



Best Practices for Live Scan Sites During the COVID-19 Outbreak

The California Department of Justice (DOJ) will continuously process live scan fingerprint background checks for Applicant Agencies to continue providing essential services within our state during this unprecedented outbreak of the Coronavirus Disease 2019 (COVID-19).

Many of our live scan site partners are open and committed to providing live scan fingerprinting services. In order to protect the health and safety of all parties, we recommend the following best practices:

All Parties

- Do not enter any live scan facility if you have any COVID-19 symptoms (fever, cough, trouble breathing, etc.), are awaiting the results of a COVID-19 test, or have been advised to self-quarantine.

Applicants/Customers

- Practice social distancing by maintaining a 6' distance between other customers.
- Wear a face mask into the facility and throughout the process.
- Be patient, as wait times between customers may be longer than normal.
- Limit any personal items brought into the site. Please have the appropriate form(s) of identification and payment ready and in hand.

Live Scan Operators

- Consider an appointment only schedule.
- Instruct the customer to wash or sanitize their hands thoroughly.
- Use gloves and face masks throughout the entire process.
- Maintain a 6' distance from the customer, while inputting their personal data.
- Disinfect your live scan system (laptop, keyboard and scanner) and any surrounding high-touch surfaces after serving each customer. Always consult your DOJ Certified Live Scan Vendor for recommended cleaning products and techniques, so as not to inadvertently damage your equipment.