Safety Protocols and Procedures
The following protocols have been adopted to support the safety and well-being of our associates, neutrals and clients:

• Thoroughly cleaning our Resolution Centers before reopening, enhanced cleaning throughout the day and sanitizing rooms each evening using EPA-registered cleaning products.

• Monitoring building management protocols regarding frequent sanitization and social-distancing measures in all building common areas, as well as proper ventilation and air circulation.

• Training our associates on proper health and safety measures.

• Social distancing by limiting the number of matters heard in a Resolution Center on a given day, staggering start times for cases to avoid large groups of people at our reception desks and lobbies, and encouraging remote participation.

• Spacing out our associates in our centers through physical barriers, changing layouts of workspaces, encouraging associate telework, limiting access to communal spaces, staggering shifts and breaks, and limiting all large gatherings.

• Providing personal protective equipment, such as face coverings, to any visitors who need it (In cities where face coverings are required in common areas, JAMS will require all in-person visitors to wear face coverings; your case manager will communicate any requirements before your hearing).

• Providing hand sanitizer throughout our facilities.

Health Policy and Requirements
We ask that you assist in efforts to maintain the safety and well-being of visitors to our centers by observing the following guidelines supported by the Centers for Disease Control and Prevention (CDC):

• Please do not come to a Resolution Center if you have been in close proximity to any person who has been sick in the past seven days.

• Do not come to a Resolution Center if you are experiencing any symptoms of illness or have had a fever (above 100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications within the prior 72 hours.

• Wash your hands frequently with soap and warm water for at least 20 seconds.

• When you return from any activity at a location where other people have been, use a hand sanitizer that is greater than 60% alcohol.

• Refrain from handshaking.

• Avoid touching common surfaces with bare hands.

• Follow the CDC’s or local guidelines or requirements regarding face coverings.

How your JAMS experience may be different:

• CONTACTLESS CHECK-IN: Visitors will be greeted by a friendly JAMS associate, who will be behind a plexiglass partition and wearing a face covering. You will check in verbally. Should you need to sign forms or exchange documents, we will offer a contact-free and sterile process.

• FOOD AND BEVERAGES: JAMS is replacing buffets with individually wrapped lunches and snacks. Beverages will still be available, although we may limit the availability of ice and other drink options out of necessity.

• CUSTOMER SERVICE: We may have fewer staff in the office at any given time, so we ask that you make any requests for assistance in a socially-distanced, contact-free manner. Do not hesitate to let us know how we can make your experience better in our Resolution Centers.

• DISPUTE RESOLUTION OPTIONS:

  Hybrid In-Person/Remote Hearings: In some cases, it may be best for the neutral and some attorneys or parties to be present in the Resolution Center while others participate remotely. You can discuss options and/or make requests with your case manager.

  Virtual ADR: JAMS will continue to offer remote ADR services as a complement to in-person hearings. Watch a short video on resolving your dispute via videoconferencing or read the JAMS Videoconferencing Guide at jamsadr.com/online.