What to Expect at JAMS – FAQs

Are you requiring the use of face masks in all areas of your Resolution Centers?
Yes. Face masks are required in all public areas of our Resolution Centers and we strongly encourage their use at all times. In advance of your hearing, a JAMS Case Manager will provide you and your clients our protocols for wearing face masks. If you have concerns associated with the use of masks in individual hearing rooms, please inform your case manager or the panelist. More information is available 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 available here.

Are the administrative fees the same for in-person 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.

Is there an easy way to find out which JAMS Resolution Centers are open for in-person sessions and which panelists are available for remote and in-person sessions?
Yes. The JAMS website features up to date information on Resolution Center openings on our Client Advisory Page. As each Resolution Center opens, we are informing our clients in that city of the change by email. Please contact a panelist’s case manager to learn if they are available for in-person and/or remote sessions. You may also find information about a particular panelist’s availability to conduct virtual/remote mediations, arbitrations, and other ADR proceedings on our panelist’s bios on the JAMS website.

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.