



Client Handbook

Easy English



This book is about what you need to know when you use our services.



In this book **Villa Maria Catholic Homes** is called **VMCH**.



You can ask someone to help you read this book.



Some words in this book are **blue**. You can find out what the blue words mean on pages 64 - 74.

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About VMCH



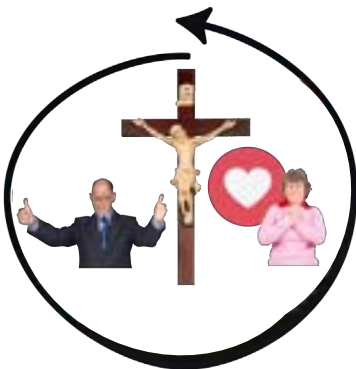
VMCH has lots of different supports for

- people with disability
- and
- older people.



We treat everyone with **respect**.

We make sure everyone is included.



As a Catholic organisation, love, joy, and being friendly and brave are not just words. They are part of everything we do.

We want you to live the best life you can.

We can support you in all the different times of your life. This means from

- when you are young
- to
- when you are old.





All the people who work at VMCH

- have the skills they need to support you
- can help you reach your goals.



What we can do for you

We have services and supports around Melbourne and Victoria.



We can support you

- at home
- and
- in the **community**.



We can provide

- support at home. We make sure this support meets your needs.



- group activities with other people. This can include programs to help you move from school to adult day services.

We can provide



- somewhere for you to stay for a short time.

This includes

- overnight **respite**
- weekends
- short breaks
- holiday programs.



- support to live on your own or with others.



- a place to live if you
 - need extra support because of your disability
 - have an **acquired brain injury**.



Some other services we have are:

- **Support Coordination.** This means organising the different supports you need.



- support for people who find it hard to manage their behaviour.



- other health services. For example

- **speech pathology**
- **occupational therapy**
- **physiotherapy**
- **psychology.**



What you need to know



There are some important things you need to know when you use our services.

You can read about them in this book.

Advocacy



We want you to be able to

- speak up for yourself
- and
- make your own decisions.

This is called **self-advocacy**.

But sometimes you might need an **advocate**.

An **advocate** is someone who

- you can trust
- will stand by you
- will speak for you if you cannot speak for yourself or find this hard
- will protect you
- will tell others about your **rights**.



There are other people you can talk to if you need an advocate. There is a list of other people you can talk to on our **Important Contacts** sheet.

Go to page 60.

Pets in your home



If you have a pet in your home when our staff are providing a support to you you must make sure the animal is

- in another room
- or
- outside.



If you live in a VMCH house you may be able to have a pet. We will need to

- ask the other people who live in the house
- and
- make sure some rules are met.



If everyone says yes

and

the rules are met

then you will be able to have the pet.

Behaviours of concern

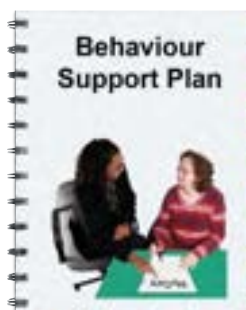


Behaviours of concern are when a person does or says things that may

- hurt or put others in danger
- stop the person from reaching their goals.



There are rules about what we must do about **behaviours of concern**. We will always follow these rules.



If you have **behaviours of concern** we can help you make a plan about how to manage them.

This is called a **Behaviour Support Plan**.



We can put supports in your plan that can help you

- learn new ways of doing things
- have the most freedom possible
- make sure you do not hurt yourself or others.

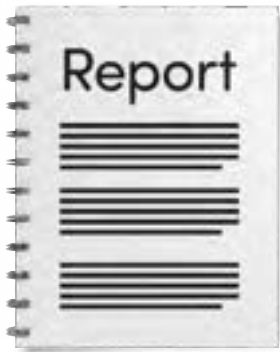
These are called **Positive Behaviour Supports**.



We try very hard not to use **restrictive practices**.

Restrictive practices are when we stop a person moving around or acting in a certain way because they might hurt other people. For example

- making them stay in a room away from others
- using medicines to calm them down.



If there are **restrictive practices** in your **Behaviour Support Plan** this must be reported to a special part of the NDIS called the **Quality and Safeguards Commission**.

The **Quality and Safeguards Commission** makes sure people who use the NDIS are safe and treated fairly.



If you need Behaviour Support and it is not in your **NDIS plan** then we will work with you to ask for your plan to be changed.

We will ask for this to happen quickly.

Chemical safety



Chemical products are things like

- liquids
- powders
- sprays

that have **chemicals** in them.



Chemicals can be **dangerous** if they are not used properly. They can make you sick or hurt your body.



We want to make sure our staff and clients are safe. We always check things that might be **dangerous** and decide if they

- can be used in a safe way
- or
- cannot be used at our services.



If **chemicals** are being used at our services they must be kept in the package they came in.

This means you cannot put them in different bottles or packets.



Our staff cannot use **chemicals** that

- do not have a label
- have been mixed with other things
- have been put into another package or bottle.



If something has a label that says the words

- **hazardous**
- or
- **dangerous**

then it cannot be used at a service.



Most things that have

- **bleach**
- **ammonia**
- **methylated spirits**
- **caustic oven cleaner**

on the label cannot be used at our services.



When **chemicals** are used for

- keeping you clean
- cleaning things in the house
- washing clothes

you should always read the label.

Keeping children safe



At VMCH we know we must keep children and young people safe.



We have rules about how to keep children and young people safe.

Our rules say that we must

- not let people
 - hurt children and young people
 - or
 - make them feel unsafe.



- work to give children and young people a place where they
 - are safe
 - feel safe.





Our rules say that we must

- listen to what children and young people say about the things that happen in their lives.



- talk to our families and help them
 - keep their children and young people safe
 - make sure their children and young people feel safe.



- make sure that our staff and volunteers understand how to keep children safe.



- work to make a safe place for
 - children with disability
 - **aboriginal** children.
 - children from all backgrounds.

Choice and control



We will help you to be in charge of your NDIS money and make sure you can choose how to use it.

We will try to fix any problems early.



You can use any service provider you like. It does not have to be VMCH.



We have rules to make sure we will let you know about other organisations that can support you. This means you can choose the right support for you.

Feedback and complaints

Feedback is when you tell us what you think.

A **complaint** is when you tell us you are unhappy about something





We want you to tell us if you have **feedback** or a **complaint**. This helps us make sure our services are good and make changes if we need to.



We look at our services and the way we do things **regularly** to see if we can make them better.



If you want to give **feedback** or make a **complaint** you can

- write a letter
- email us
- talk to a manager or staff
- do the form called **Have your Say**. You can ask your VMCH contact person for the form.



Our staff must always write down your **feedback** or **complaint**. Then a manager must look at it and decide what to do.



If you are not happy with the answer to your **feedback** or **complaint** you can tell someone else. You can tell someone else at VMCH.

Phone 1800 036 377



You can also tell someone outside VMCH. You can speak to these people anytime about your **complaint** or **feedback**.

Victorian Disability Service Commissioner

Phone 1800 677 342

NDIS Quality and Safeguards Commission

Phone 1800 035 544



There is a list of

- other people you can talk to
- and
- support services

on our **Important Contacts** sheet.

Go to page 60

Treating everyone the same



There are all kinds of people.

People have different

- lives
- backgrounds
- beliefs
- **religions**
- disabilities
- **genders**
- **sexuality.**



We want to make sure everyone is treated the same.

When we give you a service we will always try to think about

- who you are
- and
- what is important to you.





Medical care

We have rules about what we must do if you are sick while you are at our service.



If you are at a day service or **respite** and get sick you may need to go home. We will talk to you or your contact person about this.



If you are sick when you come to a service we may not be able to give you the service that day.



If you have a small injury, for example a

- cut
- small burn.

Our staff may be able to help you.



If you are very sick

or

it is an **emergency**

we will call an ambulance and tell your

emergency contacts.



Our staff will come with you to the hospital if they

can. You may need to pay for this. This

information is in your **Service Agreement**.



Fixing equipment

Equipment means all the tools and things we use to support you. For example

- hoists
- ramps
- bath and toilet lifts.



We look after our **equipment** and check it **regularly** to make sure it is working properly.



If our **equipment** breaks our staff must make a report about this. We will try to get it fixed as soon as we can.



You may also have your own **equipment**. For example a

- **mobility aid**
- **communication device**





You must make sure your own **equipment** is

- clean
- and
- working well.

This is so our staff can give you the support you need.

We will tell you if we think your own **equipment** needs to be fixed.



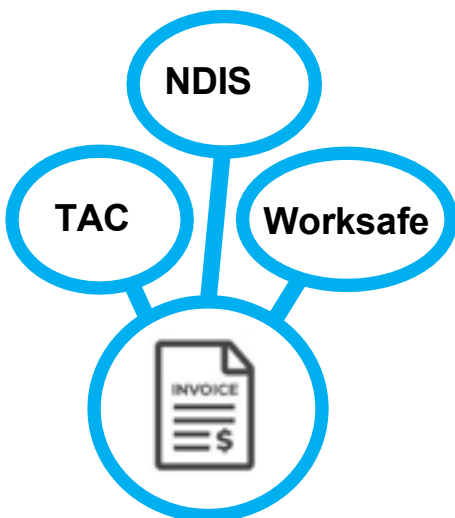
Paying for your services

Funding means money to pay for the services and supports you need because you have a disability.



You might have **funding** from

- the NDIS
- **TAC**
- **Worksafe**
- an **insurance company**
- another **organisation**.



If you have **funding** from someone else we will send them the bill for the supports we give you. You can find out more about this in your **Service Agreement**.



If you have costs that cannot be paid by your **funding** then we will ask you to pay.

For example things like

- movie tickets
- tickets to an event
- meals on an outing
- some activities at our service centres.



Paying your fees

We would like you to pay by

- **BPay**
- or
- **Direct Debit.**



But you can pay another way if you want to.

If you are paying by **Direct Debit** you will need to do a form. You can ask your VMCH contact person or manager for this form.





Spending money

We know it is your **right** to look after your own spending money.

Sometimes you may need us to look after your spending money for you.



We have rules about how we must help you

- look after your spending money
- understand how it is spent.

You can speak to your VMCH contact person or manager about this.



Financial hardship

Sometimes people do not have enough money to pay for the things they need. This is called **financial hardship**.

~~\$50~~
↓
\$25

If you have **financial hardship** we may be able to make your fees less for a while. You will need to fill in a form for this. You can ask your VMCH contact person or manager for this form.



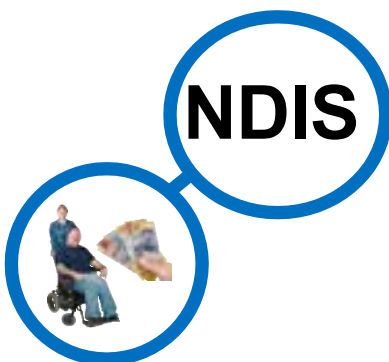
You will need to give us some other information with this form. For example

- information from **Centrelink**
- or
- a **Statutory Declaration**.



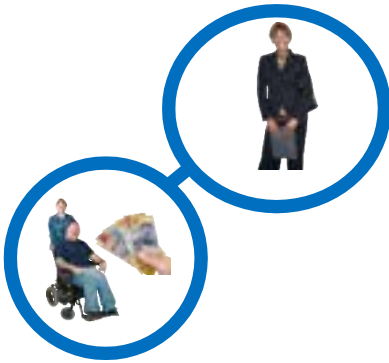
After you give us this form we will tell you

- if we can make your fees less
- and
- for how long.



Managing your funds

If the NDIS looks after your funding then we will ask the NDIS to pay for your services.



If you have a **plan manager** you must tell us their details. This is so we can ask them to pay for your services.



You can ask for a **receipt** when they pay for your services.



If your plan is **self-managed** then we will ask you or your family to pay for your services.



Your services must be paid for in 14 days after the **invoice** is received.

We have rules about what we will do if your services are not paid for. The rules say what

- VMCH
- you
- **plan managers**
- others

must do to make sure your services are paid for.



Gifts and benefits

Sometimes people choose to give money to VMCH. This is called a **donation**.



We use this money to give services to

- older people
- children
- adults with disability
- their families and carers.

If you would like to give money to VMCH please contact us.

Email fundraising@vmch.com.au

Infection control



An **infectious illness** is when you get sick with something that can be passed on to other people.

For example

- the flu
- a stomach bug.



If you

or

someone you have spent time with

has an **infectious illness** then you should not

- come to our services
- get support in your home or in the **community** by our staff.



until you are better.



If you have an **infectious illness** you must

- phone our service to let us know
- ask for your service to be moved to another day.



If you have an **infectious illness** when you are at **respite** or a day service

we may

- ask you to go home
- or
- decide not to take you out into the **community**.



This is so you do not give the illness to other people.



It is very important to stop **infectious illnesses** from spreading. This means going from person to person. The best way to do this is to wash your hands **regularly**.



You should wash your hands or use **hand sanitiser**

- when you come to a service
- when you leave
- and **regularly** while you are at a service.



Looking after your things

We want to make sure the things you bring to our services do not get lost.



You should put your name on your things.

For example your

- clothes
- bags
- food boxes and drink bottles
- **mobility aids**
- **communication devices.**



This is so

- we know what is yours
- and
- we can give your things back if you leave them.

You should use



- a pen
- or
- labels

that do not wash off.



Our staff will not usually wash clothes that you leave at our **respite** or day services. This is to make sure they do not get damaged or your name is washed off.



If you are using our **respite** service you must send

- enough clothes for your stay
- a list of your things so we can make sure you take everything back at the end of your stay.



When we lift or move you

Our staff have training about

- how to lift you safely
- and
- how to use **mobility equipment**.



Our staff must use **mobility equipment**

to lift you. They cannot lift you on their own.

This is to keep you and our staff safe.



If you need to be lifted without **mobility**

equipment then two staff will need to do this.



Medicines

Sometimes you may need to take medicines while you are at our services.



Our staff can help you take

- medicines your doctor has given you
- medicines a **pharmacist** has said you should take.



If you want our staff to help you take medicine then it should be in a special container called a **dose administration aid**. This is unless the medicine cannot be put in a different package.



You must have a special form and bring it with the medicine. This is called an **authorisation form**.

You can get this form from your doctor.

If you do not have the form then our staff cannot help you take the medicine.



If you want to take medicine at our service
and
you do not need help to do this
you will need a letter from your doctor
to say it is OK.



There is a special form that your doctor will need
to sign.



This form must be included with your **Service Agreement.**

Privacy and your information



There are laws about

- how we must look after your information
- what we can do with your information
- who we can give your information to.

We must follow these laws.

We have rules about how we follow these laws.

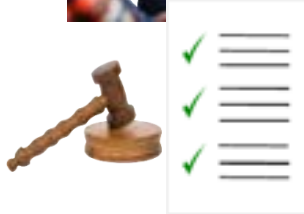
The rules are called our **Privacy Policy**.



We have a sheet about our **Privacy Policy** in Easy English. You can ask your VMCH contact person for a copy.



We need information about you so we can give you the support you need. We can only use your information to support you.



We can give your information to others if

- the law says we must
- or
- the rules say it is OK.



If we need to give your information to someone else we will ask you first.

We will only give your information to others at VMCH if they need it to do their job.



For example to

- manage and give you supports
- organise your funding.



You can

- look at
- change

the information we have about you at any time.

This is the law.



You can ask questions about our **Privacy Policy** or ask to see your information.

Write to VMCH Privacy Officer

PO Box 134

East Melbourne VIC 8002

About audits



Sometimes people outside VMCH must look at the way we run our **organisation**. This is to make sure we are following the rules and doing a good job. This is called an **audit**.



We may need to show your information to the people doing the **audit**.

Rules for our staff



There are rules about what is OK for staff to do and say when they are with people who use our services.



Staff must not

- visit
- meet
- or
- work for

you unless they are doing their job for VMCH.



Staff must not use your **debit card** or **credit card** for any reason.



Staff must not be a **witness** for you on your personal documents.



It is not OK for

- our staff
- you and the people in your family

to share your contact details with each other.



It is not OK for our staff or you to

- swear
- talk about sex
- talk about things that might make others feel uncomfortable.

If things get broken

You may want to bring **expensive** things to our services. For example a

- phone
- iPad
- laptop.

We will always try to keep your things safe when you are at our services.

If you bring something to our service and it gets lost or broken we will not replace it.





If you break something that belongs to

- VMCH
- or
- another client

you must pay to fix or replace it.



If the broken thing has **insurance** you will need to pay **the excess**. **The excess** is an amount of money that you must pay before the insurance company will pay.



It is best not to bring

- **expensive**
- or
- important things

to our services unless you really need them.

Respect and behaviour



We have rules to protect the **rights** of

- our staff and **volunteers**
- clients
- family and carers of our clients.

These rules are called the **VMCH Code of Respect and Interaction.**



These rules say how people should behave and treat others when they are at VMCH.

You can ask to see these rules.



We also have rules about how our

- staff and **volunteers**
- students working and learning at VMCH
- **contractors**

must behave when they are at work.

This is called our **Code of Conduct.**



Rights and responsibilities

Rights are what everyone deserves.

For example everyone has the right to be treated with **respect**.



Responsibilities are the things you must do.

For example everyone at VMCH must treat others with **respect**.



- Your **rights** and **responsibilities** and
- the **rights** and **responsibilities** of our staff are written in your **Service Agreement**.



There are laws about what **rights** everyone should have.



You can find out more about your **rights**.

You can speak to

The Victorian Equal Opportunity and Human Rights Commissioner

Phone 1300 292 153

Victorian Disability Services Commission

Phone 1800 677 342



There is a list of other people you can speak to on our **Important Contacts Sheet**.

Go to page 60.

Thinking about risks



Risk means the chance that something bad might happen. For example

- if you ride a bike you might fall off and hurt your head
- falling off the bike and hurting your head is the **risk**.

There are things you can do to make sure bad things do not happen. For example



- when you ride a bike you can wear a helmet so if you fall off you will not hurt your head.
- if you do this you are making the **risk** of hurting yourself less.



VMCH thinks about **risks** at our services. We try to make the **risks** less wherever we can.



Everyone has the **right** to

- choose what they do
- try new things

even if there are **risks**. This is part of learning new skills.



If you decide to do something at our service that has some **risks**

- for you
- or
- other people

we will work with you to make the **risks** less.



If we think the **risk** is too big we may say we cannot support you to do the activity.

Keeping people safe



Abuse is when someone

- hurts you
- makes you feel unsafe
- takes away your **rights**

on purpose.

Neglect is when someone takes away

the things you need to live.

For example

- food
- water
- a safe place to live.



Everyone at our services has the **right** to be free from **abuse** and **neglect**.



We have rules

- how we will stop **abuse** and neglect from happening in our services and
- what we will do if someone is being **abused** or **neglected**.



You can ask us for more information about this.

Fires and natural disasters



A **natural disaster** is something that can

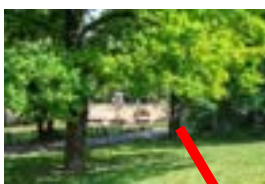
- do damage to things around us
- put people's lives in danger.

For example

- a **bushfire**. A big fire that spreads
- a **heatwave**. Very hot weather that goes for a long time.



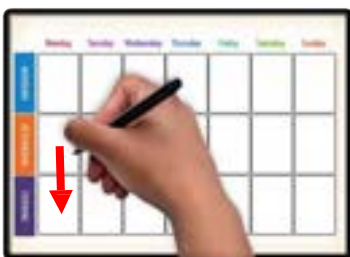
When there is a **heatwave** it also means it is more likely there could be a **bushfire**.



When there is a **heatwave** we may decide to make changes to our services.

For example change the

- place we give you a service
- or
- time we give you a service.



We will do this to keep you safe.



If the **heatwave** is really bad we may decide to

- cancel our service
- or
- send you home.



All our services have special tools to protect you if there is a fire.



We have a plan about how to get everyone out of our buildings if there is a fire.

This is called an **Evacuation Plan**.

We **practice** this plan **regularly**.

Cancelling or changing an appointment



Sometimes you may need to

- cancel
- or
- change

the time of your services.



You need to tell us straight away if you need to do this.

We will work with you to make a new time.



You may have to pay a fee if you cancel or change an appointment. You can find out about the fees in your **Service Agreement**.

Smoking



You must not smoke in any of our

- buildings
- or
- vehicles.



You must not smoke around people from VMCH who are working with you.

This includes

- out in the **community**
- and
- at services.

Someone to talk to



We have people who can help if you are

- are having a hard time in your life
- need someone to talk to.

These people are called **pastoral care workers**.



Pastoral care workers can support you if

- someone close to you has died or is very sick
- you are worried about things
- you just need someone to talk to.



Pastoral care workers are there for everyone

who uses our services and their families.

It does not matter what

- **religion**
- **culture**
- country

you are from.



If you would like to talk to a **pastoral care worker**

you can ask your VMCH contact person.

Contact us



You can

- ask questions about our services anytime
- find out more about our disability services.

Phone 1300 698 624

If you have questions or problems with a service

you are using you can tell your



- VMCH contact person
- manager.

This is in your **Service Agreement**.



You can ask questions about our other services

Phone 1800 036 377

Email vmch@vmch.com.au

Web www.vmch.com.au

Post 486 Albert Street

East Melbourne VIC 3002.



Important contacts

This is a list of other **organisations** that can give you advice and support.



Disability Services Commissioner

The Disability Services Commissioner (DSC):

- helps people with disabilities fix problems with their disability service providers.
- works with disability service providers to make things better for people with disability.

Phone 1800 677 342

TTY 1300 726 563

Address Level 20

570 Bourke Street

Melbourne 3000

National Relay Service

You can use this service if you find it hard to hear or speak. It can help you use a phone to talk to another person.



Phone 1800 254 649

02 6271 1000.

NDIS Quality and Safeguards Commission

Works to make disability services safer and better for people with disability.

Phone 1800 035 544

TTY 133 677.

If you need an interpreter

- call National Relay on 1800 254 649
- ask for 1800 035 544.



Disability Resource Centre

Supports people with disability in Melbourne to speak up about things that affect them. They also work to make things better for people with disability.

Phone 03 9671 3000

Address Ross House

247-251 Flinders Lane

Melbourne 3000





Office of the Public Advocate

Works to look after the **rights** and interests of people with disability. Especially people who are at risk of abuse or neglect.

Phone 1300 309 337

TTY 1300 305 612

Address Level 1

204 Lygon Street

Carlton 3053



VALID – The Victorian Advocacy League for Individuals with a Disability

Supports people with intellectual disability to speak up for themselves. Also works to make things better for people with intellectual disability.

Phone 03 9416 4003 (from Melbourne)

Address 34 Stanley Street

Collingwood 3066



Victorian Disability Worker Commission

Phone 1800 497 132

Address Level 20,
570 Bourke Street
Melbourne Vic 3000



The Victorian Equal Opportunity and Human Rights Commissioner

Works to protect human **rights** and promote fair treatment for all Victorians.

Office hours Monday to Friday 9am to 4.30pm

Phone 1300 292 153

weekdays from 9am to 4.30pm,

closed between 12.30 –1.30pm

Reception phone 1300 891 848

(closed between 12.30–1.30pm)

Address Level 3,
204 Lygon Street Carlton,
Vic 3053

What do these words mean?



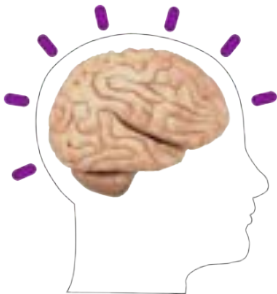
Aboriginal

People related to the first Australians.

First Australians are people who lived in Australia before others came from overseas to live here.

Aboriginal people are also called

- Indigenous
- and
- Torres Strait Islanders.



acquired brain injury

When your brain has been hurt or damaged.



ammonia or bleach

A strong clear liquid that can burn you or make you sick if you drink it.



BPAY

A way to pay bills. You can do this over the phone or at the post office.



caustic oven cleaner

A very strong liquid used for cleaning ovens.



Centrelink

The part of the government that pays money to help look after people. For example people who do not have a job.



communication device

Equipment that you can use to talk to other people.



community

Going out to do activities.

For example

- to a football match
- shopping.



complaint

To tell someone you unhappy about something.



contractors

People who come to your house or an organisation to do a job. They often only come once. For example to paint the house or fix the heating.



credit card

A card you can get from your bank. You can use it to pay for things. You pay the money back to the bank later.



culture

The ideas and traditions of a group. For example some people from different countries eat different food. This is part of their culture.



dangerous

Something that can hurt you or things.



debit card

A card that you can use to buy things. The money to pay is taken out of your bank account.



Direct Debit

When you tell the bank to pay money to someone or an organisation. You tell them to do this regularly and on a set date.



emergency

When something happens that puts you in danger. For example a medical emergency is when you need a doctor immediately or else you might get very sick or die.



expensive

When something costs a lot of money.



feedback

To tell someone what you think.



genders

A word to describe different sexes.

For example male or female.



hand sanitiser

A special liquid you put on your hands to kill germs.



hazardous

Something that can hurt you or damage things.



insurance

Money you or an organisation pays to an insurance company in case something bad happens that will cost a lot of money to fix. If something bad happens the insurance company will pay to fix it.



invoice

A piece of paper that tells you how much to pay for something.



NDIS plan

An NDIS plan is a list of

- goals you have set
- the support you need because of your disability.



methylated spirits

A strong liquid that is used for cleaning and to remove paint. It can make you sick if you drink it.



mobility aids

Equipment to help you move around. For example a wheelchair or walking frame.



mobility equipment

Equipment to help lift and move you around.

For example

- lifts
- hoists.



occupational therapy

Help you get to make daily activities easier.

For example help to

- make changes to your home
- teach you how to use equipment.



organisation

A group of people who work together to do a job or give a service.



plan manager

A plan manager looks after the funding in your NDIS plan to make sure your supports are paid for.



pharmacist

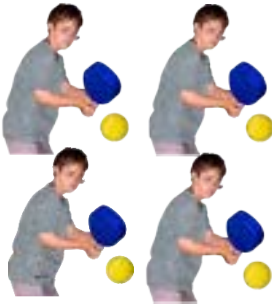
A person whose job is to make and give out medicines.



physiotherapy

Treatment to help you to move your body after your accident. It can help you

- move better
- and
- have less pain.



practice

When you do something over and over so you get better at it. For example when you learn to hit a ball.



psychology

A person who is trained to help you with your mental health.



receipt

A record of money you have spent.



regularly

To do something more than once and often at the same times. For example go shopping every Monday.



religion

When people believe in a god or gods.



respite

When you go to a different place or someone else comes to look after you so you and your carer can have a break.



respect

To treat a person with respect means to treat them the same way you would want to be treated.



rights

What every person deserves no matter who they are or where they live. For example everyone has the right to be safe.



self-managed

When you look after the funding in your NDIS plan. You make sure your service providers get paid.

Service Agreement



An agreement between you and a service provider. It says

- how they will support you
- what you agree to do while you have the agreement.



sexuality

The sexual feelings we have and how we feel about others.



speech pathology

The help you get if you find it hard to

- speak
- eat
- swallow.



Statutory Declaration

A legal document that you sign to say something is true.



TAC

A government department that pays for your care if you are in a car accident. It is also called the Traffic Accident Commission.



volunteer

A person who does a job or gives a service that they are not paid for.



witness

Someone who signs a form to say they have seen something happen. For example they can sign your Service Agreement to say that they saw you sign it.

This makes the form more official.

Worksafe



A government department that pay for your care if you are in an accident at work. They also teach organisations how to make their workplaces safe.

The Easy English in this book was written by
Clear Words and VMCH in November 2020.

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