ADA Audio Conference Series
August 16, 2011

ADA and Alternative Dispute Resolution/Mediation

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ADA and Alternative Dispute Resolution/Mediation

- DOJ’s ADA Mediation Program
  - Introduction
  - Background
  - Types of Cases
  - Identifying Appropriate Complaints for Mediation
  - Keys to the Program
  - Process
  - Outcomes
ADA and Alternative Dispute Resolution/Mediation

- Key Bridge Foundation on the ADA Mediation Program Experience
  - Overview
  - Developing Best Practices
  - Mediation
  - Managing the ADA Mediation Program Process
  - Impasses, Mediator Techniques, and Agreements
  - Access to the Process
  - Real Life Impact
  - Closing Summary

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ADA and Alternative Dispute Resolution/Mediation

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Resources
http://www.ada.gov
http://www.ada.gov/mediate.htm
http://www.keybridge.org/

ADA Information Line
800-514-0301 (voice) 800-514-0383 (TTY)
Thank you for participating in today’s ADA-Audio Conference Session

Join us for Next Month’s ADA Audio Conference Session Titled:

Marketing For Accessibility: Tips and Tools for the Hospitality Industry

September 20, 2011 2:00 PM Eastern

Register at: www.ada-audio.org or call 866-232-1990 V/TTY