

PREPARE YOURSELF FOR A ONE-OF-A-KIND INTERNATIONAL VOLUNTEERING EXPERIENCE.

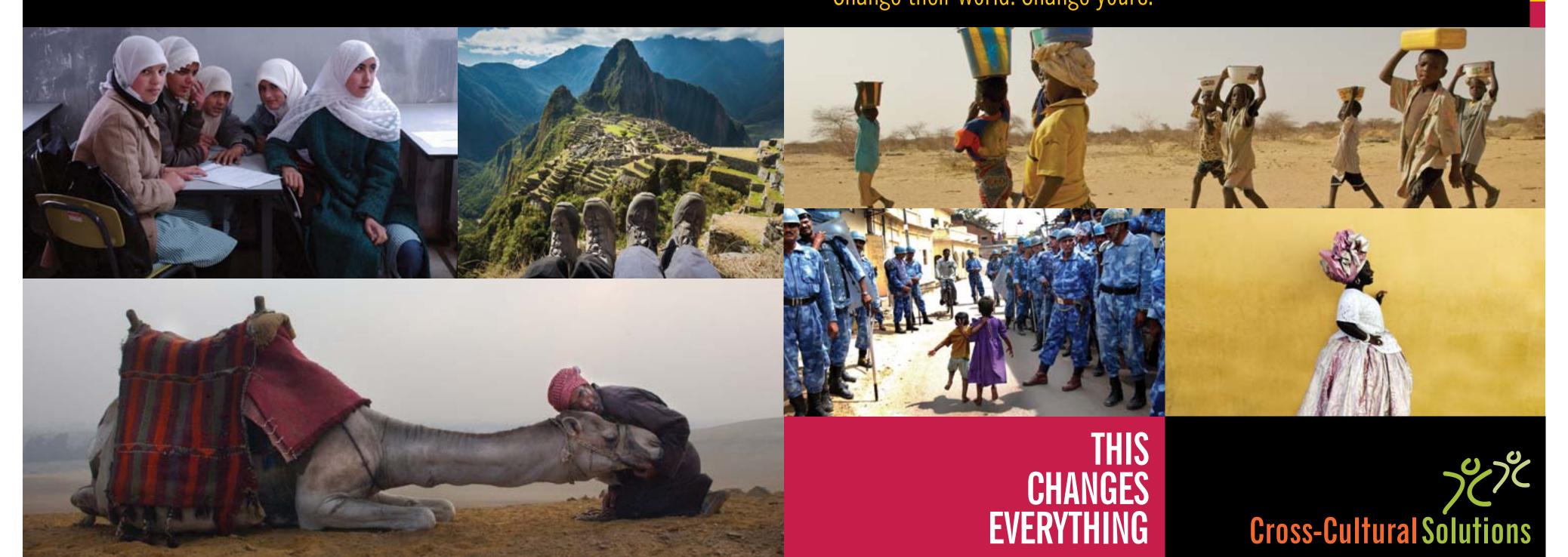




A volunteer trip abroad with Cross-Cultural Solutions will change you. Change the way you see other cultures. Change your values. Maybe even change what you do with your life. All while you change the lives of others for the better.

Ultimately we're changing the way volunteering is done, making it a safe, exciting 1 to 12 week adventure of a lifetime.

Change their world. Change yours.





When it comes to cultures around the world, the old adage, "We have more in common than we have differentiating us," couldn't be more true. While we all have the same basic needs, it's primarily geography that makes our paths unique, and determines the obstacles each of us will face. But we all have similar hopes and dreams for ourselves and our children. One CCS alumna who volunteered in Morocco with her family told us, "As Jews in a Muslim country, the commonalities really opened my eyes." In fact, the communities in which you'll volunteer will actually have much to share with you. You'll find your values reawakened, or even changing shape. Most volunteers say they get far more out of their trip than what they put into it. They return home with a new energy, a renewed excitement for life's possibilities, and a heightened appreciation for the little things. At CCS, we've found that bringing people from different cultures together, and letting them experience those common bonds is what allows them to break down the artificial walls and barriers that separate us.

You'll find common threads everywhere. With CCS, you'll have opportunities to explore the arts, stories, language, cuisine, and history of the community you're volunteering to support. Explore all the diversity that the world has to offer. Whether you find your place in Latin America, Africa, or Asia, you'll have an opportunity to be fully immersed in a culture that is different from your own. Open yourself to the genuine experience and organic exchange, and you'll notice the world around you gets just a bit smaller, and differences don't seem so different anymore.

**Zara McIver** Volunteer, Moroc

"Moroccan people, we found, were very helpful and friendly wherever we were. To be in a country where Muslims, Christians and Jews live in harmony was a wonderful experience. If only the rest of the world could learn from this small — but in so many ways big — country."

**John Moneski** Volunteer, Thailand

"When people ask me what my favorite part was, I say without hesitation that it was the people. Specifically at the center for the elderly, when I walked around as a Westerner and I'd go past the women's dormitories, and they would give me the evil eye. I would stop, smile, and greet them in Thai and they would get HUGE smiles on their faces — their eyes would smile — and they would return the greeting."

INDIA
GHANA
MOROCCO
TANZANIA
SOUTH AFRICA
BRAZIL
COSTA RICA
GUATEMALA
PERU
THAILAND



## **INDIA**



The India experience begins the moment you step off the plane and stays with you long after you depart. The mixture of cultures, languages, scenery, and distinctive cuisine will rattle you, and leave you wanting more. India has a buzz about it, a pace, and a national character all its own. And every moment of your experience is set against the backdrop of some of the most incredible landscapes and cityscapes you've ever encountered. Whether you spend your days among the hustle and bustle of New Delhi, or yearn to explore the balance and peace found in the Himalayan town of Dharamsala, India's complexity offers an experience of incomparable historical and cultural depth — a true adventure. As a volunteer in New Delhi, you'll notice stark

socio-economic contrasts among its residents, indicating the city's rapid and unequal growth. You'll have an opportunity to work alongside one of a variety of progressive local organizations to support efforts to address those discrepancies. In Dharamsala, home to the Dalai Lama, volunteers are encouraged to wear traditional clothing as they work closely with the Indian community and learn about local customs and unique traditions. Volunteer opportunities in India: improve education for children, assist with the care of infants and children, improve health and a sense of dignity among the elderly, improve the quality of care for people with disabilities, or enhance the quality of healthcare.

## **SEGHANA** SE



In Ghana, you'll find a unique richness everywhere you look, from the country's culture and history to its varied expanses of wilderness and coastline. Known for its exceptionally warm national character, Ghana, meaning "Warrior King," is a place where visitors are welcomed as friends. In the Volta Region, home to the Ewe people, you will become family. The ever-growing population of the Volta Region has resulted in a notable strain on vital social resources. In recent years, many advances have been made to improve healthcare, hygiene, and education. However, malnutrition,

disease, and the large economic divide between well-paid workers and low-paid workers have all posed significant obstacles to Ghana's progress. As a volunteer, you'll have a chance to work and live in a community dealing with the social issues often experienced by regions in flux. Volunteer opportunities in Ghana: assist with the care of infants and children, improve education for children, improve the quality of care for people with disabilities, enhance the quality of healthcare, or support those affected by HIV/AIDS.

### MOROCCO ®



For many globetrotting volunteers, Morocco provides an eye-opening first-hand look into Islam and all of its beautiful layers. If you're searching for a destination that speaks to all of your senses, you'll find it in Morocco. The country's ancient medinas, quaint coastal towns, and vibrant spice markets remind you at every turn that you've left the familiar behind. In Rabat, you will find yourself welcomed by people as eager to learn about your story as they are to share their own. When traveling to Morocco, be sure to come prepared with an open heart and a healthy appetite,

but leave your preconceptions behind. Rabat, one of Morocco's largest cities, has its share of social issues including high rates of unemployment, and, because it is illegal to have children out of wedlock, a great deal of children who are either homeless or living on the street. As a volunteer, you will work with local people to address some of these pervasive social issues.

Volunteer opportunities in Morocco: assist with the care of infants and children, improve education for children, or improve the quality of care for people with disabilities.

## SOUTH AFRICA OF



Often referred to as the Rainbow Nation, signs of South Africa's rich cultural and geographical diversity abound. You'll find vast national parks, landscapes that vary from mountains to deserts to white sandy beaches, and vineyards that rival those of Europe. Cape Town, also known as the Mother City, is a true melting pot, and home to citizens who trace their roots to Europe and Asia, as well as other African nations. South Africa proudly recognizes 11 official languages, and you'll be sure to pick up some of the basics during your stay. Although South Africa's diversity is largely celebrated today, the effects of apartheid – the forced racial segregation that lasted over four

decades – can still be felt throughout the country. While there is still a sense of separation and issues such as high unemployment and the HIV/AIDS epidemic threaten economic progress, South Africans are determined to make up for decades of social disruption and lost opportunities. Volunteer opportunities in South Africa: assist with the care of infants and children, improve education for children, improve health and the sense of dignity among the elderly, improve the quality of care for people with disabilities, enhance the quality of healthcare, or support those affected by HIV/AIDS.

### CALITANZANIA COLLEGIA



The physical beauty of Tanzania is matched only by the warmth of its people, which can be felt throughout two CCS sites. In Kilimanjaro, volunteers work in Moshi, a bustling town nestled in the shadow of Mount Kilimanjaro. During your time living and volunteering among the Chagga community – the local people of Moshi – you'll work in a landscape full of waterfalls, coffee plantations, and banana fields. In Bagamoyo, you'll make personal connections and experience small-town life in a seaside community steeped in history and culture. Underneath the physical beauty of this country,

Tanzanians face a variety of social issues and obstacles. Most significant are a lack of resources, the residual effects of a colonial past, and the impact of HIV/AIDS. In Tanzania, you'll work side-by-side with local communities as they work to address these pervasive issues and work toward a more economically independent and sustainable future. Volunteer opportunities in Tanzania: assist with the care of infants and children, improve education for children, improve the quality of care for people with disabilities, or support those affected by HIV/AIDS.

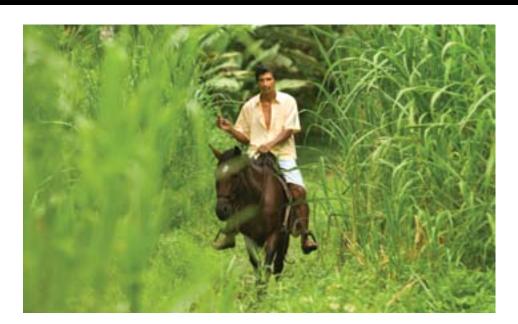




Brazil has a distinct pulse and you'll feel it the moment you arrive. Whether you find yourself wandering city streets, hiking around prehistoric-looking Amazonian plant life, or dipping your toes in the South Atlantic, prepare to fall in love with all this country and its people have to offer. In Salvador, you'll find a beautiful cross-section of Afro-Brazilian culture and cuisine. Samba drum beats course through the city's populous neighborhoods, and it's not uncommon to see spontaneous dance parties break out in the streets. Though Salvador is enlivened by its unique national character and spirit, due to significant job shortages, many Salvadorians are forced to leave

their homes and families to search for work elsewhere, oftentimes leaving young children and elderly relatives behind. This has resulted in a real strain on quality care facilities. As a volunteer, you'll work alongside local communities as they work to bridge the economic divide and provide quality care and education for all. Volunteer opportunities in Brazil: assist with the care of infants and children, improve education for children, improve health and the sense of dignity among the elderly, improve the quality of care for people with disabilities, or support those affected by HIV/AIDS.

### COSTA RICA



Whether your version of pura vida includes surfing or scaling mountains, howler monkeys or hummingbirds, coffee or cacao, you'll find it in Costa Rica. A worldwide leader in ecotourism, Costa Rica is known for its rich biodiversity and myriad ecosystems, not to mention its warm and welcoming people. While this incredible environmental richness is a national treasure, it also brings with it some interesting social and economic challenges, such as increasing regional migration. Costa Rica's reputation for social stability, along with its free education and universal healthcare, has drawn the attention of international trading partners, as well as immigrants from other Central American countries seeking better lives.

As the economy changes, so do traditional social structures, and oftentimes these changes don't account for vulnerable populations. Many people are left with little access to healthcare, education, and social services. As a volunteer, you'll work alongside local organizations as they seek to address these societal issues. Volunteer opportunities in Costa Rica: assist with the care of infants and children, improve education for children, improve health and the sense of dignity among the elderly, improve the quality of care for people with disabilities, or support those affected by HIV/AIDS.





As you explore its ancient ruins, canopied jungles, and epic coastline, you'll understand Peru is quite literally the stuff legends are made of. Once you've climbed Machu Picchu, descended into the Amazon Basin, and had every adventure in-between, you'll come to see that it's the Peruvian people that make these places so special. Peruvian culture is a melting pot claiming Japanese, African, Chinese, and European influences, not to mention roots tracing back to the centuries-old, Pre-Columbian Incan culture. In the 1980s, the political terrorism of the Sendero Luminoso, or "Shining Path" which originated in the Andes, caused significant numbers of rural residents to

seek refuge in Peru's more urban areas. Although the movement saw its end in 1993, millions of Peruvians continue to live in urban shantytowns just outside of Lima's limits. This influx of migrants over the last several decades has resulted in a serious strain on social resources leaving vulnerable populations without basic services and care. Volunteer opportunities in Peru: assist with the care of infants and children, improve the quality of education for children, improve health and the sense of dignity among the elderly, or improve the quality of care for people with disabilities.

### **© GUATEMALA**



Guatemala is as varied in local culture and ecosystems as it is in neighboring countries. Once you begin to explore this heart of Mayan civilization, you'll quickly understand why so many people have a special place in their heart for Guatemala. With an opportunity to visit idyllic beach towns, wander Mayan ruins, and climb active volcanoes, you can spend plenty of time in this Central American country and never run out of new adventures. Since the end of its civil war in 1995, Guatemala has made incredible strides as a nation. However, the continuous influx of new residents combined with a high birth rate has depleted resources, and city planning cannot keep pace.

During the 36 year-long civil war, many Guatemalans migrated to Guatemala City seeking employment. This unexpected migration has resulted in the unsustainable expansion of Guatemala City. As a volunteer, you'll work alongside an incredibly diverse population whose stories have significantly evolved over the course of a generation. Volunteer opportunities in Guatemala: assist with the care of infants and children, improve education for children, improve health and the sense of dignity among the elderly, improve the quality of care for people with disabilities, or enhance the quality of healthcare.

## **THAILAND**



### From pristine beaches and remote mountain communities, to floating markets and bustling cities, Thailand will take your breath away.

In Bangkok, you'll be able to experience the fascinating juxtaposition of centuries-old Buddhist tradition and a Southeast Asian metropolis. Over the years, many young Thai people have relocated to Bangkok in search of economic opportunity. This migration, however, has resulted in overcrowding in and around Bangkok, and has also put a serious strain on social resources. As a volunteer in Bangkok, you'll work side-by-side with local people to address these issues, and for volunteers interested in

child development, Thailand's unique education system is of particular interest. Additionally, all of our volunteers in Thailand offer members of the local community a unique opportunity to practice English with a native speaker – a skill that can be very helpful when they go on to seek gainful employment in the future. **Volunteer opportunities in Thailand:** assist with the care of infants and children, improve education for children, improve health and the sense of dignity among the elderly, or improve the quality of care for people with disabilities.

#### **Terri Wingham** Volunteer, South Afric

"CCS takes care of all the details and takes the fear out of volunteering internationally. They provide the perfect balance between volunteering, cultural exchange and free time. I would volunteer again with CCS in a second! My first experience in Cape Town changed my life and sparked my current volunteer trip around the world."

#### Marissa Marino Volunteer, Tanzania

"I am so grateful to CCS. My Program Site Specialist was always available and pleasant no matter how silly a question I had. In-country staff were knowledgeable, friendly and constantly looking out for my well-being. From the moment I stepped off the plane I felt safe with them."

#### Amanda Westra Volunteer, Costa Rica

"I loved the Home-Base. The staff members were friendly, helpful and funny. They met every need I had. Katia even made me soup when I was sick. Situations like that really show how caring the staff at CCS is."



# PEOPLE THINK IT'S TOO HARD AND COMPLEX TO TRAVEL TO DISTANT PLACES AND TAKE PART IN VOLUNTEERING. WE'RE CHANGING THAT.



Of course, plenty of people who want to volunteer internationally may be thinking, "I wouldn't even know where to start." Destinations can seem a million miles away and to one who has never been, may feel mired in mystery. But all of that starts to change the instant you contact CCS. From the moment you consider a life-changing adventure, you're working with our team of international volunteer experts; intrepid adventurers just like you who have been in your shoes. We'll help you decide where to go. We'll help you plan your travel. We'll help you figure out what to pack. And this relationship continues through your time in-country, your return home, and beyond. The experience certainly begins the moment you enroll, but it doesn't end when you come back. Not even close.

When you volunteer with CCS, you gain access to all of the unique program features that make us a leader in the field. Our expert staff — all proud CCS alumni — are here to guide you through every step. From selecting your ideal destination and length of program, to finding the perfect volunteer opportunity for you, our Program Advisors and Program Site Specialists have got the details covered. When you arrive at your destination, a member of our in-country

team will greet you at the airport to take you to your brand new home away from home; the CCS Home-Base. Specifically designed to ensure that our volunteers feel safe, comfortable, and confident, the Home-Base offers everything you'll need in order to have the best experience possible. That means you'll enjoy the benefits of an incredible staff of local nationals, healthy home-cooked meals, transportation to and from your volunteer site, and a safe place to make genuine

connections to your new community. At the Home-Base, you'll have unlimited access to the staff and all they have to offer, as well as 24-hour security. Our comprehensive safety and security strategy is always being reviewed and improved upon by our expert team, so from the highest level to the smallest detail, it's easy to see that safety is our top priority.

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#### Christopher Davidson Volunteer Peru

"There's a story I love about a man walking along a beach. There were countless starfish that had been washed ashore that were dying, and he was throwing some of them back into the sea. Someone stopped and told him that he couldn't possibly make a big impact when there were thousands upon thousands of starfish that needed help How could what he did matter? The man picked up a starfish, looked at it and said, 'It matters to this one,' as he threw it back into the sea. I feel like that man. Though what I did may not have seemed significant, it mattered to those kids and when added to the work of the other volunteers over many years, I'm sure we have made and will make a big difference in Peru."

### PEOPLE THINK THAT IF THEY CAN'T BE PART OF SOME BIG ACTION, THEY CAN'T MAKE A DIFFERENCE. WE'RE CHANGING THAT.



Some people think they know the best way to address global issues. But we know that the most impactful approach to international volunteering – the only approach – is one designed by the community. With CCS you'll do meaningful work that addresses a specific community need. In every community in which we work, we have relationships 10+ years strong with local organizations who communicate real-time, local needs and objectives to the CCS team so we can ensure that your volunteer experience is impactful. You'll work side-by-side with local people to help address the issues they face every day. As you immerse yourself in the community – your new neighborhood – you'll find beauty in every connection and commonality discovered, large or small. You'll see the appreciation in their eyes. You'll form relationships. It will change them. It will change you. And that's how real, lasting change happens;

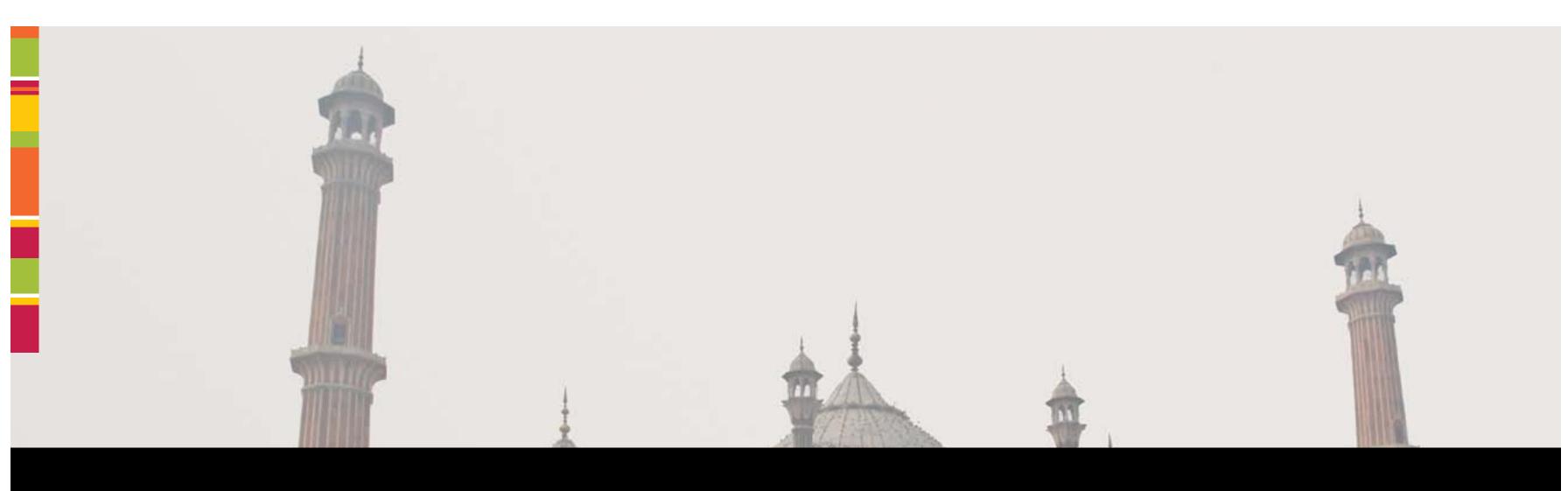
one enlightening and personal moment at a time. Improve education for children: Working with children is a powerful way to effect entire communities. Apply your passion to support local youth and educators, and the impact will resonate for generations to come. Many of the students you'll encounter come from families who can't afford the tuition commonly required for quality education. Make a difference by offering attention and support to students who have few opportunities for special one-on-one connections. In an overcrowded classroom, you can be a role model for children and provide inspiration to local educators. Assist with the care of infants and children: Children are every community's hope for a better future. Nurturing future generations begins with a single lesson, a simple smile, or just a bit of extra attention. Work to strengthen a community's greatest asset – their children – when you volunteer with orphanages,

daycare centers, community centers, and other organizations that are preparing kids for great things. You'll provide support to abused, abandoned, or otherwise vulnerable children so that they can grow into healthy, happy adults. You'll be an invaluable role model for local children by offering support to an under-resourced staff. Improve health and the sense of dignity **among the elderly:** A community's elders are its deepest roots, a living connection to every generation. By offering an elderly person attention and love, you'll build bridges between cultures and across generations. The elderly are often the forgotten members of a population. They can be marginalized as a result of urbanization, or left behind by families who no longer have the resources to care for them. In communities where nesteggs and comfortable senior homes don't exist, the elderly have few resources on which they can rely. Working to support

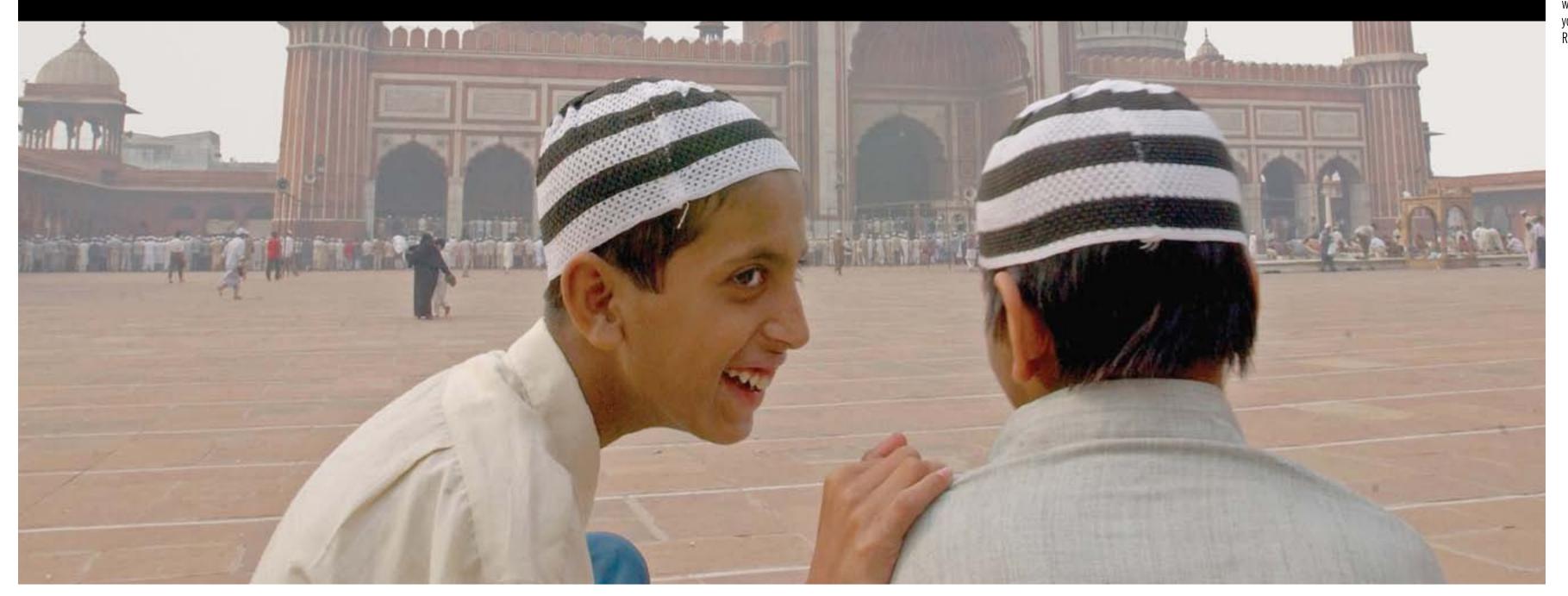
these individuals means that you'll be bringing games, music, and a chance for fun physical activity to an organization's residents. Improve the quality of care for people with disabilities: In many communities around the world, individuals with disabilities face harsh social stigmas and are left with few resources. Work alongside our partner organizations to bring joy to the lives of people with disabilities as they strive to live each day to its fullest. In communities where resources are already scarce, it's not uncommon for individuals with disabilities to go without vital care and services. Your efforts will strengthen the visibility of these services, and contribute to larger community efforts to break down the stereotypes and stigmas faced by individuals with disabilities. Support those affected by HIV/AIDS: Community development and sustainable change start with an empowered few. Volunteer with local outreach and health organizations

that are working with individuals affected by HIV/AIDS. One of the most important factors in combating the virus is the effort to de-stigmatize those with positive status, and when you partner with local community centers and outreach projects you can spark that change. Lend your passion to the cause, and support the movement toward more compassionate care, more effective education campaigns, and more people getting tested to know their own status. Act in solidarity with local leaders and add credibility to community-wide awareness efforts, while supporting those who are affected by HIV/AIDS. **Enhance the quality of healthcare**: Spend your time abroad volunteering alongside healthcare professionals who are working to provide quality care to their patients each and every day. Many of the people you'll encounter during your time abroad live with limited access to the most basic health resources. Whether

your volunteer service takes you out into the community, to a local clinic, or to a hospital room bedside, the love and attention that you offer can bring a smile to the faces of patients and their families. For many, that makes all the difference in the world. And so much more: If you didn't find your calling among our six volunteer work areas, we've got some other opportunities that will match your unique interests and experience. Whether you're a micro-finance enthusiast, a women's empowerment champion, or have some specialized skill or secret talent, we would love to work with you to find your perfect volunteer assignment. Our local partners often have periodic and unique initiatives that may not fit in perfectly with our six work areas, but could be a perfect match for your skills and interests. So let us know what you're looking for!



### PEOPLE THINK VOLUNTEERING HAS TO BE A LENGTHY COMMITMENT, LIVING IN CRUDE CONDITIONS. WE'RE CHANGING THAT.



We understand the importance of the basics. A sound sleep and a home-cooked meal can be just the fuel you need to make tomorrow your best day yet. That's why we provide a safe and comfortable Home-Base for all of our volunteers. The CCS Home-Base is staffed by a full-time team of local people and is your in-country home away from home. Our staff offer you an incredible, genuine connection to the culture while also ensuring your safety and comfort. At Home-Base, you'll have the chance to connect with CCS staff and fellow volunteers, enjoy authentic local cuisine, or just kick back and relax.

Our team can help you achieve a balanced program that works for you. Since 1995, our international volunteer programs have provided individuals with genuine and immersive cultural experiences, while also fulfilling the specific needs of volunteers interested in family travel, corporate travel, teen volunteering, and international

internships. No matter what you're looking for, our team can get you there, and we'll work with you to create an experience that's everything that you need it to be, and more. Every aspect of our program can be customized to fit your needs. Whether you're looking to volunteer for one week or 12, traveling with a group or on your

own, hoping to explore bustling cities or trek through mountain ranges, our flexible start dates and variety of international destinations mean you've got options. And there's no need to feel overwhelmed; we're ready to work with you to ensure that the program fits your needs.

<mark>Ann Murphy</mark> Volunteer, Thailaı

"The Home-Base was wonderful — a peaceful oasis in the midst of a hectic city — but it felt like living in Bangkok, not like being a tourist. And the food was amazing! I really miss Thai food."

**Elif Anda** Volunteer, Peru

"Every day when I went out for a walk, Edga at Marie Café would wave through the window, the security guard would salute me in front of Interbank, the woman at the laundromat knew me by name, and the man at the market knew exactly how many plantain chips I wanted."

**Darnell Kea**Volunteer, Costa Rica

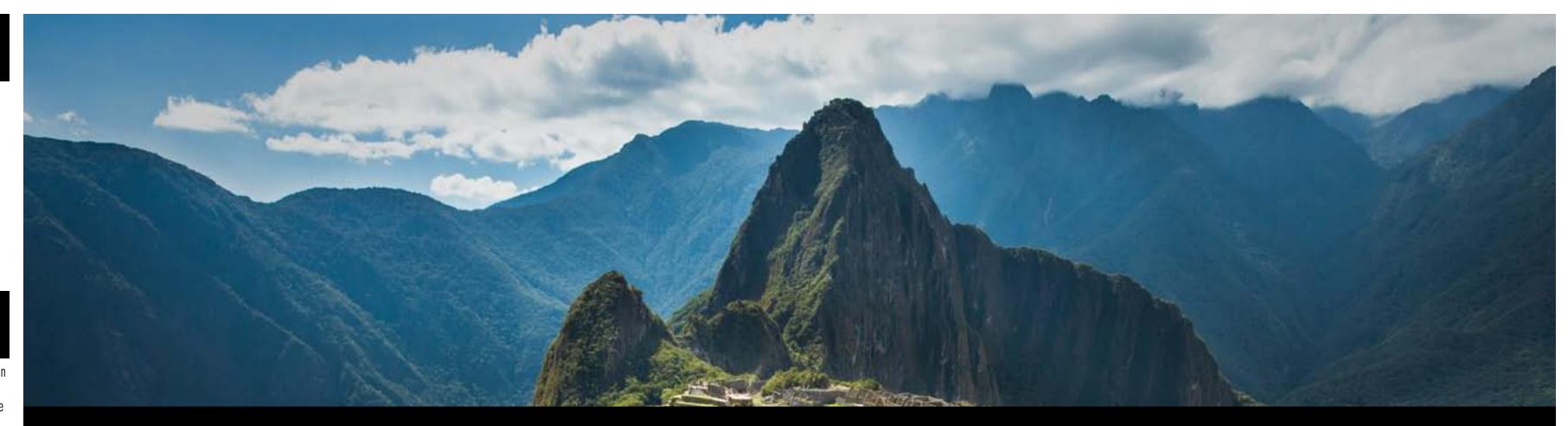
"The Home-Base was a wonderful experience in itself. You are literally living in their culture because the staff are all local residents. They teach you so much. They are always willing to answer any questions and help you in any way. The Home-Base in Costa Rica was cozy and homey and comfortable."

#### Melissa Dismuke Volunteer, India

"Wandering through a country of contradictions, eating delicious foods, painting henna, watching Hindu ceremonies, going to Buddhist temples, partaking in Tibetan traditions, hiking through the majestic Himalayas, listening to the Dalai Lama, learning Hindi songs and dances from my students. These are just a few parts of the Indian culture that I had the privilege of experiencing with CCS and on all the excursions along the way."

#### Melissa Nessi Volunteer, Thailand

"I went to Kanchanaburi and hiked up Erawan Waterfalls and swam in the water. Next, I went to an elephant camp and rode on the back of an elephant by myself. After that, I went on a bamboo water rafting adventure. My last stop was exploring the Krasae Cave, followed by a train ride. How awesome!"



### PEOPLE THINK THAT VOLUNTEERING CAN'T ALSO BE THE TRAVEL ADVENTURE OF A LIFETIME. WE'RE CHANGING THAT.



What you'll get with us can't be found in any guidebook. We believe that each part of your international volunteering experience works to complement the whole. That's why we offer a full and balanced international volunteer experience with time built in for guided cultural activities, solo adventures, cultural exchange, and personal reflection.

We know that a chance to learn about the culture of the community in which you're volunteering is what truly makes the experience unique and complete. This is why we include plenty of immersive Cultural Activities to complement your volunteer efforts. As a volunteer, it isn't only the work that you do that will leave a lasting impact on the local community, but the cultural exchange and understanding in which

you openly participate as well. Whether you're engaging in guided discussions on relevant local issues, or find yourself elbow deep in rice flour and learning how to cook an authentic dish, every organized Cultural Activity will offer you a deeper understanding of the community and all of its beautiful complexities. Free Time is available on some afternoons, most evenings, and every weekend. So whether you choose

to go it alone or set out exploring with a crew of your fellow volunteers, every CCS destination offers plenty of time and tons of options for some off-the-charts excursions. The CCS team is always eager to pass along some favorite spots and insider recommendations, so just let us know if you're not quite sure where you want to begin and we'll be sure to point you in the right direction.

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Some people offer support by writing a check. But once the ink is dry, the cause may be forgotten, and life moves on. What a volunteer can bring to a community can't be measured in dollars and cents. The impact has an incredible ripple effect, and will stay with you and the local community for years to come. When you volunteer internationally, you become a part of the solution. After all, the need for basic services, genuine cultural exchange, and international understanding doesn't begin and end with the latest national disaster. The communities with whom we partner can always benefit from the help of a volunteer like you.

committing to an international volunteer experience is a commitment to making real and sustainable change in the world and in yourself. Let people know that you're paying attention and are up for the challenge; that you're a global citizen, ready to do your part and to see what the world has in store. When people openly exchange perspectives and participate

in small but significant acts of humanity, the impact is felt across cultures and for generations to come. Sure, you may have certain expectations for your volunteer experience. But once you're in-country and working side-by-side with local community members and change makers, you'll realize that the experience lives entirely outside of any expectations

you could possibly have. Suddenly, you live in a space where change happens. You find yourself making genuine connections and undergoing personal reinvention. No matter how your unique experience unfolds, you'll make a difference and connect with people and places in ways you never have before.

olunteer, Tanzania

"There was a beautiful sense of community in Tanzania. Everyone was there if another needed help. Even with the scarce amount of food, housing and resources, they were still a community. I learned to appreciate how people can live with so little and always wake up with a smile on their face."

Kaleigh Dey Volunteer, Morocco

"After my first trip to Morocco with CCS I felt completely changed. I discovered my passion for working with children, and reevaluated my life path and changed careers. I went from working in the fashion industry to being an elementary school teacher. I have never been happier! I also now have plans for other educational/philanthropic work in the future. Traveling with CCS has always given me the opportunity to take a step back and look at my life and priorities and adjust things accordingly, for which I am truly grateful."

