



# What to Expect at JAMS: Frequently Asked Questions (FAQs)

## 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?

Yes. 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.

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

Effective April 6, 2022, unless otherwise required by local regulations, face coverings are no longer mandatory in JAMS Resolution Centers. If you have questions or would like more information about the practice of specific neutrals, please contact your local JAMS Manager or Case Manager.

## 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. Hand sanitizer is available throughout JAMS Resolution Centers. Coffee and beverage areas are open for use. Please connect with your local JAMS manager or Case Manager to confirm the manner in which the RC is arranging for lunch preparation.

## 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?

All JAMS Resolution Centers are now open for in-person or hybrid sessions, although 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.

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

*Updated August 4, 2022*