



DESCRIPTION OF VIDEO INTERPRETING SERVICES

A: Overview

Advanced Language Systems International is proud to offer our American Sign Language Video Interpreting Services (ALSI-VIS) . While our agency does not advocate for video interpreting for all assignments, we feel it is an invaluable tool for situations where instant interpreting services are required. These services can be provided on a scheduled or emergency basis, and the scope of the services will be adapted to your individual needs as a vendor.

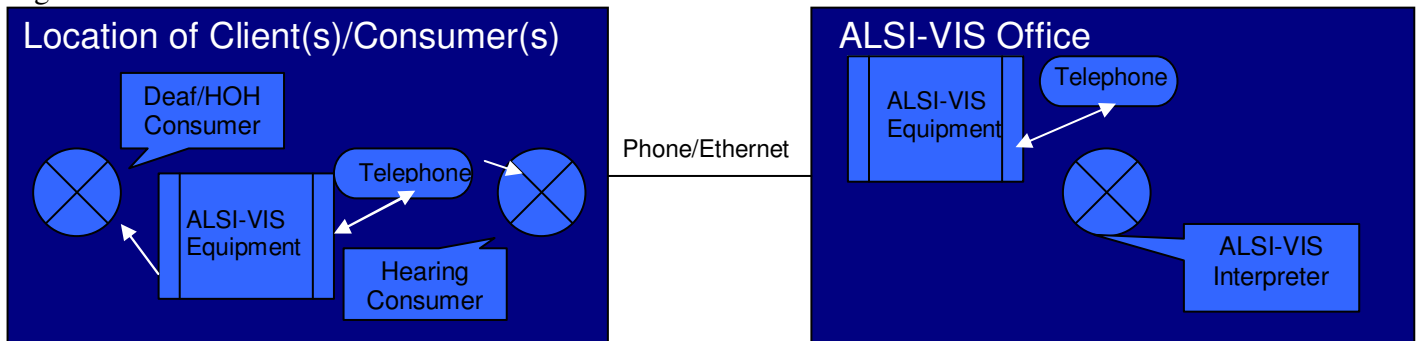
B: Description of services

ALSI-VIS is a very useful tool for any situation that requires immediate or initial services. This system would prove to be a valuable addition to any office, triage room, waiting room, etc. In a hospital this service will provide faster triage to Deaf/HOH patients, and can be used while an interpreter is on route to the Emergency Room. This service can be used in police department offices, to get important information from a complainant or suspect for booking or report writing, while the interpreter is on the way. ALSI-VIS can be used from any office to assist with Deaf/HOH persons who may have business with that department for any variety of reasons.

C: Technical Overview:

This service works in two ways. One (1) is as a remote interpreter while an interpreter is on the way to the physical location of the client/consumer. The second (2) way is as remote interpreter for phone conversations between the Deaf/HOH consumer on a video phone, and the hearing consumer on a standard telephone.

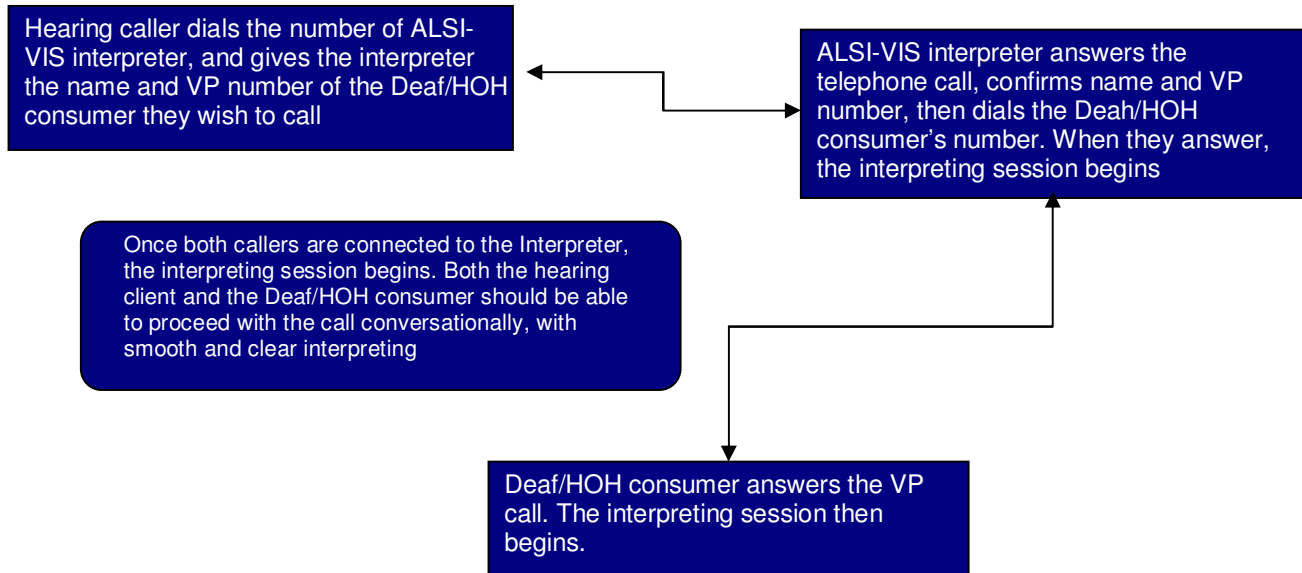
1: As in indicated below, the Deaf/HOH consumer and the Hearing Client would be in the same location. They would have our ALSI-VIS equipment on site. This equipment consists of our Video Phone and a television screen. In the ALSI-VIS office, there would be a similar set of equipment. The hearing client would place a call to the ALSI-VIS office, and the interpreter would prepare themselves for the VIS call. The interpreter would then connect the call between their videophone and the videophone in the Client’s office. Once the hearing client can hear and be heard by the interpreter, and the Deaf/HOH consumer can see and be seen by the interpreter, the interpreting session will begin.



2: The second use for this service involves the same concept, however is used when the Deaf/HOH consumer and the Hearing Client are in different locations. Either the Hearing client or the Deaf/HOH consumer would initiate the call, giving the interpreter the video phone number or phone number of whom they wish to call. The interpreter would then contact the second party, and the



interpreting session would begin. These calls are classified into two types of calls, Voice to VP (video phone) and VP to Voice. A typical Voice to VP call would look like the diagram below:



D: ALSI-VIS equipment and training

All ALSI-VIS equipment will be provided and installed and maintained by our company. Expect to reserve an hour and a half of your time for installation, testing, and a brief training session. Our Project Manager will provide you with a training manual and “quick reference guide,” as well as demonstrate how each piece of equipment works. Our staff will answer any and all questions you may have at that time. It is our goal to make sure you are fully comfortable and confident in using both our equipment and our services.

E: ALSI-VIS Interpreter training and Quality Control

All ALSI-VIS Interpreters are professional American Sign Language Interpreters with both general community and medical experience. Each one of our interpreters are interviewed and screened by the American Sign Language Project Manager. Once they have passed the screening, they then undergo a rigorous training on both the VIS equipment, and the appropriate video interpreting procedure. This training includes learning the “script” that is used to introduce the calls, a full introduction to the equipment, and are tested by providing “mock” interpreting services.

F: Why use ALSI-VIS?

When using our services we can provide both instant video services, and fast and reliable in-person interpreters. Using ALSI-VIS will ensure a faster and smoother transition for Deaf/HOH clients, consumers, and patients. This will reduce wait time, as well as frustrations due to lack of communication. It also will guarantee communication be smooth and clear. This tool is *not* a replacement for face to face interpreting, rather a way to make sure that both instant and effective communication can take place. We guarantee to provide the highest quality equipment, services, and interpreters possible.