

## Language Assistance for UW–Madison Employees

Do you need campus important information in different languages? Do you need an interpreter? The following options are available to UW–Madison employees.

### **1. Covid-19 Assistance Line**

Call **608-262-7777** for questions related to COVID-19 testing, the Safer Badgers app, technical support from DoIT, and any other aspect of the UW–Madison COVID-19 program.

- **Interpretation assistance:** When you call the COVID-19 Assistance Line, press #9 and identify your language. You will be connected to an interpreter and a representative from the COVID-19 Assistance line, or someone will call you back with an interpreter to assist you.
- **Hours of operation:**
  - Monday – Friday: 7 a.m. to 8 p.m.
  - Saturdays: 7 a.m. to 5 p.m.
  - Sundays: 8 a.m. to 5 p.m.

### **2. UW–Madison Multilingual Website for COVID-19 Information**

Important information about the campus response to COVID-19 is available in English, Spanish, Hmong, Tibetan, Chinese and Nepali at [covidresponse.wisc.edu/translations](https://covidresponse.wisc.edu/translations).

### **3. Language Assistance at COVID-19 Testing Sites**

Language assistance is available on request at all COVID-19 testing sites on campus. To request an interpreter, please speak with a testing site representative and identify your language. The testing site representative will help you connect with an interpreter by smartphone.

### **4. WhatsApp Groups**

WhatsApp is a free app you can install on your smartphone. Receive key campus information sent directly to your smartphone or mobile device.

- Sign up for a WhatsApp Group to receive information in English, Spanish, Hmong, Tibetan, Chinese or Nepali.
- PDF instructions on how to install WhatsApp are available for download in multiple languages at [hr.wisc.edu/cls/whatsapp](https://hr.wisc.edu/cls/whatsapp).
- A video on [how to install WhatsApp](#) is available in English on YouTube.
- If you have questions about how to install WhatsApp, please email Jzong Thao at [jzong.thao@wisc.edu](mailto:jzong.thao@wisc.edu) or call Jzong at 608-263-2217.

### **5. Cultural Linguistic Services**

Cultural Linguistic Services (CLS) is available to employees and departments. If you need language assistance, you can contact CLS.

English: 608-265-4691, [carmen.romero@wisc.edu](mailto:carmen.romero@wisc.edu)  
Spanish: 608-265-0838, [solanabel.rodriquez@wisc.edu](mailto:solanabel.rodriquez@wisc.edu)  
Hmong: 608-263-2217, [jzong.thao@wisc.edu](mailto:jzong.thao@wisc.edu)  
Tibetan: 608-890-2545, [yangbum.gyal@wisc.edu](mailto:yangbum.gyal@wisc.edu)  
Chinese: 608-890-2628, [shuwen.li@wisc.edu](mailto:shuwen.li@wisc.edu)  
Nepali: 608-262-7521, [parwat.regmi@wisc.edu](mailto:parwat.regmi@wisc.edu)