Health Policy and Requirements

In September 2021, JAMS announced that it would require all in-person participants to be fully vaccinated against COVID-19 in order to enter our Resolution Centers.

JAMS has adopted additional protocols to support the safety and well-being of our clients, neutrals and associates. We respectfully request that you assist in efforts to maintain a safe environment by following guidelines supported by the Centers for Disease Control and Prevention (CDC).

Effective January 10, 2022, JAMS requires all in-person participants to be fully vaccinated against COVID-19 and provide verification of this status in order to enter our Resolution Centers. By entering a JAMS Resolution Center, you attest that you are fully vaccinated against COVID-19. JAMS will require that all in-person participants verify their vaccination status using the CLEAR Digital Vaccine Card*. There is no cost to enroll or use the CLEAR Digital Vaccine Card. In-person participants will be required to show their Digital Vaccine Card when they check-in at the Resolution Center.

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 continue to 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.

* If you are unable to use the CLEAR Digital Vaccine Card, please bring another authorized digital vaccine card with you or contact your Case Manager for assistance.

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 virtual mediations and arbitrations.

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

Updated January 3, 2022