HAMG 1191: Special Topics in Hospitality- Business Professionalism

Course Name: Special Topics in Hospitality- Business Professionalism
Course Abbreviation: HAMG 1191
Section Number:
Synonym:
Campus/Room/Day/Time:

Instructor's Name:
Phone Number:
Office hours and Location:
ACC Email:

COURSE DESCRIPTION

- Credit Hours: *1*
- Classroom Contact Hours per week: *1*
- Laboratory Contact Hours per week: *0*

Topics address recently identified current events, skills, knowledge and/or attitudes and behaviors pertinent to the technology or occupation and relevant to the professional development of the student. Transferability of workforce courses varies. Students interested in transferring courses to another college should speak with their Area of Study (AoS) advisor, Department Chair, and/or Program Director.

COURSE RATIONALE

This course is an examination of proper etiquette and protocol within business settings. The course will focus on resume and cover letter writing, interview skills, common courtesies, proper greetings and introductions. How to connect when networking, business card exchange etiquette, and appropriate attire based on the setting.

PREREQUISITES

None.

STUDENT LEARNING OUTCOMES & GENERAL EDUCATION COMPETENCIES
1. Research resume styles and create relevant resume.
2. Demonstrate the ability to answer interview questions as asked with confidence and professionalism.
3. Explore personal branding and give justification to purpose and competitive advantage.

4. Conduct a self-evaluation of business readiness and practicum experience through developing an individual professional portfolio that can be used in industry entrance.
5. Critically analyze office, telephone, and email etiquette for the workplace.

REQUIRED TEXTS/MATERIALS/SOFTWARE

This course does not utilize textbooks.

INSTRUCTIONAL METHODOLOGY

This course is held as lecture once a week as per Course Schedule. Based on current COVID protocols, some classes will be held as a Virtual Session, and some in person at the ACC Highland campus. Refer to Course Schedule on Virtual and in person dates. Virtual sessions are held via Blackboard Collaboration Ultra and links for each session are posted in Blackboard.

STUDENT TECHNOLOGY SUPPORT

Austin Community College provides free, secure drive-up WiFi to students and employees in the parking lots of all campus locations. WiFi can be accessed seven days a week, 7 am to 11 pm. Additional details are available at https://www.austincc.edu/sts.

Students who do not have the necessary technology to complete their ACC courses can request to borrow devices from Student Technology Services. Available devices include iPads, webcams, headsets, calculators, etc. Students must be registered for a credit course, Adult Education, or Continuing Education course to be eligible. For more information, including how to request a device, visit http://www.austincc.edu/sts.

Student Technology Services offers phone, live-chat, and email-based technical support for students and can provide support on topics such as password resets, accessing or using Blackboard, access to technology, etc. To view hours of operation and ways to request support, visit http://www.austincc.edu/sts.

GRADING SYSTEM

Please allow 10 to 14 days for assignments and exams to be graded and comments (if necessary) to be provided electronically. I will not grade assignments until the submission date has ended. Grades can be accessed via Blackboard under the "Tools" button and then click on "My Grades". When your grade is posted for your assignment, click the grade score to read my comments. If I am unable to grade assignments in the time frame specified, I will post an announcement stating when you will receive feedback.

Evaluation System: Grading Scale with Assignments and Point Totals
This course is graded on a total point system. Your grades are available for viewing under the "Gradebook" section on the Blackboard site. Your final grade will be based solely on Course Grade Calculation table:

Course Grade Calculation					
Grade	**A**	**B**	**C**	**D**	**F**
Points	340-306	305-272	271-238	237-204	203-0
Percentage	100-90%	89-80%	79-70%	69-60%	59-0%

List of course work and points:

Item	Points
Syllabus Quiz	10
Email Etiquette	10
Personality Quiz	10
Initial Resume	10
Selection of Position to pursue	10
Resume Quiz	10
Dining Etiquette Quiz	10
Your Position Worksheet	10
Resume Update 1	10
Interview Quiz	10
Big Interview Assignment 1	10
Dress for Success Quiz	10
Big Interview Assignment 2	10
ePortfolio Phase 1	10
Elevator Pitch Assignment	10
Headshots (either w ACC Photography or self)	10
LinkedIn Profile + Networking Assignment	20
Etiquette+Netiquette	10
Resume Update 2	10
ePortfolio Phase 2	10
Topic of Interest Paper	20
Attendance (10 @10 points each; roll-call in the beginning of class)	100
Class Participation	10
Total	**340**

Total points available: **340 points**.
Refer to your Course Schedule and Blackboard for Due Dates.

COURSE POLICIES

Professionalism is the signature of the programs and is the expectation of the faculty that an appropriate dress code consistent with industry is adopted. With this class being partially virtual, please still be camera ready.

Please review and follow these good practices for virtual meetings:

- **Test Your Technology** (make sure your connection is good; avoid using multiple devices at the same time during your virtual meeting > this may slow Internet connection)
- **Set the scene and minimize distraction** (remember, this is just like in our regular classroom; please give it a priority and find a quiet place to avoid distraction)
- **Dress for the occasion** (be camera ready), consider your surrounding that will be visible to meeting attendees.
- **Stay focused!**

For on campus meetings, please dress business casual. Business Professional during Guest Speaker visits and Site visits.

Attendance/Class Participation

Regular and punctual class attendance and completion of work is expected of all students. Class Participation is graded. It is necessary and expected that the student attends each class and is on time. If it is necessary for a student to miss a class, it is requested that the student emails the instructor to let them know that the student will not be there. Please be aware that missed work in result of excused or unexcused absences cannot be made up for points.

Class Participation grade will be based on how engaged and active you are during our virtual class meeting and in Virtual Coffee Shop discussion board.

Any student not in attendance within the first 12 day of classes for any reason will be reported to the Federal Financial Aid system.

Withdrawal Policy

It is the responsibility of each student to ensure that his or her name is removed from the rolls should they decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should he or she feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is recorded before the Final Withdrawal Date. **The Final Withdrawal Date for this semester is [insert date here]**. The student is also strongly encouraged to keep any paperwork in case a problem arises.

Students are responsible for understanding the impact that withdrawal from a course may have on their financial aid, veterans' benefits, and international student status. Per state law, students enrolling for the first time in Fall 2007 or later at any public Texas college or university may not withdraw (receive a "W") from more than six courses during their undergraduate college education. Some exemptions for good cause could allow a student to withdraw from a course

without having it count toward this limit. Students are strongly encouraged to meet with an advisor when making decisions about course selection, course loads, and course withdrawals.

Missed Exam and Late Work Policies

Each instructor should clearly express their policies with regard to missed exams, late homework or laboratory exercises, etc. Again, this helps immensely when dealing with student grade disputes.

Incompletes

An incomplete (grade of "I") will only be given for extenuating circumstances. What constitutes "extenuating circumstances" is left to the instructor's discretion. If a grade of I is given, the remaining course work must be completed by a date set by the student and professor. This date may not be later than two weeks prior to the end of the following semester. A grade of I also requires completion and submission of the Incomplete Grade form, to be signed by the faculty member (and student if possible) and submitted to the department chair.

Students may request an Incomplete from their faculty member if they believe circumstances warrant. The faculty member will determine whether the Incomplete is appropriate to award or not. The following processes must be followed when awarding a student an I grade.

1. Prior to the end of the semester in which the "I" is to be awarded, the student must meet with the instructor to determine the assignments and exams that must be completed prior to the deadline date. This meeting can occur virtually or in person. The instructor should complete the Report of Incomplete Grade form.

2. The faculty member will complete the form, including all requirements to complete the course and the due date, sign (by typing in name) and then email it to the student. The student will then complete his/her section, sign (by typing in name), and return the completed form to the faculty member to complete the agreement. A copy of the fully completed form can then be emailed by the faculty member to the student and the department chair for each grade of Incomplete that the faculty member submits at the end of the semester.

3. The student must complete all remaining work by the date specified on the form above. This date is determined by the instructor in collaboration with the student, but it may not be later than the final withdrawal deadline in the subsequent long semester.

4. Students will retain access to the course Blackboard page through the subsequent semester in order to submit work and complete the course. Students will be able to log on to Blackboard and have access to the course section materials, assignments, and grades from the course and semester in which the Incomplete was awarded.

5. When the student completes the required work by the Incomplete deadline, the instructor will submit an electronic Grade Change Form to change the student's performance grade from an "I" to the earned grade of A, B, C, D, or F.

If an Incomplete is not resolved by the deadline, the grade automatically converts to an "F." Approval to carry an Incomplete for longer than the following semester or session deadline is not frequently granted.

Use of Generative Artificial Intelligence

For the benefit of both faculty and students, it is critical for each instructor to specify how and to what extent (if any) generative artificial intelligence (GAI) is incorporated into their course. To assist with this, a working group of interdisciplinary faculty at ACC has developed a template, guidelines, and examples: these are available on the Artificial Intelligence Draft Policies website. Examples include options ranging from the forbidding of any GAI use to moderate incorporation into the curriculum to significant integration of GAI into the course curriculum. The statement should include:

1. *Introduction – Introduce your policy on GAI use in the course*
2. *Rationale – State why GAI is prohibited/permitted/required to be used in the course*
3. *Definition of GAI – Define what GAI is in the context of the course*
4. *Resources – In courses that permit or require GAI, provide resources that guide students on how to properly use GAI in the course*
5. *Assessment – In courses that permit or require GAI, clarify if and how its use will be assessed in the completion of activities*
6. *Penalties – Clearly state the consequences of violating the GAI policy*
7. *Exceptions – Explain any conditions under which there may be an exception to the GAI policy in the course*
8. *Usage Permissions –*
   a. *Prohibited – Clearly state what GAI activities are not allowed*
   b. *Permitted – Clearly state what GAI activities are allowed*
   c. *Required – Clearly state what GAI activities are required*

COURSE OUTLINE/CALENDAR

Course Schedule
(subject to change)

Week	Topic	Assignments
1 online	Orientation	Syllabus Quiz Email Etiquette Personality Quiz

2 online	Resume Cover Letter	Initial Resume Select a Position to pursue Resume Quiz
3 online	Dining Etiquette	Dining Etiquette Quiz
4	Job Search	Your Position Worksheet **Resume Update 1:** update your initial Resume to reflect details listed in Job Description and Requirements
5	Introduction to Interviews	Interview Quiz
6	Big Interview	Big Interview Assignment 1
7 online	Dress for Success	Dress for Success Quiz Big Interview Assignment 2
8	ePortfolio	ePortfolio Phase 1
	Spring Break	
9 online	Networking	Elevator Pitch Assignment
10	Headshots	Submit your Headshots
11 online	LinkedIn	LinkedIn Profile + Networking Assignment
12	Etiquette+Netiquette	Etiquette+Netiquette Quiz
13	Resumes, ePortfolio and Final Topic one on one Time slots will be provided for each student	Resume Update 2 ePortfolio Phase 2 Final Paper
14	Resumes, ePortfolio and Final Topic one on one Time slots will be provided for each student	Resume Update 2 ePortfolio Phase 2 Final Paper
15	Resumes, ePortfolio and Final Topic one on one Time slots will be provided for each student	Resume Update 2 ePortfolio Phase 2 Final Paper
16 online	Final Meeting Discussion on what was learned in class	*Enjoy the Break!!!*

COLLEGE POLICIES

Health & Safety Protocols

Operational areas of ACC campuses and centers are fully open and accessible through all public entrances. The college encourages its staff, faculty, and students to be mindful of the well-being of all individuals on campus. If you feel sick, feverish, or unwell, please do not come to campus. Some important things to remember:

- If you have not done so, ACC encourages all students, faculty, and staff to get vaccinated. COVID-19 vaccines are now widely available throughout the community. Visit www.vaccines.gov/ to find a vaccine location near you.

- Campuses will remain open to faculty, staff, and students with additional protocols. Beginning Monday, January 10, ACC will reinstitute health screenings at the door using the Appian Health Screening App. Each building will have at least one entrance staffed with screening personnel. Health screenings are required for all who come to campus. If you're exhibiting symptoms of COVID-19 or have tested positive, the app will provide you information about steps you can take to report your illness.

- If you are experiencing COVID-19-related symptoms, please get a COVID-19 test as soon as possible before returning to an ACC facility. Testing is now widely available. To find testing locations near you, click this link.

- If you test positive, please report it on the ACC self-reporting tool located here.

- On Friday, August 13, 2021, the ACC Board of Trustees unanimously approved a face mask mandate at ACC. Effective August 20, 2021, anyone who is 2 years of age or older will be required to wear a face mask in all ACC buildings.

- The college asks that we all continue to respect the personal space of others. We are encouraging 3 feet of social distancing.

- Please be sure to carry your student, faculty, or staff ID badge at all times while on campus.

Because of the everchanging situation, please go to ACC's Covid website at https://www.austincc.edu/coronavirus?ref=audiencemenu for the latest updates and guidance.

Statement on Academic Integrity

Austin Community College values academic integrity in the educational process. Acts of academic dishonesty/misconduct undermine the learning process, present a disadvantage to students who earn credit honestly, and subvert the academic mission of the institution. The potential consequences of fraudulent credentials raise additional concerns for individuals and communities beyond campus who rely on institutions of higher learning to certify students' academic achievements and expect to benefit from the claimed knowledge and skills of their graduates. Students must follow all instructions given by faculty or designated college

representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, falsifying documents, or the inappropriate use of the college's information technology resources. Further information is available at https://www.austincc.edu/about-acc/academic-integrity-and-disciplinary-process

Any course specific policies, expectations, or procedures could be included here.

Student Rights & Responsibilities

Students at ACC have the same rights and protections under the Constitution of the United States. These rights include freedom of speech, peaceful assembly, petition and association. As members of the community, students have the right to express their own views, but must also take responsibility for according the same rights to others and not interfere or disrupt the learning environment. Students are entitled to fair treatment, are expected to act consistently with the values of the college, and obey local, state, and federal laws. www.austincc.edu/srr

As a student of Austin Community College you are expected to abide by the Student Standards of Conduct.
https://www.austincc.edu/students/students-rights-and-responsibilities/student-standards-of-conduct

Senate Bill 212 and Title IX Reporting Requirements

Under Senate Bill 212 (SB 212), the faculty and all College employees are required to report any information concerning incidents of **sexual harassment, sexual assault, dating violence, and stalking** committed by or against an ACC student or employee. Federal Title IX law and College policy also require reporting incidents of **sex- and gender-based discrimination and sexual misconduct**. **This means faculty and non-clinical counseling staff cannot keep confidential information about any such incidents that you share with them.**

If you would like to talk with someone confidentiality, please contact the District Clinical Counseling Team who can connect you with a clinical counselor on any ACC campus: (512) 223-2616, or to schedule online: https://www.austincc.edu/students/counseling .

While students are not required to report, they are encouraged to contact the Compliance Office for resources and options: Charlene Buckley, District Title IX Officer, (512) 223-7964; compliance@austincc.edu .

If a student makes a report to a faculty member, the faculty member will contact the District Title IX Officer for follow-up.

Student Complaints

A defined process applies to complaints about an instructor or other college employee. You are encouraged to discuss concerns and complaints with college personnel and should expect a timely and appropriate response. When possible, students should first address their concerns through informal conferences with those immediately involved; formal due process is available when informal resolution cannot be achieved.

Student complaints may include (but are not limited to) issues regarding classroom instruction, college services and offices on the basis of actual or perceived race, color, national origin, religion, age, gender, gender identity, sexual orientation, political affiliation, or disability.

Further information about the complaints process, including the form used to submit complaints, is available at:
http://www.austincc.edu/students/students-rights-and-responsibilities/student-complaint-procedures

Statement on Privacy

The Family Educational Rights and Privacy Act (FERPA) protects confidentiality of students' educational records. Grades cannot be provided by faculty over the phone, by e-mail, or to a fellow student.
Class grades should be posted in Blackboard, and this could be mentioned here.

Recording Policy

To ensure compliance with the Family Education Rights and Privacy Act (FERPA), student recording of class lectures or other activities is generally prohibited without the explicit written permission of the instructor and notification of other students enrolled in the class section. Exceptions are made for approved accommodations under the Americans with Disabilities Act.

Recording of lectures and other class activities may be made by faculty to facilitate instruction, especially for classes taught remotely through BlackBoard Collaborate or another platform. Participation in such activities implies consent for the student to be recorded during the instructional activity. Such recordings are intended for educational and academic purposes only.

Safety Statement

Health and safety are of paramount importance in classrooms, laboratories, and field activities. Students are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Emergency Procedures posters and Campus Safety Plans are posted in each classroom and should be reviewed at the beginning of each semester. All incidents (injuries/illness/fire/property damage/near miss) should be immediately reported to the course instructor. Additional information about safety procedures and how to sign up to be notified in case of an emergency can be found at
http://www.austincc.edu/emergency

Everyone is expected to conduct themselves professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual may be immediately dismissed from the day's activity and will be referred to the Dean of Student Services for disciplinary action.

In the event of disruption of normal classroom activities due to an emergency situation or an outbreak of illness, the format for this course may be modified to enable completion of the course. In that event, students will be provided an addendum to the class syllabus that will supersede the original version.

Campus Carry

The Austin Community College District concealed handgun policy ensures compliance with Section 411.2031 of the Texas Government Code (also known as the Campus Carry Law), while maintaining ACC's commitment to provide a safe environment for its students, faculty, staff, and visitors. Beginning August 1, 2017, individuals who are licensed to carry (LTC) may do so on campus premises except in locations and at activities prohibited by state or federal law, or the college's concealed handgun policy.

It is the responsibility of license holders to conceal their handguns at all times. Persons who see a handgun on campus are asked to contact the ACC Police Department by dialing 512-223-1231. Please refer to the concealed handgun policy online at http://austincc.edu/campuscarry

Discrimination Prohibited

The College seeks to maintain an educational environment free from any form of discrimination or harassment including but not limited to discrimination or harassment on the basis of race, color, national origin, religion, age, sex, gender, sexual orientation, gender identity, or disability.

Faculty at the College are required to report concerns regarding sexual misconduct (including all forms of sexual harassment and sex and gender-based discrimination) to the Manager of Title IX/Title VI/ADA Compliance. Licensed clinical counselors are available across the District and serve as confidential resources for students.

Additional information about Title VI, Title IX, and ADA compliance can be found in the ACC Equal Opportunity Resource Guide available at:
https://drive.google.com/file/d/1xfmZHOPD_H1wgGKq1N7Irv6gvXxOXzbZ/view

Use of ACC email

All College e-mail communication to students will be sent solely to the student's ACCmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify students of any college- related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Information about ACC email accounts, including

instructions for accessing it, are available at:
http://www.austincc.edu/help/accmail/questions-and-answers

Use of the Testing Center

The Testing Centers will allow only limited in person testing and testing time will be limited to the standard class time, typically one and one-half hours. Specifically, only the following will be allowed in the Testing Centers:

- Student Accessibility Services (SAS) Testing: All approved SAS testing
- Assessments Tests: Institutionally approved assessment tests (e.g., TSIA or TABE)
- Placement Tests: Placement tests (e.g., ALEKS)
- Make-Up Exams (for students who missed the original test): Make-up testing is available for all lecture courses but will be limited to no more than 25% of students enrolled in each section for each of four tests
- Programs incorporating industry certification exams: Such programs (e.g., Microsoft, Adobe, etc.) may utilize the ACC Business Assessment Center for the industry certification exams (BACT) at HLC or RRC

The instructor should provide additional information about how they will conduct examinations and other assessments here.

STUDENT SUPPORT SERVICES

The success of our students is paramount, and ACC offers a variety of support services to help, as well as providing numerous opportunities for community engagement and personal growth.

Student Support

ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these campus services and resources is available at *http://www.austincc.edu/students*. A comprehensive array of student support services is available online at:
https://www.austincc.edu/coronavirus/remote-student-support

Student Accessibility Services

Austin Community College (ACC) is committed to providing a supportive, accessible, and inclusive learning environment for all students. Each campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through Student Accessibility Services (SAS).

Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of each semester they are enrolled, otherwise the provision of accommodations may be delayed. Students who have received approval for accommodations from SAS for this course must provide the instructor with the legal document titled “Notice of Approved Accommodations (NAA)” from SAS.

Until the instructor receives the NAA from the student accommodations should not be provided. Once the NAA is received, accommodations must be provided. Accommodations are not retroactive, so it is in the student's best interest to deliver the NAA on the first day of class.

Please contact SAS@austincc.edu for more information.

Academic Support

ACC offers academic support services on all of its campuses. These services, which include online tutoring, academic coaching, and supplemental instruction, are free to enrolled ACC students. Tutors are available in a variety of subjects ranging from accounting to pharmacology. Students may receive these services on both a drop-in and referral basis.

An online tutor request can be made here:
https://de.austincc.edu/bbsupport/online-tutoring-request/

Additional tutoring information can be found here:
austincc.edu/onlinetutoring

Library Services

ACC Library Services offers both in-person and extensive online services, with research and assignment assistance available in-person during limited hours of service. Although all college services are subject to change, plans include ACC students signing up for study space and use of computers at open libraries, extensive online instruction in classes, online reference assistance 24/7 and reference with ACC faculty librarians. In addition, currently enrolled students, faculty and staff can access Library Services online (also 24/7) via the ACC Library website and by using their ACCeID to access all online materials (ebooks, articles from library databases, and streaming videos). ACC Libraries offer these services in numerous ways such as: "Get Help from a Faculty Librarian: the 24/7 Ask a Librarian chat service," an online form for in-depth research Q and A sessions, one-on-one video appointments, email, and phone (voicemail is monitored regularly).

- Library Website: http://library.austincc.edu
- Library Information & Services during COVID-19: https://researchguides.austincc.edu/LSinfoCOVID19
- Ask a Librarian 24/7 chat and form: https://library.austincc.edu/help/ask.php
- Library Hours of Operation by Location: https://library.austincc.edu/loc/
- Email: library@austincc.edu

Student Organizations

ACC has over seventy student organizations, offering a variety of cultural, academic, vocational, and social opportunities. They provide a chance to meet with other students who have the

same interests, engage in service-learning, participate in intramural sports, gain valuable field experience related to career goals, and much else. Student Life coordinates many of these activities, and additional information is available at http://sites.austincc.edu/sl/.

Personal Support

Resources to support students are available at every campus. To learn more, ask your professor or visit the campus Support Center. All resources and services are free and confidential. Some examples include, among others:

- Food resources including community pantries and bank drives can be found here: https://www.centraltexasfoodbank.org/food-assistance/get-food-now
- Assistance with childcare or utility bills is available at any campus Support Center: http://www.austincc.edu/students/support-center.
- The Student Emergency Fund can help with unexpected expenses that may cause you to withdraw from one or more classes: http://www.austincc.edu/SEF.
- Help with budgeting for college and family life is available through the Student Money Management Office: http://sites.austincc.edu/money/.
- A full listing of services for student parents is available at: https://www.austincc.edu/students/child-care
- The CARES Act Student Aid will help eligible students pay expenses related to COVID-19: https://www.austincc.edu/coronavirus/cares-act-student-aid.

Mental health counseling services are available throughout the ACC Student Services District to address personal and or mental health concerns: http://www.austincc.edu/students/counseling .

If you are struggling with a mental health or personal crisis, call one of the following numbers to connect with resources for help. However, if you are afraid that you might hurt yourself or someone else, call 911 immediately.

Free Crisis Hotline Numbers:

- Austin / Travis County 24-hour Crisis & Suicide hotline: **512-472-HELP (4357)**
- The Williamson County 24-hour Crisis hotline: **1-800-841-1255**
- Bastrop County Family Crisis Center hotline: **1-888-311-7755**
- Hays County 24 Hour Crisis Hotline: **1-877-466-0660**
- National Suicide Prevention Lifeline: **1-800-273-TALK (8255)**
- Crisis Text Line: **Text "home" to 741741**
- Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline: **1-800-662-HELP (4357)**
- National Alliance on Mental Illness (NAMI) Helpline:**1-800-950-NAMI (6264)**