



What to Expect at JAMS: Frequently Asked Questions

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

Effective October 1, 2022, unless otherwise required by local regulations, proof of vaccination is no longer mandatory in JAMS Resolution Centers. Please contact your local JAMS manager or case manager if you have any questions.

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 business manager or case manager.

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 and 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 the 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 using 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.