



# FIA INTERPRETING BUSINESS BOOKLET

# CONTENTS

Company Profile	1
About Us	2
On-Site Interpreting	4
Video Remote Interpreting	5
Over-the-Phone Interpreting	6
Virtual Interpreting	7
Document Translation	8
Frequently Asked Questions (FAQ)	9

# Company Profile



FIA Interpreting is a Deaf-owned and MBE/DBE/SBE-certified business that opened in 2017 and quickly became one of the most influential interpreting companies. We use our combined years of industry experience to create tailored solutions for our clients. We offer a full suite of interpreting and translation services that guarantee your compliance with ADA regulations.

What truly sets us apart from other interpreting companies is our people. Their dedication to providing a seamless communication strategy to our clients, resolve for delivering exceptional friendly customer services, capacity for innovation and problem solving, and unwavering commitment to the Deaf and hard of hearing community, makes FIA Interpreting a company that municipalities want to work with.

Having worked with municipalities of all sizes and types, our team at FIA Interpreting can take the complexity out of the equation. We have a large network of more than 5,000 interpreters for 100+ languages, including American Sign Language. **We take pride in being a top provider for the following services:**

## ON-SITE INTERPRETING

Our interpreter will come to the premises where the communication interactions will take place. Scheduling is required.

## VIDEO REMOTE INTERPRETING (VRI)

Our interpreter will interpret virtually through our VRI platform. No scheduling is required and we have an average connect time of **26 seconds**.

## VIRTUAL INTERPRETING

Our interpreter will interpret virtually through your preferred video conferencing platform. Scheduling is required.

## DOCUMENT TRANSLATION

With our large network of interpreters for 100+ languages, we will translate your documents.

Because of our dedication to quality and accuracy, we had over 5,000 hours of service within our first year in business and we are increasing exponentially. When it comes to communication nothing less than accuracy and timeliness is acceptable. Contact us by calling us at **240-409-7972** or emailing us at **[schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)**. *Anytime, anywhere, and any language!*





## About Us

FIA Interpreting is a Deaf-owned business and we truly understand the importance of having reliable interpreters as we use interpreters in our personal lives on a daily basis.

FIA Interpreting has benefited from energetic, principled, and creative leaders at its helm. FIA Interpreting does more than provide interpreting, we bridge the gap to ensure no communication barriers exist with your Deaf and Hard of Hearing visitors, residents, consumers, and employees.

## OUR MISSION IS SIMPLE

Ensuring **EVERY** Deaf individual receives full access to communication in a timely, convenient, and accurate method.

## Ethan Kramer

### –CEO/CTO

**Ethan** is a Deaf individual born to a third-generation Deaf family. With a BS degree in Finance from Gallaudet University, he graduated with an MS degree in Entrepreneurship and Innovative Ventures from Rochester Institute of Technology. Ethan started Frederick Interpreting from scratch in 2017 with no parent organization.



## Allison Tyeryar

### –COO

**Allison** has been an active member in the Deaf community since 2012. She completed an internship at Maryland school for the Deaf and is unconditionally passionate about working within the Deaf community. Allison attended Gallaudet University, where she received her BA degree in Interpretation in 2016. Four years after receiving her collegiate degree, she passed her National Interpreter Certification and became NIC Certified in February of 2020.





# On-Site Interpreting



On-Site Interpreting occurs when our interpreters come on-site to facilities with communication between those who do not share the same language. There are certain instances in which there is no substitute for having no interpreter physically present, which makes On-Site Interpreting the most effective and valuable method of interpreting.

We are staffed with the most experienced interpreters. There are several different ways to place a request for On-Site Interpreting services. You can either call us at **240-409-7972**, email us at **[schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)**, or place a request through your account in our scheduling system. We only provide interpreters who are nationally certified or have passed our rigorous screening process to ensure the services of the highest standards.

We will send an invoice with a summary of all the details, including the duration, address, and name of the interpreter on a weekly basis after the services have been rendered. We have an industry-standard minimum of 2 hours for each On-Site Interpreting assignment.

We are proud to offer the most affordable rates in the whole region.



# Video Remote Interpreting

Video Remote Interpreting (VRI) is a transformational technology that allows people speaking different languages to remove the language barriers instantly through a computer, tablet, or smartphone. Open our Video Remote Interpreting (VRI) app, choose your language, and connect to an interpreter immediately.

*We have one of the most advanced Video Remote Interpreting (VRI) systems in the industry.*



Our Video Remote Interpreting (VRI) can be used on-site where you would be present with the client who needs interpreting services and the interpreter would be present through the video platform. Additionally, we can offer over 100+ other languages at the same cost. We have an average connect time of **26 seconds**. Fully integrated with our Over-the-Phone Interpreting (OPI) system.

Our system is completely HIPAA and GDPR compliant. No scheduling is required for Video Remote Interpreting (VRI) and there is no minimum time for billing. Our system is compatible with the vast majority of computers, tablets, and smartphones.

We also offer Video Remote Interpreting (VRI) systems tailored to your organizational needs. The most popular is an adjustable wheeled cart with an iPad holder, which allows the Video Remote Interpreting (VRI) system to be mobile.

Making accessibility as affordable as possible is one of our fundamental principles.



# Over-the-Phone Interpreting



Our Over-the-Phone Interpreting (OPI) system is fully integrated with the Video Remote Interpreting (VRI) system. Similar to VRI, OPI is a useful method to remove the language barriers instantly through a computer, tablet, or smartphone. Simply open our VRI/OPI app, choose the source language and target language, click audio instead of video, and you will be connected to an interpreter immediately. We have an average connection time of **26 seconds**.

Our Over-the-Phone Interpreting (OPI) can be utilized for various different situations - business meetings, medical appointments, legal matters, educational settings, and in numerous other settings. We support 100+ different languages, including Spanish, Korean, French, Russian, German, Chinese, and all other common languages. Our VRI/OPI system is compatible with the vast majority of computers, tablets, and smartphones, as long as there is an audio system and reliable connection to the internet.

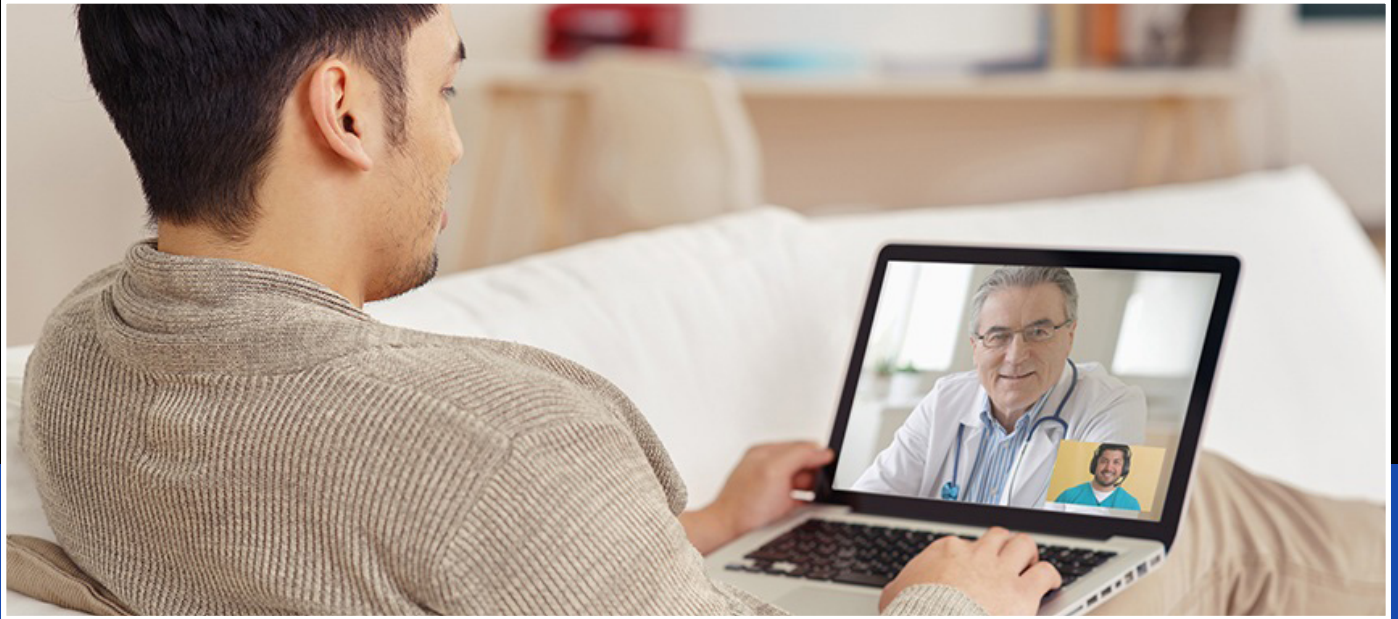
Our system is completely HIPAA and GDPR compliant. No scheduling is required for Over-the-Phone Interpretation and there is no minimum time for billing.

Our rate starts at **\$1.75** per minute. No scheduling is required. Lowest rates in the whole industry!





# Virtual Interpreting



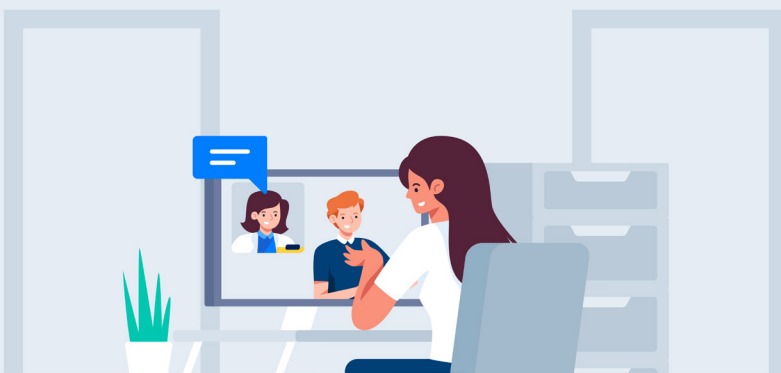
Virtual Interpreting is a method popular for telehealth appointments. We have a pool of medically trained interpreters for more than 100 different languages, including American Sign Language. Our interpreters will use your preferred video conferencing platform in order to provide services. Our Virtual Interpreting services can be utilized in both video and audio-only formats. Virtual Interpreting is an ideal solution for telehealth appointments.

We take pride in being a reliable provider for telehealth solutions. Our telehealth solutions are tailored to each business' needs to ensure removal of language barriers and to create an inclusive virtual workplace for every party.

There are several different ways to place a request for Virtual Interpreting services. You can either call us at **240-409-7972**, email us at **[schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)**, or place a request through your account in our scheduling system.

Simply create a meeting, send us the link and we will pass it along to our interpreter immediately.

Offering the best rates is something we take pride in.



# Document Translation

Document Translation is when a translator converts the text from the source language into the target language. With our large network of interpreters and translators for more than 100 different languages, we have been proudly serving a long list of clients and always exceeding their expectations.



Our document translation services help small, medium, and large sized businesses, schools, and universities, and governmental agencies build a bridge to their international audiences. Not only that we deliver extraordinary results every time, we always take the time to understand each organization and individual's needs to ensure the documents are translated in a linguistically fluent, technically accurate, and culturally competent way. We have extensively trained and nationally certified translators specializing in all the industries including engineering, medical, financial, technology, legal, automotive, and manufacturing.

We are more than just a document translation provider. We are a reliable company that revolves around accuracy, quality, and customer satisfaction. You will see that you can place your trust in our company to help your company take complexity out of the equation. A certification page is always included for each document.

Simply go to our website at [www.frederickinterpreting.com](http://www.frederickinterpreting.com), upload your documents that you need translated, sit back and we will take it from there!



# Frequently Asked Questions (FAQ)

## WHAT SERVICES DOES FIA INTERPRETING OFFER?

- **On-Site Interpreting** - On-Site Interpreting occurs when our interpreters come on-site to facilities with communication between those who do not share the same language. [\(Page 4\)](#)
- **Video Remote Interpreting (VRI)** - Video Remote Interpreting (VRI) is a transformational technology that allows people speaking different languages to remove the language barriers instantly through a computer, tablet, or smartphone. [\(Page 5\)](#)
- **Over-the-Phone Interpreting (OPI)** - Our Over-the-Phone Interpreting (OPI) system is fully integrated with the Video Remote Interpreting (VRI) system. [\(Page 6\)](#)
- **Virtual Interpreting** - Virtual Interpreting is a method popular for telehealth appointments. We have a pool of medically trained interpreters for more than 100 different languages, including American Sign Language. [\(Page 7\)](#)
- **Document Translation** - Document Translation is when a translator converts the text from the source language into the target language. [\(page 8\)](#)

## WHERE DOES FIA INTERPRETING OFFER INTERPRETING SERVICES?

We offer interpreting services in all 50 states! Although we are based in Frederick, Maryland and specialize in Maryland, Virginia, and Washington, DC, we have an extraordinary large network of interpreters for more than 100 different languages located in all 50 states.

## HOW CAN WE REQUEST FOR INTERPRETERS?

You will have your own account in our user-friendly and efficient scheduling system, where you will be able to create appointments and see the name of confirmed interpreters, be able to cancel if needed, and many other useful features. Alternatively, you can request an interpreter by calling us at [240-409-7972](tel:240-409-7972) or emailing us at [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com).

## WHO IS FIA INTERPRETING?

FIA is a Deaf-owned business with a deep understanding of the importance of having high-quality and reliable interpreters who can ensure an inclusive work environment and maximum access to communication at all times. Also, by utilizing FIA Interpreting services, your organization will stay in compliance with the Americans with Disabilities Act (ADA) regulations.

## OUR MISSION IS TO ENSURE MAXIMUM COMMUNICATION ACCESSIBILITY.





**FIA**  
INTERPRETING

*Anywhere.  
Anytime.  
Any language.*

## CONTACT US



240-409-7972



[Schedule@frederickinterpreting.com](mailto:Schedule@frederickinterpreting.com)



[www.frederickinterpreting.com](http://www.frederickinterpreting.com)