Android device with our app and card reader. Accept credit and debit cards, send invoices, track cash & check payments and accept PayPal payments. No long-term contracts, commitments or monthly fees.

#### Features:

- Plug and play allows for quick access to payments
- Easily transfer money to and from your PayPal online account to your bank account.

I personally use DocuSign, PayPal Here and Talk to Me on a regular basis. These apps have helped my business be more efficient and flexible. Hopefully these apps can help you on the road and in the office too.

Kenneth Hastings – Owner – Hastings Professional Process Servers – CALSPRO Director, Technology Chairman





## CALSPRO Conference Wrap Up Bahia Resort – San Diego

**T**hank you to all of you who were able to attend the CALSPRO Conference in San Diego. The weather and venue cooperated nicely and we enjoyed a successful and informative conference.

In addition to enjoying the social gatherings, here is a quick summation of some of the Conference:

Mike Belote and our Legislative Chair, Steve Janney, updated the memberships on the bills that were introduced that could affect our businesses. A short summary of a few of them are below:

**AB2286 (Moving process server registration oversight to the State Bar)**

Withdrawn due to opposition by the California Supreme Court.

**AB2256 (Raises sheriff fees to \$40)**

Chaptered September 20, 2014

**AB1522 (Employment: Paid Sick Time)**

This bill will affect all businesses with any type of employees (part time, temporary, etc.) and there are no restrictions to the size of your company. Effective 7/1/2015

Mr. Jonathan Tomes (EMR Legal) enlightened us on what types of organizations need to be in compliance and on some of the specifics of HIPAA/HITECH and Privacy regulations. He provided some great examples of where we may be experiencing risk. EMR offers services to analyze your company and implement a plan to become compliant now and to remain in compliance. They also can provide a binder specifically designed to organize the process and keep the proper documentation in order. There are several price point options available to make their

audit affordable for various sized businesses. For more information, please contact Patrick Head – [Patrick@veteranspress.com](mailto:Patrick@veteranspress.com)

Mr. Derek Nussbaum (Paychex) and several of his associates presented updated information on employers' requirements regarding healthcare (based on size of firm), retirement plans and some do's and don'ts in the hiring process. They provided a more detailed summation of AB1522 and some tips on how to apply this new bill when it becomes law. For more information and how Paychex can help you, please contact Derek Nussbaum – [dmnussbaum@paychex.com](mailto:dmnussbaum@paychex.com)

Our eFile/eService update was informative in that it covered the movement of 26 county courts to Tyler Technologies Odyssey Case Management System. This public entity software replaces the court's inadequate case management software. 75% of California's population will now be served by courts using Odyssey. We've learned that where courts still allow both eFiling and counter filing, legal support services still have a place in the court service filing market. We've been told it can take 2 to 6 days for a conformed face page to be sent to a client that uses the Tyler eFiling system. Counter filings allow for a conformed face page same day. This edge secures a place for our court filing business. However, we also have learned and announced at Conference that the courts, on a statewide basis, are leaning toward "mandatory" eFiling. Tyler Technologies will allow legal support services an account, so we can assist our clients in filing their documents electronically and there is business opportunity on that side of the equation as well. In addition, ISD is still a

strong player and they also allow us to have accounts and access to the courts.

The History Project went well and Jerry Topolos did a superb job of capturing member's stories for the future. We are grateful to those who have participated so far in this project and look forward to many more of you sharing your stories.

The interactive roundtable sessions on Sunday were well attended. We had lively conversations at each table as we shared knowledge and ideas to spur growth in our business. With this success, we plan to include roundtable sessions in next year's Conference.

We elected our new leadership. We were educated by our exhibitors and continuing education speakers. We networked, met up with friends and business associates and we took a moment to say good-bye to those members we lost this past year. Congratulations to John Perez who was named the recipient of the Bert Rosenthal Memorial Award.

A grand thank you to all of our sponsors and to all of you who worked to make this Conference happen. It truly felt like a cohesive conference, packed with good friends and good information. We are already working on CALSPRO Conference, 2015. Make it a plan to be there!

**Very best to all of you in the New Year,  
Stephanie Sayler, Conference Chair**

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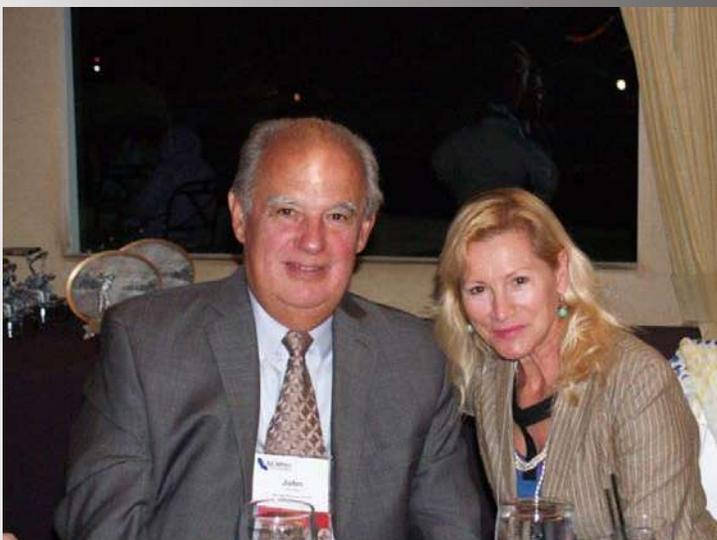
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# CALSPRO 2014 Conference Pictures



# CALSPRO 2014 Conference Pictures



# CALSPPro 2014 Awards



**Mike Kern installing Cliff Jacobs as 2014-2015 President**



**Congratulations to John Perez who was the Recipient of the 2014 Bert Rosenthal Memorial Award. Trophy presented by Steve Janney**



**Congratulations to Cliff Jacobs, Recipient of a President's Appreciation Award**



**Congratulations to Stephanie Sayler, Recipient of a President's Appreciation Award**



**Congratulations to Mark Manchester, Recipient of a President's Appreciation Award**

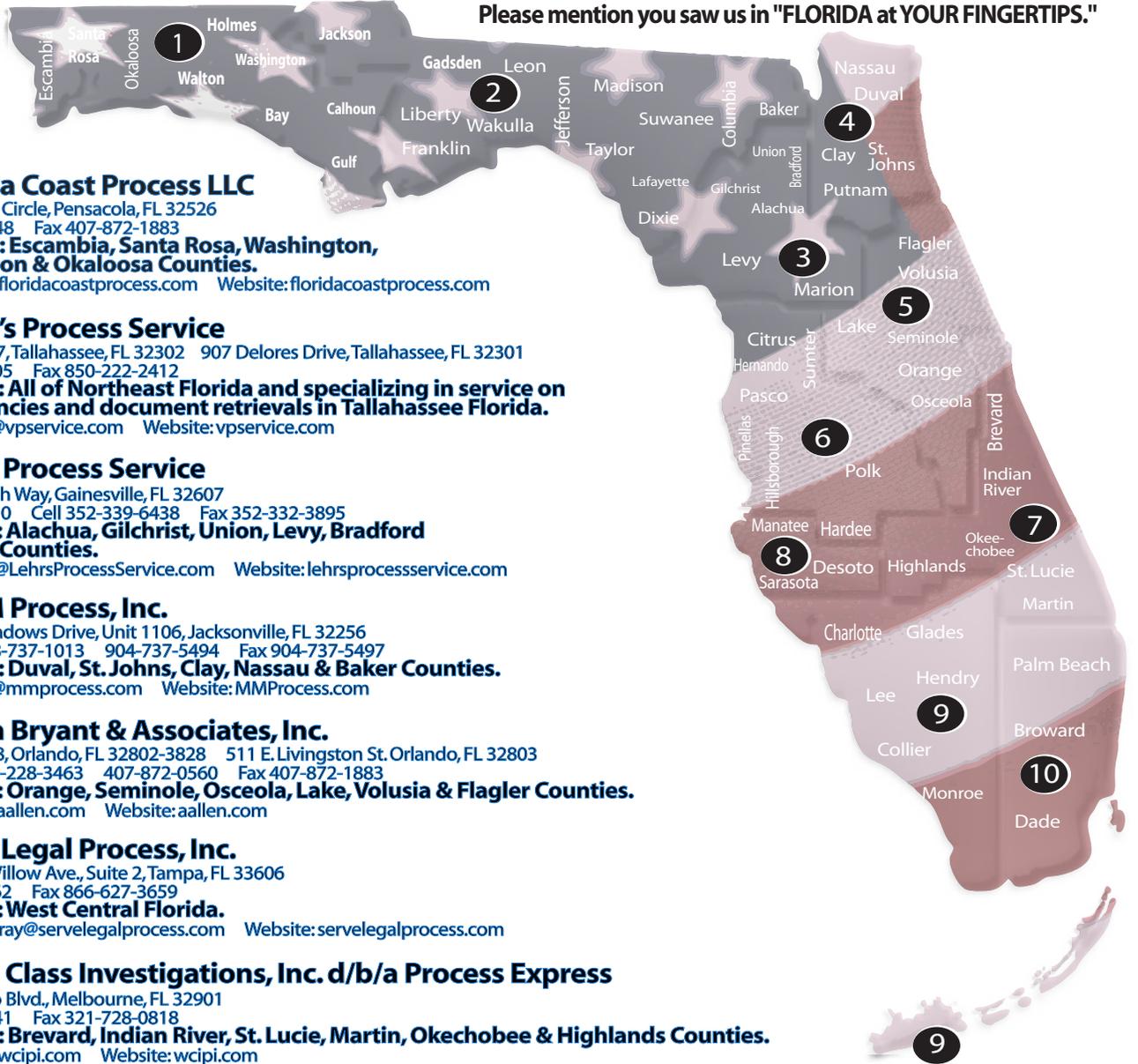


**Congratulations to Robert Porambo named 2014 Member of the Year**

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behalf of our membership, expressed our position in favor of fair and equal access to the courts. We will continue to take this posture in San Francisco and elsewhere throughout the State, wherever this concept is in jeopardy. Other items on our radar include the newly established Privacy and Consumer Protection Committee of the State Assembly which we are keeping a watchful on for anything that would potentially affect our profession. Also our Forms Committee, eService Committee, and several members have proposed possible Legislation addressing items such as language changes to codes involving writs and levies, obstruction of a process server, and unannounced access at a gated community. I encourage all members to let our committees know what matters to you, and what you feel could be addressed making things better for all of us.

#### **Education**

The Continuing Education Committee is working synergistically with both the Membership Committee and the Advertising Committee in reaching out to members and non-members alike to attend our workshops. In doing so, they are promoting membership in the association as well as helping to brand the CALSPro name within the legal community, which opens up opportunities to attract vendor members and advertisers. There is also a vision for establishing an MCLE accredited program, which will occur as a clearly defined portion of our CCPS Certification Workshop. The MCLE section will appeal to process servers and also to Law Office professionals including attorneys, secretaries, paralegals, legal assistants, docket clerks and more by providing great insight into our expertise as legal support professionals, and what we already do exceedingly well on their behalf. Synergistically, this will empower firms to produce cleaner work for us as a direct result of having a better understanding of our world, which will in turn enable us to do a better job for them and so on, continually raising the bar. This will also support the recognition and branding of CALSPro as a valued resource within both the general legal community

and the legal support community. The committee will also be working closely with the Conference Committee to ensure interesting educational topics and speakers at our annual conference and also with the Assault Committee, who I have asked to develop an Assault Guide, as a "what to do" reference for steps to take in the aftermath of being assaulted.

#### **Membership**

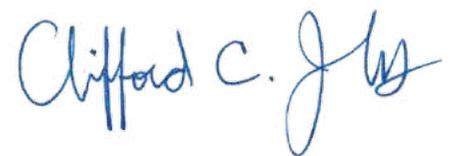
This is the Cornerstone that I pledged to devote special attention to in 2015 and beyond. We have been listening closely to what members have been requesting over the last few years, thus shaping the vision and main focus of this Committee to bringing value added to the membership in ways never before seen. So, besides providing discounts for adding NEW Individual members to a Company membership, and for adding a Company membership to existing Individual memberships, starting now with the 2015 renewals just being sent out, two new beneficial programs have been created for you. First is the Referral Program which in simplest terms provides existing members an opportunity to reduce their dues by referring new members; and as a bonus to sweeten the promotion, the new member joining also receives a discount. The specific terms of this promotion are included in the renewal packet. We also heard loud and clear from those Company members who indicated that having renewals due just after the holidays made it tough; so we came up with a deferred payment program allowing a Company member to tender half their dues in mid-January and the other half in mid-March. The vision for membership also includes targeted efforts to provide extra value to Out of State (Associate) members, as well as our Supporting members. I believe that the new Assault "What to do" guide will be valuable to process servers nation-wide. Through an existing CALSPro relationship with a nationally well-known legal support industry leader, the guide will be distributed across the country. Information about the benefits of becoming an Associate member of CALSPro and an application will also be included. For supporting members, a

promotion has been created that will appeal to legal secretaries and attorneys all over the state. Information and applications will be provided at the CCPS workshops and future MCLE programs, and will be made available to all LSI chapters, LDA's, Notary Publics, paralegal associations etc.; and we will utilize technology and social media to reach potential members everywhere. I am seeking your thoughts about providing even more value to you; and all of your ideas big or small will be taken seriously and considered, so don't be shy.

#### **Conference**

The annual conference for 2015 is destined to be the best we've had in many years. The vision includes reaching out to the membership like never before so we can deliver what you really want and find valuable. Not only will Conference be fun, informative and exciting as a "must go" event should be; it will have special contributions from vendors and sponsors that are grandiose and sure to please. Continuing Education, Membership, Legislation, eService, Advertising, Historical Preservation, Technology, Assault and Website committees will all be involved more than ever before with the Conference Committee, so the groundwork for an unforeseen synergistic outcome has already been laid. Planning has already begun for our 2015 Conference. It's up to you to lay out your plan for actually being at Conference this coming year, so please get started on your plan now. It will be the Conference not to miss.

I wish you and yours a wonderful and joyous holiday season, and look forward to seeing you in 2015.





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# Meet the new Prez, Cliff Jacobs

**F**or our members who don't know me very well, I thought it would be appropriate to share a little about my background, and the path that led me here. I first visited California in May of 1987 and stayed the entire summer with a friend from New York whose family had moved to Whittier earlier that spring. Southern CA was everything I had imagined and more, having been raised and educated in the greater NY metropolitan area. I went to high school and college in New Jersey, earning a B. S. in Administration of Justice from Rutgers U., and then completed a graduate Paralegal program at NYU. The thing about growing up in the northeast for me was that in the context of having four distinct seasons, summer was by far the best. Subliminally the stage was set for me to end up in a warm climate, so when the opportunity arose to come to California I jumped at the chance, and had one of the best summers of my life. At the end of September (just 2 days before the big Whittier earthquake) I returned home, but vowed to come back and make my life

here. Just a few months later, in the spring of 1988, I returned to Whittier to make a go of it. By chance I met someone there that was opening a restaurant in Sherman Oaks, and having put myself through school as a pizza man; I started commuting daily in my snappy little Triumph Spitfire convertible. Ah, the good life!!! After a while the commute got old, so I got my own place in "the valley" and started looking for a job where I could use my degree. I ended up getting my foot in the door at Personal Attorney Service in Van Nuys as a route driver in the morning and a court runner in the afternoon. That was 25 years ago. Over these years I have done just about every job in our profession, and I am still currently active as a registered and certified process server. Yes, I actually still serve process, although now it's solely in my immediate area. Serving keeps me grounded and in touch with that aspect of our profession, and has made a real difference over the past 7 years while chairing our Continuing Education Committee.

So, a progression of increasing involvement within the association has brought me to this point. First as an Area Governor, then as a member of most of our committees, then as a board member, leading up to being V.P. and now President. The inspiration to keep moving forward comes from all of those dedicated people that came before me and served alongside of me, whose commitment to our profession is truly motivating. I was fortunate to be invited to participate in our Strategic Planning sessions in 2007. I aspire to live up to the standards that were set during those long days of intense work. We emerged with a new name (CAPPS became CALSPro in 2008) and a great sense of purpose and commitment. Shortly thereafter CALSPro "Cornerstones" were defined, becoming our blueprint for the association's future. It is this spirit from our past, and what is presently occurring in our profession tempered with keeping a watchful eye on the developing trends in our profession that has shaped my vision as a legal support professional.

**Wishing you all happy and healthy holidays !!!**

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# Member Benefits and Value

by Cliff Jacobs, CALSPro President

One of the recent discussion points that came up at our recent Board meeting was membership benefits, and providing the best possible value for our members. So, the committee would like to let our members know that we have been listening to your thoughts and suggestions and are now moving the conversation forward and taking action. In this light I am pleased to let you know about some new membership promotions, cost saving initiatives, payment deferral opportunities, discounts and other benefits. You will receive more detailed information about some of these in your membership renewal packets which are sent to you should have recently received.

NOTE: The Committee is also inviting our members, potential members and general readership to share your thoughts regarding what CALSPro can do to bring even greater value to you. So, please communicate your ideas to us, and let us know what you would like to see, and also provide info about what you know is out there so that we can pursue it on your behalf.

## 2015 MEMBERSHIP PROMOTIONS

***(Please note that all renewing membership fees are due no later than January 31, 2015)***

### **I. Add a Member\* promo:**

- a)** Company Members may add non-member employees as new Individual Members for the discounted rate of only \$100 each.
- b)** Individual Members may add a Company Membership at the reduced rate of \$400 (a \$100 savings).

### **II. (New) Refer a Member\* promo:**

Many associations will reduce a member's dues for referring a NEW member, once the new member actually joins the association. CALSPro is starting this program as well, and the best part is that the new member also receives a discount. Existing members can refer multiple new members to further reduce their own membership dues.\*

### **III. (New) Membership Payment Deferral\* promo:**

Renewing Company Members may opt to pay their membership dues in two installments. To do this, the Company Member dues for the first installment (\$250) must be received by a specific date\* in mid-January. The second payment of \$250 will be automatically charged on a specified date in March. We are working it out so that as long as you meet the initial deadline, there will be no installment charges.

We also want you to be aware that we have secured additional membership benefits for you from great companies like All Star Glass, Garza Office Supplies, Jiffy Lube, [www.1800flowers.com](http://www.1800flowers.com) (code word: CALSPro), and we have added new vendor members such as EMR Legal (a company specializing in HIPAA compliance), and Paychex. Information about these and more will be available on our website shortly.

For our member-benefit section click: [www.calspro.org/membership/member-benefits](http://www.calspro.org/membership/member-benefits)

***\*The specific details of the promotional programs will be included in your renewal packet.***





# EDUCATION

## CALSPRO Education Report

— by **Mark Manchester, Education Chair**

**W**e are a profession that runs on trust, we are only as good as the strength and integrity of our members. I believe through continuing education we can accomplish both.

I am very excited and honored to be appointed chair of this committee by our President, and past Continuing Education Chair. I have some big shoes to fill, and am up to the task. Cliff has put together what I feel is a complete and comprehensive program, that not only challenges each participant, but allows them to interact with the instructors, and fellow participants.

I have been an instructor on this committee for the past five years, I have seen firsthand its growth, and maturity. My main goal is to make sure its integrity remains unchanged by putting together the best possible committee. We will be focused on looking for new ways to expand the program through education, technology, and participation. I would love to see the size of our workshops double this year.

I am reaching out to each and every one of you to not only participate, but promote our program, this will guarantee the strength, and integrity of our members.

Thank you, I look forward to meeting many of you throughout the year at our workshops. Have a great holiday, and happy New Year!



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# Assault Advisor Report 2014-2015

By Kristian Pujol & Larry Kirlin

**O**ur newly elected CALSPro president has given his vision and direction to the Assault Advisor committee. He felt a guidebook to help process servers who have been assaulted is long overdue and could set the standard for our profession nationwide. The goal is to raise awareness and create a general procedure for handling assault incidents.

We realize that many assaults go unreported and most go unpunished. This committee wants to create a new platform where assaults are discussed and action is taken. Through awareness we believe we can educate our members in recognizing dangerous situations and

avoid potential issues before they escalate to assault or battery. By this we intend to make our profession safer and better equipped.

As we develop our guidebook we would like to hear from you about your experiences with assaults (and/or how potential assaults were avoided). Tell us your war stories and how they have affected you and your business. We will summarize and share your stories (with your permission) in future issues of the newsletter. If you want to share and help, please contact either one of us at [lkirlin@firstlegalsupport.com](mailto:lkirlin@firstlegalsupport.com) or [kris@comproserve.net](mailto:kris@comproserve.net).



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