

# COVID-19 PROTOCOLS AT ADR CHAMBERS



ADR Chambers is committed to ensuring the health and safety of our employees, members, clients and any other stakeholders conducting business with us. As the impact of COVID-19 on businesses and our community is rapidly increasing and evolving, we have taken steps to ensure a safe environment for our employees, panel members, clients and guests.

ADR Chambers is continuously monitoring information from official health organizations and planning and adjusting for business continuity in changing scenarios. As circumstances change, ADR Chambers continues to adapt our plans and protocols to address the safety of our people, our clients, and others with whom we work.



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# MAINTAINING CLIENT SERVICE TO YOU

We realize that, where possible, business has to continue as usual, and we remain committed to providing you with the same level of service that you require.

We have transitioned all employees to work remotely starting March 20, 2020. We remain fully accessible and committed to serving our clients as usual. Our telephone, email and fax systems and other technologies remain secure and operational. We highly recommend that you communicate with us via email. Please contact us at [adr@adrchambers.com](mailto:adr@adrchambers.com) before you send any parcels or documentation to 180 Duncan Mill Road, Toronto.

We are ready to assist you with **Online Dispute Resolution (“ODR”)**. Here are some important updates regarding this service:



- We can host meetings remotely via **videoconference** using Zoom or **conference calls**;
- All fees related to video conferencing will be waived until further notice;
- In addition to email, documentation will be shared using Zoom or Google Docs. If possible, all electronic documents should be accurately tabulated for ease of reference;
- Our coordinators will be able to assist you when you commence an arbitration or mediation using the Zoom videoconferencing or a teleconferencing call;
- Mediators and Arbitrators conducting in person session will sign a Health Declaration one week prior to the session. The **Health Declaration** will be distributed to all parties attending the session.

## Videoconferencing (ZOOM) or conference calls

Not everyone in a dispute needs to be in the same office. Videoconference mediations via Zoom allow parties and lawyers to have a mediation in real time where people are in different locations. Everyone can see and hear each other online, conduct private caucuses in virtual private rooms, present and share documents, and collaborate on settlement agreements. All you need is a computer, smartphone or tablet. We take care of the rest. The mediation can also be conducted over the phone. There are no additional fees associated with this service. Please contact our coordinators at [booking@adr.ca](mailto:booking@adr.ca) to schedule a mediation or arbitration.



# PRECAUTIONS WHEN CONDUCTING IN-PERSON MEDIATIONS/ARBITRATIONS

- Start the session with the Health Declaration by all parties attending;
- No handshaking. Use a slight elbow bump if necessary;
- Seat people a little farther apart than normal (around 1 metre is the guide if space allows);
- Keep a social distance from others as much as possible;
- Take more regular and longer breaks at the mediations or arbitrations for handwashing;
- Wash hands for 10-20 seconds and/or use a hand sanitizer that is greater than 60% alcohol based;
- Open doors using latex gloves, fists or hips – do not grasp the handle with your hand unless there is no other way to open doors. If you must use the handle, ensure you sanitize your hands immediately afterwards;
- Start your mediation or arbitration with a short reference to COVID-19 and how you will handle the breaks, refrain from handshaking, etc.



## ENSURING BUSINESS CONTINUITY

These plans and policies may evolve and change, ADR Chambers will keep you informed of changing circumstances.

As we all continue to monitor the impact and progress of the pandemic, know that our thoughts are with everyone whose lives and businesses have been affected to date.