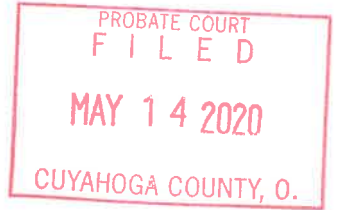


IN THE COURT OF COMMON PLEAS  
PROBATE DIVISION  
CUYAHOGA COUNTY, OHIO



IN RE: ) CASE NO. 2020 MSC 251114  
ORDER REGARDING USPS )  
MAIL DELIVERY AND SERVICE )  
)

The Judges of the Probate Division of Cuyahoga County Court of Common Pleas makes the following Findings of Fact:

1. Whereas Ohio Civil Rule 4.1(A)(1)(a) provides for *Service by United States certified or express mail* evidenced by return receipt signed by any person;
2. Whereas on March 20, 2020, the United States Postal Service released a COVID-19 Continuity of Operations Update, *see* Exhibit "A," and adapted its certified mail delivery procedure until further notice to promote social distancing, whereby carriers will obtain a first initial and last name instead of a signature as confirmation of delivery, and as evidenced by the person's printed first initial and last name on the Return Receipt;
3. Whereas section (C) of the Ohio Supreme Court's March 27, 2020 Administrative Order provides that "any requirement in a rule of the Court that a party appear in person or requiring in-person service may be waived by the Court, local court, hearing panel, board, or commission, as applicable. Appearance or service by use of technology may be allowed if it sufficiently guarantees the integrity of the proceedings and protects the parties' interests and rights."

**IT IS THEREFORE ORDERED, ADJUDGED, AND DECREED:**

1. Delivery of service of process may be evidenced by delivery of certified mail or express mail by the United States Postal Service in the above-described manner until further Order of this Court; and
2. The Clerk of Court may enter the fact of delivery on the docket, and such delivery shall be treated as successful service unless otherwise Ordered by this Court.

**IT IS SO ORDERED.**

**JUDGE ANTHONY J. RUSSO**  
**ADMINISTRATIVE AND PRESIDING JUDGE**

**JUDGE LAURA J. GALLAGHER**



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March 20, 2020

## COVID-19 CONTINUITY OF OPERATIONS UPDATE

### Customer Signature Service COVID-19 Response and Prevention

A number of cases of the Coronavirus Disease 2019 (COVID-19) have recently been confirmed across the country.

The safety and well-being of our employees & customers is our highest priority. To help ensure the health of our employees & customers, we are continuing to follow recommended guidance and strategies from the Centers for Disease Control and Prevention (CDC) and local health departments, and are implementing additional measures to help maintain social distancing.

One significant measure being implemented is a temporary modification to mail handling procedures for mail that requires customer signatures. We recognize the close proximity and additional handling that occurs when employees must ask customers for a signature and government issued identification when required. To reduce health risks, we are temporarily modifying customer signature capture procedures. Effective immediately and until further notice, our employees will follow the temporary process below for signature service items. This process applies to all letter carriers:

- Avoid ringing the doorbell when possible. Knock on the customer's door. Avoid areas that may be frequently touched when knocking.
- While maintaining a safe, appropriate distance, employees will request the customer's first initial and last name.
- For increased safety, employees will ask the customer to step back a safe distance or close the screen door/door so that they may leave the item in the mail receptacle or appropriate location by the customer door.
- If there is no response, employees will follow the normal Notice Left process.
- If there are delivery points on the route where social distancing recommendations are difficult to follow, alternative delivery methods can be explored.

Industry and commercial customers can email questions or concerns about COVID-19 and the mail to [industryfeedback@usps.gov](mailto:industryfeedback@usps.gov) with COVID-19 in the subject line. Mailers can also sign up for Industry Alerts at [industryalert@usps.gov](mailto:industryalert@usps.gov).

For more information, see the [USPS Coronavirus Statement at about.usps.com/newsroom](https://about.usps.com/newsroom).

**Exhibit "A"**