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# FIA INTERPRETING

## BUSINESS BOOKLET

*Anywhere. Anytime. Any language.*

# Company Profile

Deaf-Owned	HIPAA Compliant	Certified Interpreters	SBE/DBE/MBE
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FIA Interpreting is a Deaf-owned and MBE/DBE/SBE-certified business that opened in 2017 and quickly became one of the most trusted interpreting companies in the Mid-Atlantic region. 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 seamless communication strategies 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 organizations want to work with.

<b>400+</b> Qualified Interpreters	<b>60+</b> Languages Supported	<b>8+</b> Years in Business	<b>50</b> States Covered
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## Our Services

<b>On-Site Interpreting</b> In-person interpreters at your location. 2-hour minimum.	<b>Video Remote Interpreting</b> Instant video connection. 26-second avg connect time.
<b>Over-the-Phone Interpreting</b> Audio interpreting for 60+ languages. No minimum.	<b>Virtual Interpreting</b> Telehealth & video conferences. Works with any platform.
<b>Document Translation</b> Certified translations for 60+ languages.	<b>CART Services</b> Real-time captioning. On-site or remote.



## ◆ 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.

## Our Team



**Ethan Kramer**  
*Founder*



**Allison Kramer**  
*COO/Lead Interpreter*



**Kayla DeLauter**  
*Manager*



**Jackie Cino**  
*Scheduler*



**Elina Rubinshteyn**  
*Outreach Specialist*



**Atish Dipankar**  
*Administrative Assistant*

## On-Site Interpreting



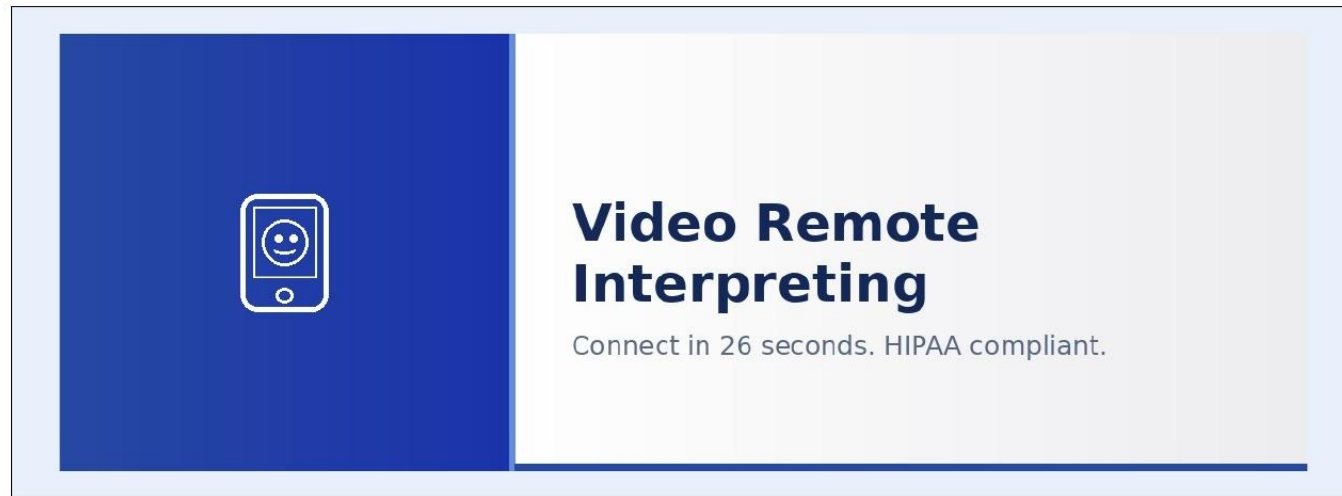
On-Site Interpreting occurs when our interpreters come on-site to facilities with communication between those who do not share the same language. There are certain instances in which there is no substitute for having an interpreter physically present, which makes On-Site Interpreting the most effective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

◆ **Nationally Certified Interpreters**  
 ◆ **2-Hour Minimum**

◆ **Weekly Invoicing**  
 ◆ **Most Affordable Rates**

## Video Remote Interpreting



**Video Remote Interpreting**  
 Connect in 26 seconds. HIPAA compliant.

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.

◆ **Average Connect Time: 26 Seconds** ◆

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.

No Scheduling Required	HIPAA Compliant	No Minimum Billing
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## Over-the-Phone Interpreting



**Over-the-Phone Interpreting**  
 60+ languages. No minimum.

Our Over-the-Phone Interpreting (OPI) system is fully integrated with the Video Remote Interpreting (VRI) system. 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.

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 60+ different languages.

- ◆ **60+ Languages Supported**
- ◆ **Integrated with VRI Platform**
- ◆ **HIPAA and GDPR Compliant**
- ◆ **No Scheduling Required**
- ◆ **No Minimum Billing Time**

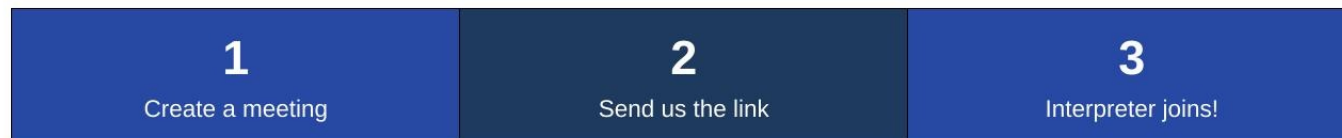
***Lowest rates in the whole industry!***

# Virtual Interpreting



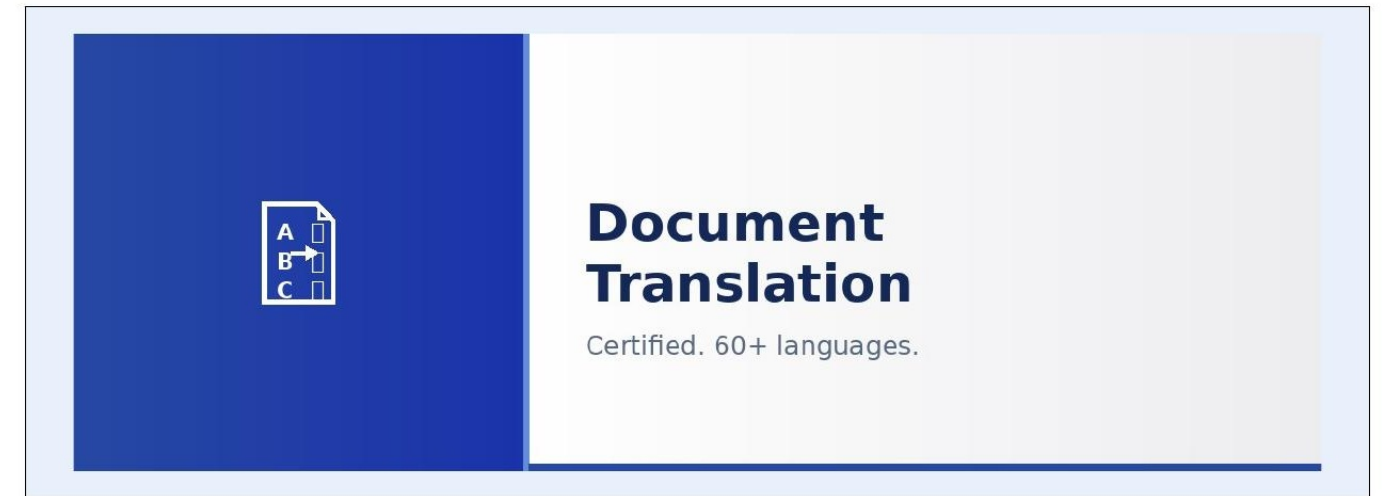
Virtual Interpreting is a method popular for telehealth appointments. We have a pool of medically trained interpreters for more than 60 different languages, including American Sign Language. Our interpreters will use your preferred video conferencing platform in order to provide services.

## How It Works



Works with Zoom, Microsoft Teams, Google Meet, Webex, and any other video conferencing platform.

# 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 60 different languages, we have been proudly serving a long list of clients and always exceeding their expectations.

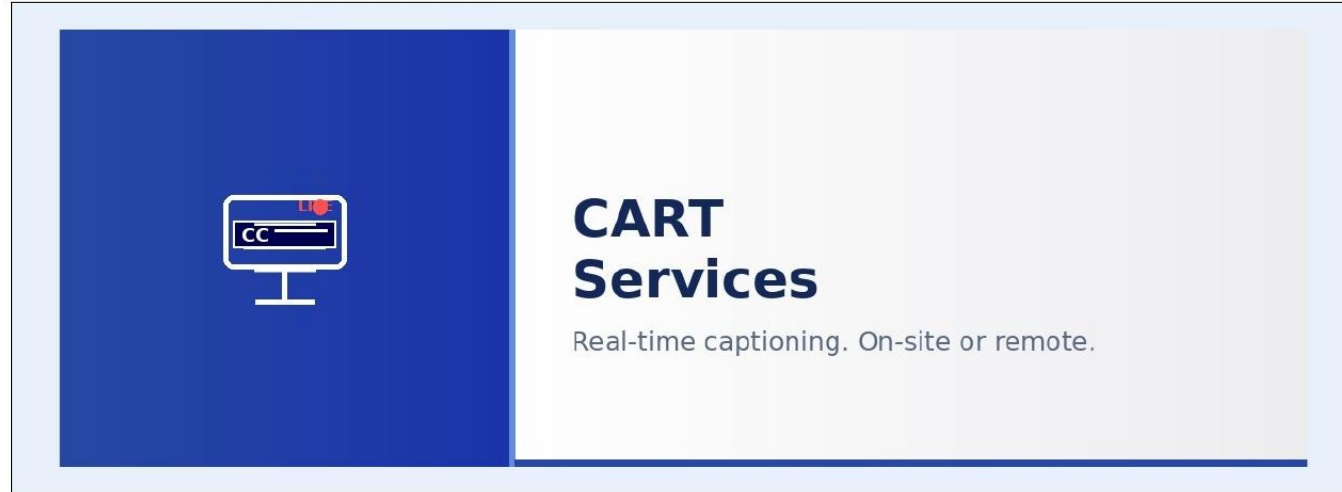
## Specializing in:

Medical	Legal	Financial	Technical
Engineering	Educational	Automotive	Manufacturing

◆ A certification page is always included for each document ◆

# CART Services

Communication Access Real-Time Translation



CART (Communication Access Real-Time Translation) provides instant text display of spoken words, making it an essential accessibility service for Deaf and hard of hearing individuals who prefer reading English over sign language.

Our certified CART providers deliver highly accurate real-time captioning for meetings, conferences, classrooms, legal proceedings, medical appointments, and any other setting where communication access is needed.

## CART Applications

<ul style="list-style-type: none"> <li>◆ Educational Settings</li> <li>◆ Business Meetings</li> <li>◆ Conferences &amp; Events</li> </ul>	<ul style="list-style-type: none"> <li>◆ Legal Proceedings</li> <li>◆ Medical Appointments</li> <li>◆ Virtual / Remote Events</li> </ul>
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**Available On-Site and Remotely**

# Industries We Serve

FIA Interpreting provides specialized services tailored to the unique needs of each industry we serve. Our interpreters have the experience and certifications necessary to handle sensitive communications in any professional setting.

### ◆ Healthcare

HIPAA-compliant interpreting for hospitals, clinics, mental health facilities, and medical offices.

### ◆ Education

K-12 schools, universities, IEP meetings, parent conferences, and educational events.

### ◆ Legal

Courtrooms, depositions, attorney-client meetings, and legal document translation.

### ◆ Government

Federal, state, and local agencies. SBE/DBE/MBE certified contractor.

### ◆ Corporate

Business meetings, HR matters, training sessions, and corporate events.

### ◆ Community

Nonprofit organizations, religious services, community events, and social services.

# Frequently Asked Questions

## ◆ What services does FIA Interpreting offer?

We offer On-Site Interpreting, Video Remote Interpreting (VRI), Over-the-Phone Interpreting (OPI), Virtual Interpreting, Document Translation, and CART (Real-Time Captioning) services.

## ◆ Where does FIA Interpreting offer 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 a network of 400+ interpreters located nationwide.

## ◆ How can we request interpreters?

You can request services by calling 240-409-7972, emailing [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com), or through your account in our scheduling system. For VRI/OPI, simply open our app and connect instantly.

## ◆ What languages do you support?

We support 60+ languages including American Sign Language (ASL), Spanish, Chinese, Korean, French, Russian, German, Vietnamese, Arabic, Portuguese, and many more.

## ◆ Are your services HIPAA compliant?

Yes! All of our services are fully HIPAA and GDPR compliant. We take data privacy and security very seriously.

## ◆ What certifications do your interpreters have?

Our interpreters are nationally certified (NIC, RID, CDI) or have passed our rigorous screening process. We only provide interpreters who meet the highest standards.

# Contact Us

◆ *Anywhere. Anytime. Any language.* ◆

<b>CALL US</b> 240-409-7972	<b>EMAIL US</b> <a href="mailto:Schedule@frederickinterpreting.com">Schedule@frederickinterpreting.com</a>	<b>VISIT US</b> <a href="http://frederickinterpreting.com">frederickinterpreting.com</a>
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## Connect With Us



**Instagram**  
[@frederickinterpreting](https://www.instagram.com/frederickinterpreting)  
[instagram.com/frederickinterpreting](https://www.instagram.com/frederickinterpreting)



**LinkedIn**  
FIA Interpreting  
[linkedin.com/company/frederickinterpreting](https://www.linkedin.com/company/frederickinterpreting)



**Facebook**  
Frederick Interpreting Agency  
[facebook.com/frederickinterpreting](https://www.facebook.com/frederickinterpreting)

◆ OUR MISSION IS TO ENSURE MAXIMUM COMMUNICATION ACCESSIBILITY ◆