



What to Expect in JAMS Resolution Centers

Health Policy and Requirements

JAMS has adopted 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 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.

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.

- 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 24 hours.
- Wash your hands frequently with soap and warm water, refrain from shaking hands, and follow local guidelines and requirements regarding face coverings.

Safety Protocols and Procedures

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

- **Food and Beverages:** Coffee and beverage areas are open for use, and JAMS may provide individually wrapped lunches and snacks upon request.
- **Cleaning:** Our Resolution Centers undergo enhanced cleaning throughout the day using EPA-registered cleaning products. We monitor building management protocols regarding frequent sanitizing in all building common areas and proper ventilation and air circulation.

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.