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

• DOJ’s ADA Mediation Program
  – Introduction
  – Background
  – Types of Cases
  – Identifying Appropriate Complaints for Mediation
  – Keys to the Program
  – Process
  – Outcomes

• Key Bridge Foundation on the ADA Mediation Program Experience
  – Overview
  – Developing Best Practices
  – Mediation
  – Managing the ADA Mediation Program Process
  – Impasses, Mediators’ 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

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