



What to Expect in JAMS Resolution Centers

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.

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.

- Please do not come to a Resolution Center if you have been in close proximity to any person who has been sick in the past seven days.
- Do not come to a Resolution Center if you are experiencing any symptoms of illness or have had a fever (above 100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications within the prior 72 hours.
- Wash your hands frequently with soap and warm water, refrain from shaking hands, and follow local guidelines and requirements regarding face coverings.

Hybrid and Virtual ADR Services

JAMS offers comprehensive preparation and on-demand tech support for [hybrid and virtual mediations and arbitrations](#).

- JAMS neutrals receive training on multiple video-conferencing platforms and are adept at navigating online environments.
- JAMS Resolution Centers are equipped with premium technology for hybrid matters.
- JAMS Virtual ADR Moderators are available to assist all parties and remain on standby to resolve technical matters, including after hours.

Safety Protocols and Procedures

The following protocols have been adopted to support the safety and well-being of our associates, neutrals and clients:

- **Customer Service:** We may have fewer staff in the office at any given time, but please 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 upon request.
- **Cleaning:** Enhanced cleaning throughout the day and sanitizing rooms each evening using EPA-registered cleaning products; monitoring building management protocols regarding frequent sanitizing in all building common areas, as well proper ventilation and air circulation.
- **Social Distancing:** JAMS may limit 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 and staggering shifts and breaks.

** 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