**University of Wisconsin-Eau Claire** 

# **Study Abroad** Faculty-led Immersions



# TRANSNATIONALISM AND TOURISM IN JAMAICAN CULTURE WINTERIM 2020

Program Guide

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**CONGRATULATIONS** on being accepted to the UW-Eau Claire study abroad program in Jamaica during Winterim 2020! Living and studying in a foreign culture is both an exciting and a challenging experience. Past participants of study abroad report that the many advantages of international study include:

Building upon existing foreign language skills Gaining new perspectives on a chosen academic field Increasing understanding of different cultures Enhancing personal development Developing different perspectives on U.S. culture Gaining self-confidence and independence Learning skills for the future international job market

It is up to you to determine how you can best benefit from these possible advantages. This is your adventure!

This program guide is to be used together with the Faculty-Led Study Abroad Handbook. The Handbook has information that is valid for all faculty-led, short-term immersion programs. This guide will provide you with specific information for the Jamaica Winterim program. It is designed to complement the Study Abroad Handbook, study abroad orientation, and your individual pre-departure preparations.

Please realize that although this guide was written to help you better prepare for your time abroad, and that all of the information available at the time of printing has been used, it is impossible for any one resource to answer all of your questions. We strongly encourage you to contact your faculty leaders, the program coordinator, and other students on campus with questions. You should also make use of the additional print and web resources listed towards the end of this guide.

Basic questions only you can answer include:

1) What are YOUR goals for this experience? Common objectives of students going abroad include advancement in future profession; wish to expand personal and academic horizons; need for a change; wish to challenge oneself with immersion in a new culture.

2) Given the way the program is set up, how can you best prepare to meet your goals? For example, if one of your goals is truly being immersed in the local culture but the program is quite short, how can you best meet your goal?

The information in this guide was current at the time of printing, though changes may occur at any time.

# **GENERAL INFORMATION**

#### The Program

Jamaica has a rich history and culture that makes it a productive site to explore how culture is both local and transnational. Transnational can be defined as something that goes beyond national boundaries and/or economic, political, social, or cultural interests. The term refers to the heightened connectivity between people and the decreasing significance of boundaries among nation states in the 21st century. The program will encourage students to explore transnationalism as it plays out in various Jamaican educational settings, Jamaican history, the tourism industry, and historical and contemporary music cultures.

We will visit Montego Bay and Kingston, as well as areas outside of the two cities, and explore various sites of cultural production. While staying in Montego Bay, we will take excursions into rural Jamaica to visit farms, Maroon villages, Rastafarian communities, and historical mansions. We will also explore tensions within Montego Bay itself, including how it is constructed as "local" and "authentic," but also as a mediated site for tourism (and how that encourages certain mentalities and activities from visitors). While in Kingston, we will visit sites of cultural production like the National Gallery, the Institute of Jamaica, the Bob Marley Museum, Emancipation Park, and Tuff Gong Studio, where we will situate contemporary constructions of Jamaican culture and identities within frameworks of transnationalism.

#### The Location

Kingston, Jamaica's capital, was settled in the 17th century after an earthquake destroyed Port Royal, the former capital. A city known initially for its privateering and piracy, it boomed in the 1960s with Jamaican independence from Great Britain and the international attention given to reggae.



Montego Bay has a long history of colonialism (first visited by Christopher Columbus in 1494), was a central site of slave revolts in the 19th century (as evidenced by statues commemorating rebellion leader Samuel Sharpe in downtown Montego Bay), and is currently a center of international tourism.

#### **TENTATIVE Program Calendar**

Sunday,	Depart MSP; Arrive Montego Bay
Jan. 5	Depart mor , ranne monego Day
Monday,	Explore the "Hip Strip"
Jan. 6	Explore the Thp Surp
Tuesday,	Day Trip to Negril
Jan. 7	
Wednesday,	River Rafting
Jan. 8	
Thursday,	Flex Day
Jan. 9	
Friday,	John's Hall Adventure Tour or
Jan. 10	Maroon Village Tour
Saturday,	Depart Montego Bay; arrive Cedar
Jan. 11	Ridge Lodge
Sunday,	John's Hall Adventure Tour or
Jan. 12	Maroon Village Tour
Monday,	Indigenous Rastafarian Village
Jan. 13	
Tuesday,	Greenwood Great House and Rose
Jan. 14	Hall
Sunday,	Travel to Kingston
Jan. 15	
Monday,	New Kingston Walking Tour
Jan. 16	
Tuesday,	Bob Marley House / Museum
Jan. 17	

Wednesday,	Tuff Gong Studios / National
Jan. 18	Gallery of Jamaica
Sunday,	Group Activity
Jan. 19	
Monday,	Port Royal, Fort Charles, and Lime
Jan. 20	Cay
Tuesday,	Creighton Coffee Estate Tour
Jan. 21	
Sunday,	Travel to Montego Bay
Jan. 22	
Monday,	Group Activity
Jan. 23	
Tuesday,	Flex Day
Jan. 24	
Wednesday,	Program Ends: Depart for US
Jan. 25	

# ACADEMICS

#### **Program Prerequisites**

To participate in this study abroad program, you must **be in good academic standing and have the minimum 2.3 GPA.** We check grades at the end of the fall semester prior to departure. If you are on probation, we will need to check with the faculty leader to see if you will be allowed to participate. If you have been suspended, you will not be allowed to participate in the program.

All students traveling to Jamaica during Winterim 2020 are required to take a one-credit prerequisite course— **ENGL 391: Jamaica**—during the second half of the fall semester, from October 29-December 10 on Tuesday evenings. You will be reading, researching, and preparing presentations throughout the course.

#### **Pre-departure Orientation & Academic Planning**

In addition to acceptable/passing performance in the 1-credit pre-travel course, **attendance at the** 

October 12th study abroad orientation is required.

**For students in catalog years through 2015-16**, the Winterim ENGL 272: Topics in Popular Text programs fulfills 3 credits of Foreign Culture and three credits of GE-IV Humanities upon successful program completion (students earning a B.A., B.F.A. or B.M degree in the College of Arts & Sciences cannot use study abroad to fulfill their foreign language/foreign culture requirement. See the university catalog for details).

For students in catalog years 2016-17 and later, the program fulfills the Responsibility Outcome 2 (R2): Global Perspectives upon completion of all assignments.

#### Credits and Grades

Class attendance and participation in the fall preparatory class, as well as all program lectures and excursions while in Jamaica, are required <u>o</u>. Of all students and will be calculated into your final grade.

Since this is a short-term program, the academic structure has been adjusted so that you can get a valuable immersion experience in the host country in about three weeks. Credits earned abroad on this program are considered UW-Eau Claire resident credits, and the grade will be figured into your GPA. You cannot take any credits pass/fail.

Your Faculty Leaders will issue grades for the course UW-Eau Claire A-F grading scale. Grades are typically not available until late February after you have submitted your final assignment.

#### Academics in Jamaica

While in Jamaica, the course ENGL 272 will be taught by UW-Eau Claire faculty members **Dr**. **Cathy Rex** and **Dr. Joel Pace.** The course will include visits to various cultural and tourist sites, a journal kept throughout the program, lectures and academic work, two analytic papers, and a synthesis paper. Some of this work (such as several of the required journal entries) will be frontloaded during ENGL 391. The synthesis paper and two analytic papers will be due at the end of the program.

### **MONEY MATTERS**

Information about how payments are made, when they are due, withdrawal / refund deadlines, financial aid, scholarships, and budgeting is in your Study Abroad Handbook.

# Undergraduate Costs Paid to UW-Eau Claire

UG tuition/fees (WI res, 3 credits)	\$1,102
Program Fee	\$3,800
Application Fee	\$ 30
<b>Total Estimated Program Costs:</b>	\$4,932
Estimated FLIIE Program Subsidy	-\$1,500
Estimated Payment to UW-Eau Claire	\$3,432
Minnesota residents may apply for reciproc	city, while

non-residents will pay non-resident tuition.

#### Additional Cost Estimates

Passport/photos	\$ 135
Additional Meals	\$ 800
Personal Expenses	\$ 200
Estimated Round-Trip Airfare	\$ 800
Total Additional Costs	\$1,935
Total Estimated Costs	\$5,367

**Not included:** the cost of a passport, most meals, personal expenses, or independent travel.

#### **FLIIE Funding**

This program is supported by Blugold Commitment Differential Tuition (BCDT) FLIIE Funding for undergraduate UW-Eau Claire students. While students are encouraged to participate in multiple high-impact immersion programs, each student is eligible to receive BCDT funding for only one FLIIE (Faculty-Led International Immersion Experience) program. Graduate and non-UW-Eau Claire students are not eligible to receive this funding. Blugold Commitment funding is not able to cover tuition, but will include about \$1,500 per student toward the program fee in 2020.

#### **Program Fee: What does it cover?**

- Accommodations in double rooms in hotels in Kingston and Montego Bay
- Breakfast at hotels in Kingston, Montego Bay
- In-country transportation
- All activities, entrance fees, tips, and site visits in the program itinerary
- A few group meals during the program
- International travel insurance with CISI

#### Souvenirs & Personal Travel

The amount of personal funds to cover souvenirs and personal travel will vary based on your shopping habits, off-program entertainment, personal spending habits, etc. We do not expect you will spend a lot on personal travel as you have limited opportunities to travel during the program due to a full calendar. However, you will have a few free days during the program during which you can explore local culture on your own, but you are responsible for any expenses that occur during these days off. Also, there is limited time to travel after the program ends due to the start of spring semester at UW-Eau Claire.

#### Program Refunds from UW-Eau Claire

The \$30 application fee is non-refundable. The \$150 deposit is non-refundable except in the case of a documented medical or family emergency.

The withdrawal deadline for the program is October 1. No refunds are available after October 1, and if you withdraw after October 1, you will still be required to pay all program costs and any funds already committed on your behalf, up to the full program cost. All withdrawals must be in writing. Undergraduate students who withdraw will lose their FLIIE funding. As such, they will be expected to pay ALL non-refundable program costs paid to UW-Eau Claire. For example, the FLIIE funding provides \$1,500 towards the full program fee of \$3,800. However, a student who withdraws after the refund deadline would be responsible for paying the full \$3,800 estimated cost, which is the true cost of the program without the FLIIE subsidy. FLIIE program support is based on student enrollment and can only benefit students actually participating in program.

#### **Currency Exchange**

The currency of Jamaica is the Jamaican dollar. While some businesses in Jamaica will accept both the U.S. dollar and local currency, it is generally more cost effective to use Jamaican currency. The exchange rate as of July 15, 2019 is 130.83 Jamaican dollars per \$1 U.S. dollar. You can find current exchange rates at:

www.oanda.com/convert/classic

#### **Credit Cards**

In addition to the information on credit cards in your Study Abroad Handbook, you should be aware that **credit cards are not as widely accepted in Jamaica as they are in the U.S.** Only major stores, tourist hotels, and travel agencies are likely to take them.

#### ATMs: Credit / Debit Card Use

Debit cards are usually the best option for withdrawing money while abroad. Be sure you know the 4-digit pin for your card and ask your bank what the withdrawal fees are. You may also want to know your daily limit. Your bank may charge transaction fees for each foreign transaction, so you should try to limit the frequency of your ATM withdrawals. Your bank may have global partners that allow you to withdraw with lower or no fees, so take note if any banks are partners with your bank.

24-hour ATMs are plentiful in Kingston and Montego Bay, as well as other large towns. Some cash machines can dispense Jamaican or US dollars. The most commonly accepted credit card is Visa. You can also draw cash as soon as you land at the Montego Bay airport.

# **HEALTH & SAFETY**

Additional information on these issues, as well as information on CISI insurance, is included in the Health Issues and Safety Abroad sections of your Study Abroad Handbook.

#### **Immunizations**

The Center for Disease Control and Prevention (CDC) recommends that travelers to Jamaica discuss several vaccinations with a doctor at least 4-6 weeks prior to travel. Per the CDC, all routine vaccinations should be up-to-date prior to travel to any location. The CDC recommends that most travelers to Jamaica receive the following vaccines due to risk associated with contaminated water and food:

- Hepatitis A
- Typhoid

For a full list of immunizations suggested for Jamaica, visit the <u>CDC page for Jamaica</u>:

There are very few required vaccinations for travelers anywhere in the world. Requirements can only be placed by the government of the country, and because such requirements often discourage tourists, governments are reluctant to establish them. CDC recommendations should be taken very seriously. However, since many of the recommendations depend on the type of travel you anticipate doing or the length of time you are staying, you need to meet with a doctor to determine what's best for your individual situation.

UW-Eau Claire's Student Health Services offers immunizations (IG, tetanus, Hepatitis B, etc.) and health education on international travel for a small fee. Contact them at (715) 836-5360. Often, your health insurance will cover the cost of immunizations. If your immunizations are not covered by your health insurance and you receive financial aid, you may want to meet with the Office of Financial Aid to inquire if these can be added to your total financial aid budget.

#### Yellow Fever

There is no risk of yellow fever in Jamaica. However, the government of Jamaica requires proof of yellow fever vaccination if you are arriving from a country with risk of yellow fever. This does not include the US. If you are traveling from a country other than the US or another yellow fever country, you will be required to show the yellow fever vaccine. For a list of yellow fever countries, For a list of yellow fever countries, please see the <u>CDC website</u>.

#### Food and Water

Tap water is generally considered to be safe. The CDC recommends certain precautions to lower your risk of eating or drinking unclean food or water that can cause travelers' diarrhea or other diseases. Traveler's diarrhea can often lead to dehydration. Dehydration can also lead to constipation. Make sure to stay hydrated during the trip especially if you are losing liquids through illness or increased perspiration.

They recommend fruits and vegetables that you have peeled or washed in clean water yourself, and food that is fully cooked and served hot. They recommend not eating food from street vendors.

#### Other Keys to Staying Healthy

- Wash your hands frequently, always using soap.
- In addition to bringing anti-diarrhea medication, it is a good idea to bring along fiber snacks or constipation medication.
- Mosquitoes, ticks, and fleas can cause a number of diseases and forms of discomfort, so you should take general precautions such

as covering exposed skin and using insect repellant.

• Keep away from animals, as rabies is present in bats in Jamaica.

#### **Medical Facilities**

Although there are several hospitals in Kingston, the recommended hospital for U.S. citizens is the University of the West Indies (UWI) at (876) 927-1620. It provides a wide range of primary and secondary health services, including medical and counseling services. In Montego Bay, the Cornwall Regional Hospital (876) 952-9100 or the Montego Bay Hope Medical Center (876) 953-3649 are the recommended facilities.

#### Alcohol & Drugs

Alcohol: The legal drinking age in Jamaica is 18. However, if you are of age to drink, it is recommended that you take precautions to be safe while drinking: drink in moderation, never leaving your drink unattended, do not experiment with locally-produced spirits, and do not accept drinks from strangers.

**Drugs:** Marijuana and other recreational drugs are widely available in Jamaica, **but still illegal**. Therefore, unlawful possession of marijuana is likely to lead to time in jail. Be aware that the police often target foreign drug users in bribe scams.

#### Harassment & Assault

**Harassment:** All non-local travelers are encouraged to be aware of their surroundings while in Jamaica. Tourism is the dominant industry in Jamaica, and there are people who will prey on tourists by making sexual remarks, groping them, offering them "ganja," and asking for money. Often these incidents occur in crowded areas such as market places, bus / train stations, and public streets; however, they can also occur in quieter spaces.

**Assault:** Like many countries in the world, Jamaica suffers from a high per capita rate of violent crimes,

and these occurrences occasionally impact international visitors-. It is important to realize that sexual assault allegations generally do not receive the same type of law enforcement in Jamaica that they would in the U.S. All travelers in Jamaica are advised to respect local dress and customs as a way to minimize harassment and unwanted attention. Do not dress in flashy clothes or jewelry that will cause you to stand out. When in doubt, it is always best to dress conservatively.

- Avoid public transport after dark without the company of known and trusted companions.
- Restrict evening entertainment to well-known venues.
- Avoid isolated areas any time of day an always travel in pairs or groups.
- Keep your hotel room number confidential.
- Lock your hotel room and use deadlocks and / or door chains while in your room.
- Hire only reliable cars and drivers. Look for cabs/busses operated by JUTA (Jamaica Union of Travelers Association) or cars with red Public Passenger Vehicle plates. Avoid route taxis or traveling alone in cabs at night.

#### More Info on Health & Safety in Jamaica

The threat of violent crime in most of Guatemala is rated by the U.S. Department of State as Level 2 as certain areas contain higher risk than others. To read more detailed information on crime, road safety, and drug penalties in Jamaica, visit the <u>State Department</u> <u>Consular Information Sheet</u>. We highly recommend that you read through this information carefully before travel to Jamaica. Safety in and around Kingston and Montego Bay will be discussed during orientation in Jamaica.

#### **Emergency** Contacts

General emergency procedures are described in the *Study Abroad Handbook*, and UW-Eau Claire faculty and local partners are available if difficulties arise. You will receive an emergency contact card prior to

departure; be sure to keep it in your wallet at all times. This information is also available on the *Contact Names & Addresses* page of this guide.

# **REQUIRED DOCUMENTS**

#### **Passport**

General passport information is included in your Study Abroad Handbook.

All U.S. citizens need a valid passport to exit the United States and enter Jamaica.

#### Visa

A visa is official permission to visit a country and is granted by the government of that country. If you are a U.S. citizen, you do not need a tourist visa to visit Jamaica if you have a valid U.S. passport. If you are an international student or citizen of another country, please check with your local government about if a visa is needed to enter Jamaica.

### **PACKING TIPS**

In addition to the general packing information in your Study Abroad Handbook, you should know the following about Jamaica.

#### **Clothing & Weather**

January is one of Jamaica's coldest months of the year, but still a very warm in comparison to January in Wisconsin! Daily averages for January range between 70-85°F. The rainy season in Jamaica is May through October, so you can expect fairly dry weather while on the program.

Attire for the program will be casual most of the time. Certain cultural visits may require specific items (closed-toe shoes, no skirts, etc.) and these details will be shared with you on the final itinerary.

Take light, breathable clothing that is machine washable and does not wrinkle easily. Breathable

clothes keep you cooler and they dry quickly. Choose a color scheme and bring mix-and-match clothing. Dark colors show dirt less quickly when you travel.

#### Items to Bring

- Pepto-Bismol, Imodium A-D, Tylenol, cold meds / cough drops / tissues, constipation meds
- Prescription meds WITH the written prescriptions (always in your carry-on bags)
- Personal toiletry articles (not all products, especially feminine products, will be available in Jamaica)
- Hand sanitizer or disposable wipes
- Shoes: One dressier pair, plus one pair of comfortable and broken-in walking shoes, and a pair of cheap shower sandals (to be used in the bathrooms, which tend to stay cold and wet)
- DEET 30 insect repellant
- Travel umbrella or poncho / raincoat
- Reusable water bottle
- Hat
- Pack as light as possible and pack efficiently as you will be regularly on the move!

# **GETTING TO JAMAICA**

#### Travel Arrangements

All students on faculty-led immersion programs sponsored through UWEC are required to purchase their international flights through Fox World Travel. Please contact a Fox World Travel agent (open 7:00am-5:30pm on weekdays) through one of the options below:

- Call toll-free (866) 230-8787 (option 4)
- Email <u>uwgroups@foxworldtravel.com</u> with the Group Code in subject line
- Use GROUP CODE: 09UW4376

Have ready:

- Name exactly as it appears on your passport
- Passport number and expiration date
- Credit card number to charge

Travel arrangements are the responsibility of each student. The Immersion Office encourages you to consider traveling with another program participant on your flights to and from Jamaica—a travel companion can make arrival in a new country feel safer and much less intimidating! You will have the opportunity to discuss travel arrangements with your fellow study abroad participants during orientation.

It is your responsibility to make travel arrangements to arrive at Sangster International Airport in Montego Bay, Jamaica between 12:00 - 3:00 PM on Sunday, January 5, 2020. Pick up service will be arranged to meet students arriving during this window. Pick up service will be arranged to meet students arriving during this window of time. It is recommended that you consider traveling with another program participant—a travel companion can make arrival in a new country much less intimidating! Be sure to book your return ticket for January 25, the final day of the program. However, if you plan to stay longer, you will need to find your own way to to the Montego Bay airport.

Whenever you buy your ticket, be sure it has a low cancellation fee; UW-Eau Claire will not reimburse students for tickets should the program be cancelled. You may wish to purchase **travel or trip cancellation insurance** when you purchase your ticket, in case your plans change unexpectedly. Discuss your options with your Fox Travel reservations agent and be sure you know exactly what the policy covers. Many policies are very restrictive in what they will reimburse. You will receive more information about booking your flight at orientation. **Please do not book your flight** 

# **SETTLING IN**

#### Housing

Students will be staying in double and / or triple rooms in hotels in Montego Bay and Kingston. The hotel in Montego Bay provides a meeting area, complimentary breakfast, a gym, and wireless internet. The hotel in Kingston provides complimentary breakfast, a gym, a business center, and wireless internet. You will not need an adapter for your electronic devices. The electric current in Jamaica is slightly slower than in the United States, but most computers and other plug-in technology will work fine; smaller appliances (flat irons, hair dryers) may run slowly.

#### Food

Breakfast will be provided throughout the program while at hotels in Kingston and Montego Bay. You will be eating some meals as a group in restaurants, but most other meals will be on your own or in small groups. Generally, lunch and dinner will not be included in the program itinerary and those will be individual expenses you must cover. Be aware that due to Jamaica being a tourist destination, costs for food are often higher than you might be used to.

# COMMUNICATION

#### **Telephone Information**

<u>From the U.S. to Jamaica:</u> To call someone in Jamaica, you must first dial 011, which is the international dialing code. Then dial 876 (the country code for Jamaica), followed by the local number.

Most students bring their cell phone with them to Jamaica. Perhaps the best way to make international phone calls back to the US is by using calling cards or through telephone apps such as WhatsApp. WhatsApp allows you to communicate at no cost from anywhere in the world through a Wi-Fi connection with anyone else who has downloaded WhatsApp. WhatsApp is particularly helpful when communicating with your fellow travelers from hostels, restaurants, cafes, museums, etc. WhatsApp is generally more effective than Facebook Messenger as WhatsApp requires less band width and operates straight from your phone just like you would normally call, text, video call, or send images from your phone. WhatsApp is widely used throughout Europe.

The Skype app also allows you to speak for free to friends and family at home if they, too, have downloaded Skype. Skype calls to the U.S. to people without Skype cost about 2 cents per minute.

#### Computer / Email Access

Students will have access to wireless internet while at the hotels in Kingston and Montego Bay. You may bring your laptop or another tablet device to complete coursework while in Jamaica, but this is not required since you will have time after your return to the US to complete course assignments.

#### **Useful Websites**

Lonely Planet Travel Guides www.lonelyplanet.com/jamaica

#### Wikipedia entry on Jamaica en.wikipedia.org/wiki/Jamaica

Jamaica Tourism Website http://www.visitiamaica.com/

US State Department Jamaica Travel Page travel.state.gov/content/passports/english/country/ jamaica.html

Jamaica National Heritage Trust http://www.jnht.com/

## **CONTACT NAMES & ADDRESSES**

GENERAL UW-EAU CLAIRE & CISI CONTACT INFORMATION IS IN YOUR STUDY ABROAD HANDBOOK

# Please copy this page and leave it with your emergency contact and / or parents.

#### FACULTY LEADERS

Dr. Cathy Rex English Department Centennial Hall 4111 715-836-2036 rexcj@uwec.edu

#### **Dr. Joel Pace**

English Department Centennial Hall 4511 715-836-3998 pacejf@uwec.edu

# "<u>Traveler's Checklist</u>"

#### **U.S. EMBASSY IN KINGSTON**

**OTHER RESOURCES** 

The U.S. Department of State offers useful

travel information on the "Travel" section of

their website: http://www.state.gov/travel/

including the

142 Old Hope Road Kingston 6 Jamaica, West Indies Telephone: + (876) 702-6000 Emergency After-Hours: + (876) 702-6000 Fax: + (876) 702-6018 <u>KingstonACS@state.gov</u>

#### **U.S. CONSULATE IN MONTEGO BAY**

Whitter Village, Ironshore Unit EU-1 (across from Burger King) Montego Bay, Jamaica M-F 9 a.m.–12:30 p.m. Telephone: + (876) 953-0620 Emergency After-Hours: +(876) 702-6000 Fax: + (876) 953-3898 MobayACS@state.gov

#### **UWEC ACADEMIC AFFAIRS**

Dr. Jeff DeGrave Intercultural Immersion Coordinator <u>degravjr@uwec.edu</u> Schofield Hall 17 Phone: (715) 836-4471 Fax: (715) 836-4948

#### **UW-Eau Claire After Hours Numbers**

(715) 839-4972 or (715) 577-9045 In an after-hours emergency, please call University Police at (715) 577-9045. Calls can be made to this number 24 hours a day. You may get an answering machine; however, an officer is alerted as soon as you have left your message. Be sure to give the officer the phone number you can be reached at, as well as what type of assistance you require.