

# RETURN TO OPERATIONS GUIDE

JUDICATE WEST

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Alternative Dispute Resolution

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# Our Pledge

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To our valued clients, dedicated employees, and incredible neutrals: In keeping with our commitment to be the gold standard in our industry, we have completed a full risk assessment and developed site-specific plans to safely return to operations in our offices during this ongoing COVID-19 pandemic.

We are taking every reasonable action and will spare no expense to keep our staff, neutrals, clients, guests, and vendors safe during this transition period. The intention of this communication is to share important protocols that were carefully thought out and implemented so everyone can feel safe when coming to JW.

We are leveraging the lessons learned during this pandemic to modify and enhance our operational procedures with new best practices while incorporating health agency requirements and suggestions. These protocols will continue to be redefined and adjusted, and we will keep you informed every step of the way.

We apologize in advance for any inconveniences you may encounter as a result of the added safety protocols, however, we feel strongly that we must all do our best to be socially responsible in the interest of our collective health and safety.



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# Staff and Guest Safety Pledge

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- Each office has a dedicated COVID-19 compliance team member to enforce these safety guidelines.
- Our offices will operate at 50% capacity. This includes conference room usage, people per room, client lounges, and lobbies, allowing for six feet of separation.
- Only those who are a party to the action may attend. At this time, for safety purposes, we cannot allow family members and friends of parties as our capacity has been greatly reduced.
- With our reduction in conference room capacity, we can accommodate a maximum of three people (not including the neutral), per standard room with a very limited number of large mediation rooms available for groups up to six.
- We are implementing contactless check-in by providing you and your clients with the necessary forms to complete in advance of arrival. It is critical we receive all names and email addresses.
- We are avoiding handshakes and similar greetings that prevent social distancing.
- All visitors, neutrals, and team members will have their temperatures read upon arrival in our lobbies using a free standing contactless thermal scanner. Anyone with a temperature of 100°F or higher will not be permitted to enter the suite and will receive telephonic and video conference information to participate virtually.
- We ask all visitors to self-screen at home, and to review our guest self-assessment (see page 6). If you answer “yes” to any of these questions, please notify your case manager right away and arrange to participate virtually.
- Our hallways are marked for one-way traffic.
- Safety reminders will be posted in common areas and in all conference rooms.
- We ask that all visitors, neutrals, and team members avoid congregating in our common areas.
- All team members and neutrals will be provided with reusable masks with filter inserts. For all guests, we will provide sanitizer with greater than 60% alcohol placed in every conference room, and disposable masks and gloves upon request. In addition, our suites feature safety shields at the front desk and in conference rooms by request.
- We are requiring that all visitors, neutrals, and team members wear a face mask in all common areas as well as in your room if anyone feels uncomfortable. However, in the best interest of the process, while in your conference room, if everyone remains 6 feet apart, you may remove your mask to speak freely.
- We will continue to offer coffee, water, beverages, and prepackaged snacks. If you are with us through the lunch hour, individually packaged lunches will be provided.
- We will continue to train our team on our new health and safety measures in line with governmental guidelines.
- Our staff have implemented additional cleaning and sanitizing measures using EPA recommended products.
- On-site safety guidelines and a self-assessment will be included with your case confirmation paperwork so guests can prepare for their arrival (see pages 5 and 6).
- Our buildings have dramatically increased the number of times they clean and sanitize lobbies, restrooms, and elevators throughout the day.



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## Staff and Guest Safety Pledge (continued)

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- All of our offices are located in Class A buildings that have updated their HVAC systems following guidelines set forth by their system suppliers, ASHRAE, OSHA, and/or the EPA relating to indoor air-management ventilation including dilution, airflow patterns, pressurization, temperature and humidity distribution and control, increased/improved filtration and fresh air flow allowance as well as other strategies used to reduce occupants exposure to infectious aerosols.
- We will provide hands-free sanitizers, soap, and trash receptacles in all common areas.
- We require all to wash their hands for 20 seconds with soap and water several times throughout the day, especially after touching your face.
- We recommend self-parking in all locations; valet parking will be limited or suspended in some locations. Please check the website and/or building manuals for more information.
- The elevators in our buildings are limited to a maximum capacity of four persons. As a result, you may experience delays. Please consider arriving early for your session.

## JW Team Wellness Pledge

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- We will enforce compliance with all staff and guest requirements detailed herein.
- We are providing all team members with webinars, literature, and trainings to promote emotional well-being and best practices for workplace safety.
- All team members have participated in COVID-19 safety training, which has also been made available to our neutrals.
- We recommend all team members take at least one additional break each day to get more fresh air and sunlight.
- Reconfigured workspaces have been implemented to comply with social distancing.
- All team members will clean and sanitize their personal workspace at least three times per day and avoid sharing supplies, computers, phones, and other equipment.
- The team will cover their coughs and sneezes with tissues that are tossed right away in the trash.
- We will continue to work through this pandemic as a team with open lines of communication. Everyone is to share ideas on how we can make our professional home as safe as possible.
- Our team will not be asked to travel for business, unless for a rare circumstance critical to our operations as determined by management. Travel will not require public transportation.
- Team members should refrain from using mass transit to commute.
- We require that if anyone on our team or someone they live with has tested positive for COVID-19, they follow the CDC guidelines for reentry after the recommended stay-at-home quarantine period.



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# In-Person Attendance Guidelines

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As we navigate these unprecedented times, your health and safety and that of our neutrals and team is our highest priority. We have been closely monitoring the pandemic and recommendations from the CDC and are happy to announce we are ready to safely begin hosting a limited number of matters in-person.

## The following are guidelines for in-person participation:

- **Hands-Free Sign-In** –We are now providing e-signature service via DocuSign to make the sign-in and confidentiality form easier for you and your clients.
- **Masks** - All visitors, neutrals, and team members must wear a face mask in common areas.
- **Temperature** - All visitors, neutrals, and team members will have their temperature read upon arrival utilizing a free-standing contactless thermal scanner. Anyone with a temperature of 100°F or higher will receive telephone and video conference information for off-site participation.
- **Social Distancing** - Our offices will operate at 50% capacity. This includes conference room usage, people per room, client lounges, and lobbies, allowing for six feet of separation. It is imperative we receive the correct number of attendees. With our reduction in conference room capacity, we can accommodate a maximum of three people (not including the neutral), per standard room. Foot traffic will be routed one-way to avoid unnecessary passing in the hallways (wear comfortable shoes and be prepared to get your steps in!)
- **Sanitizing** - Hand sanitizer will be available throughout our offices and in each of our conference rooms. We will frequently clean and disinfect high-touch surfaces.
- **Refreshments** - We will continue to offer coffee, water, beverages, and prepackaged snacks. If you are with us through the lunch hour, individually packaged lunches will be available.
- **Travel** – If, in the two weeks before your session, you have traveled outside of the U.S. or within the U.S. by means or to destinations that would significantly increase your risk of exposure, we ask that you strongly consider staying home and participating virtually.
- **Please review our guest self-assessment.** Most importantly, if you are feeling sick, have fever or flu like symptoms, shortness of breath, or have been in contact with someone exhibiting symptoms, please notify your case manager

Please visit the office links on our website for more information  
about our buildings' back-to-operations guides.

**Thank you in advance for your understanding and cooperation as we work together toward our collective health and safety as the entire community responds to the evolving situation.**



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# Guest Self-Assessment

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**If you answer yes to any of these questions, please arrange to participate remotely in the interest of our collective health and safety.**

- Have you or anyone in your household had any of the following symptoms in the last 14 days: sore throat, cough, chills, body aches, shortness of breath for unknown reasons, loss of smell or taste, fever at or greater than 100 degrees Fahrenheit?
- Do you have any reason to believe you or anyone in your household has been exposed to or come into close contact with anyone who acquired COVID-19?
- To the best of your knowledge have you had close contact with any individual who is awaiting test results for COVID-19 or recently tested positive for COVID-19?



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# Our Building Provided Resources

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## Santa Ana

- <https://tower1851.com/covid-19/>



## Downtown LA

- <http://www.figueroaatwilshire.info/main.cfm?sid=eprocedures&pid=ppreparedness>
- <https://www.brookfieldproperties.com/covid19/>

## West LA

- <https://www.hudsonpacificproperties.com/covid-19>



## San Diego

- [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV/health-order.html#update](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV/health-order.html#update)
- <https://www.sandiegocounty.gov/coronavirus.html>
- <https://www.countynewscenter.com/>



## Sacramento

- <https://www.cushmanwakefield.com/en/insights/covid-19>



## San Francisco

- <https://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp>



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# Federal, State, and County Resources

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## California

- <https://www.gov.ca.gov/category/executive-orders/>



## Orange County

- <https://www.ocgov.com/>



## Los Angeles

- <https://www.lamayor.org/>



## San Diego

- <https://www.sandiego.gov/mayor/>



## Sacramento

- <https://www.cityofsacramento.org/mayor/>



## San Francisco

- <https://sfmayor.org/>

## Federal

- <https://www.cdc.gov/>
- <https://occovid19.ocaliforniahealthinfo.com/article/oc-health-officers-orders-recommendations>
- <http://publichealth.lacounty.gov/media/coronavirus/>
- <https://www.sacounty.net/COVID-19/Pages/PublicHealthOrderFAQs.aspx>
- <https://www.who.int/>



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