Health Policy and Requirements

Effective September 7, 2021, JAMS requires all in-person participants to be fully vaccinated against COVID-19 in order to enter our Resolution Centers. By entering a JAMS Resolution Center, you attest that you are fully vaccinated against COVID-19. If there are participants who are not vaccinated against COVID-19, or decline to provide their status, JAMS managers will arrange to have those individuals participate remotely by videoconference.

All individuals in JAMS Resolution Centers will be required to wear a face covering in common areas until further notice. If you have questions or would like more information about the practice of specific neutrals, please contact your local JAMS Manager or Case Manager.

• 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, refrain from shaking hands, and follow local guidelines and requirements regarding face coverings.

Safety Protocols and Procedures

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

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

• 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.

• Food and Beverages: JAMS provides 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.

• Cleaning: Enhanced cleaning throughout the day and sanitizing rooms each evening using EPA-registered cleaning products; monitoring building management protocols regarding frequent sanitizing and social-distancing measures in all building common areas, as well proper ventilation and air circulation.

• Social Distancing: 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, providing hand sanitizer throughout our facilities, and encouraging remote participation.

• Associate Safety: 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.

• Face Coverings: JAMS will require all in-person visitors to wear face coverings; your case manager will communicate any requirements before your hearing.

Hybrid and Virtual ADR Services

JAMS offers comprehensive preparation and on-demand tech support for hybrid and virtual mediations and arbitrations.

• JAMS neutrals receive training on multiple video-conferencing platforms and are adept at navigating online environments.

• JAMS Resolution Centers are equipped with premium technology for hybrid matters.

• JAMS Virtual ADR Moderators are available to assist all parties and remain on standby to resolve technical matters, including after hours.