



ADA Audio Conference Series
August 16, 2011

**ADA and Alternative Dispute
Resolution/Mediation**

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

**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

ADA and Alternative Dispute Resolution/Mediation



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ADA and Alternative Dispute Resolution/Mediation



CENTER FOR MEDIATION
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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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