

ADA Audio Conference Series

August 16, 2011

ADA and Alternative Dispute Resolution/Mediation

Lewis Dabney, Executive Director, Key Bridge Foundation
Donzell Robinson, Program Director, Key Bridge Foundation
Lisa Levine, ADA Mediation Program, U.S. Department of Justice

AUDIO CONFERENCE TELEPHONE CONNECTION: 866-961-7943 Passcode 1545764

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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

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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



Lisa Levine

**U.S. Department of Justice
Civil Rights Division**

Disability Rights Section - NYA

**950 Pennsylvania Avenue, NW, Washington, D.C. 20530
(202) 307-0663 • (202) 307-1197**

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ADA and Alternative Dispute Resolution/Mediation



CENTER FOR MEDIATION
Key Bridge Foundation

Lewis Dabney and Donzell Robinson
5335 Wisconsin Avenue, NW, Suite 440
Washington, DC 20015
(202) 274-1822 • (888) 528-1609 • (800) 630-1451 TTY

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ADA and Alternative Dispute Resolution/Mediation

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)

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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

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