What to Expect at JAMS - Frequently Asked Questions (FAQ)

Are you requiring the use of face coverings in all areas of your Resolution Centers?

Yes. Yes. We are continuing to require face coverings in all public areas of our Resolution Centers until July 30, 2021. At that time, we will re-evaluate this policy. We strongly encourage their use at all times in public areas and note that some neutrals and parties may choose to unmask within their session rooms. In advance of your hearing, a JAMS Case Manager will provide you and your clients protocols for wearing face coverings. If you have concerns associated with the use of face coverings in individual hearing rooms, please inform your case manager or the panelist. More information is found here.

Is JAMS securing the safety of its food and beverage service?

Yes. The entire suite is sanitized each night and common areas are cleaned regularly throughout the day. Coffee and beverage areas are open for use. Rather than our typical extensive buffet selection for lunch, we will serve individually boxed lunches. Hand sanitizer is available in the common areas and in each conference room. More information is found here.

Are the administrative fees the same for in-person, hybrid and remote hearings?

Yes. Administrative fees at JAMS support the work required to provide you with the best service possible, including the setting of cases, management of documents and other critical administrative tasks. With remote cases, the amount of support can be even greater as it also includes real-time support of video platforms during the session, pre-session tech checks, along with managing the typical demands of any live matter. There are many complexities surrounding the management of virtual hearings, which may result in higher costs for JAMS, but our goal is to supply you with the service and support you’ve come to expect from JAMS while maintaining our fee structure. Please watch this video to learn more about JAMS Virtual ADR Moderators.

Are JAMS Resolution Centers open for in-person sessions and which panelists are available for remote, in-person or hybrid sessions?

Most JAMS Resolution Centers are now open for in-person or hybrid sessions. It is best to contact your local Resolution Center for the most up-to-date information. A particular panelist’s availability to conduct virtual/remote mediations, arbitrations, and other ADR proceedings is listed on our panelist's bios on the JAMS website. In addition, please contact a panelist’s case manager for details regarding availability for in-person, hybrid and/or remote sessions.

Do you have materials to help me and my clients prepare for remote sessions?

Yes. You will be offered the opportunity to test the platform, work out exchange of documents, and ask questions of an experienced case manager. More information is available on our Virtual ADR Page.

If I want a remote hearing, do I have choices other than Zoom?

Yes. We are adept at many platforms. If you wish to explore whether your neutral is able to support you on the platform of your choice, please contact the JAMS Case Manager in charge of your case. We have found Zoom to be
user-friendly, HIPAA compliant and ADR-compatible, and have trained our panelists on this platform as well as others. JAMS mediators and arbitrators (neutrals) are experienced at managing the resolution process whether they are conducting an in-person or virtual hearing. JAMS neutrals and case managers receive ongoing training on the latest videoconferencing technology and best practices. In addition to traditional conference calls, JAMS offers a range of videoconferencing options for mediations and arbitrations based on case size and complexity, client comfort level and cost considerations.

Is JAMS requiring staff, neutrals, attorneys and clients to attest to or prove they have been fully vaccinated prior to entering a JAMS Resolution Center?

JAMS will not require staff, neutrals, attorneys and clients to attest to or prove they have been fully vaccinated prior to entering a JAMS Resolution Center. However, our neutrals are independent contractors and may communicate their specific requirements or preferences related to vaccinations. In some cases, a neutral’s case manager will arrange for a call with the attorneys to discuss everyone’s comfort level. JAMS will continue to require face coverings in public and common areas as well as social distancing until July 30, 2021. At that time, we will re-evaluate this policy. If you would like more information, contact your local JAMS Manager or Case Manager.