

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 before you send any parcels or documentation to 180 Duncan Mill Road, Toronto.

We are ready to assist you with **video conference mediation and arbitrations**. Here are some important updates regarding this service:



ADR Chambers now offers online video mediations and arbitrations.

ADR Chambers assists clients to access and use its simple video conference system. There are no additional fees to use the system. Parties need not be tech savvy to use the system; they just require a computer, smartphone or tablet and a web camera. Our Technical Coordinators provide clients with easy-to-follow instructions and are available prior to and during mediations.



Ease of Use

Video conference mediations and arbitrations allow participants to log into the ADR Chambers platform from anywhere in the world. Everyone can see and hear each other online, have private caucuses in virtual private rooms, review and edit documents, present witnesses and collaborate on a settlement agreement. There can be up to 32 parties from different locations.

Security

ADR Chambers is committed to providing clients with secure video conferencing. ADR Chambers' neutrals offer video mediations and arbitrations using many of the popular video conferencing solutions.

Many clients use ZOOM for Business combined with DocuSign. ADR Chambers' ZOOM for Business license includes the highest security settings offered by ZOOM. All meetings are assigned individual private identification numbers and meeting passwords, and only invited participants may attend the meeting.

Please contact adr@adrchambers.com with any questions or concerns about security protocols for online mediations.

Demonstration

For a free demonstration of the ADR Chambers online video conference system, please contact us.

