What to Expect in JAMS Resolution Centers

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 proper ventilation and air circulation
• Training our associates on proper health and safety measures
• Social distancing by limiting the number of matters that will be 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 masks and gloves, to any visitors who need it (In cities where face coverings are required in public places, JAMS will require all in-person visitors to wear masks; 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):

• 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 warm, soapy 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.
• Avoid handshaking.
• Avoid touching common surfaces with bare hands.
• Follow the CDC’s or local guidelines or requirements regarding face coverings.

Updated May 27, 2020