

### **Story Summary**

There are many ways children can show kindness to others—human, animal, young, and old. In a series of thoughtful questions, the text reminds readers of the impact they can have through everyday actions and words. From simply saying "please" and "thank you" to helping, comforting, and protecting others, A World of Kindness goes beyond mere platitudes and politeness to examine, in a kid-friendly way, the most powerful of social interactions.

### **Additional Resources**

Pair this book with:

Plant a Garden of Kindness by Lindsey Barr through <a href="http://worldchangingkids.ca">http://worldchangingkids.ca</a>

### Websites:

https://thinkkindness.org/

https://thegreatkindnesschallenge.com/schooledition/

https://www.metowe.com/

https://www.randomactsofkindness.org/

https://cdn.coffeecupsandcrayons.com/wp-content/uploads/2015/01/100-ACTS-OF-KINDNESS-FOR-KIDS-FREE-

PRINTABLE.pdf

https://centerhealthyminds.org/join-the-movement/sign-up-to-receive-the-kindness-curriculum

### Online Video:

The Ripple Effect: https://www.youtube.com/watch?v=h82IZXWHr4Q

Picture Book Ages 3-5 | ISBN: 978-1-77278-050-5 | Pages: 32

### **Themes:**

Kindness, The Global Community

### **BISAC Codes**

JUV039050 JUVENILE FICTION / Social Themes / Emotions & Feelings JUV039220 JUVENILE FICTION / Social Themes / Values & Virtues JUV039060 JUVENILE FICTION / Social Themes / Friendship JUV039200 JUVENILE FICTION / Social Themes / Manners & Etiquette

#### Downloadable Poster Available

http://pajamapress.ca/resource/a world of kindness extra content



### **Curriculum Connections**

This guide contains a read-aloud guide and four robust follow-up activities. It can be used with kindergarten through grade 6

Activity/Activity Set	Main Subject Area	Specific Skills and Topics
Read-Aloud	Listening Comprehension	Predicting, Making Connections, Inferring
Shared Writing	Writing	Generating Ideas, Organizing ideas
Word Play	Writing	Word Choice, Synonyms, Verbs, Acrostic Poems
Kind Classroom	Belonging and Contributing (K) Health and Phys Ed: Living Skills (Gr. 1–6) Writing	Positive Messages Interpersonal Skills Writing for Specific Purposes
Kindness Project	Character Education Social Studies	Empathy Global Citizenship
Culminating Assembly	The Arts: Dance, Drama, Music, Visual Arts	Communicating Ideas Elements and Conventions of the Arts

### The Read-Aloud

Students will have many opportunities to make connections in this short, thought-provoking book: text-to-self connections (Are you kind?), text-to-text connections (do you recognize some of the illustrations/illustrators?), and text-to-world connections (how does kindness spread through the world?).

### Learning expectations:

Students will:

- use comprehension strategies to understand oral texts, including predicting, making connections, and inferring
- make text-to-self, text-to-text, and text-to-world connections

### You Will Need

A World of Kindness

#### How To:

Before Reading Read the cover. Ask "What do you see? What might the book be about?"

Teach students this discreet response: To answer yes to a question, make a thumbs-up sign and hold it against your chest, where it is obvious to only the teacher. To answer no, hold a thumbs-down sign in the same place. Invite students to use these responses to answer questions posed in the book.

### **During Reading**

- First and second spreads: read and wait for response described above. Look around and nod encouragement.
- 2. Third through sixth spreads: Read the question, wait for the response, and then ask "How might you do that?" Call on a few students to give examples.
- 3. Seventh: read and wait for response.
- 4. Eighth: Read, allow response. "That's hard to do, isn't it?" Invite comments.
- 5. Ninth: Read, allow response. "What special thing might you share?"
- 6. Tenth: "What kind of activities could you invite someone to join?"
- 7. Eleventh: "Will you watch over someone else?" Have students recall how characters respond to bullies in books you have read together.

- 8. Twelfth: "When might someone be sad?"
- 9. Thirteenth: Invite students to share experiences of being or welcoming the "new kid."
- 10. Fourteenth: Invite students to explain what this statement means to them.

### After Reading

Leaf through the book and invite students to connect illustrations with books you've read in the past (several of the illustrations in the book are taken from other picture books. The table of contents tells which).

### **Activity I: Shared Writing**

### Learning Expectations

Students will:

- generate ideas about a potential topic
- identify and order main ideas and supporting details, with support and direction, using simple organizational patterns

#### You Will Need

- tub of water and pebble, or internet access and a screen
- A World of Kindness
- chart paper and markers
- drawing paper
- stapler or other form of binding

- Do a demonstration of the ripple effect (drop a pebble into a pool/tub of water) or show a short video, like this one: <a href="https://www.youtube.com/watch?v=h82IZXWHr4Q">https://www.youtube.com/watch?v=h82IZXWHr4Q</a>
- 2. Show the final page of A World of Kindness. Discuss what this might mean. Guide students to think about how one person is kind to a second person, which increases the likelihood, or even the ability of that second person to be kind to a third person, and so
- 3. Invite students to contribute to a cooperative story in which each student adds a sentence. You may need to assist with the ideas. The story will follow this format: The first character does something kind for the second character. The second then does something kind for a third character and so on. Encourage students to use characters of all different ages and

situations. Some can be animals or plants. Example: A student helps his teacher tidy the classroom. This leaves her enough time to go to the grocery store after school and buy some food for the food bank. A father goes to the food bank to get food for his family. This allows his daughter the rare treat of having a friend over for supper. The friend decides to pay it forward and asks her mother to buy a muffin for a homeless woman, who feeds the crumbs to some hungry birds. The birds later rest on an office building and entertain a tired man working late at his desk. Simplify the ideas into short, separate sentences. Record the sentences on a chart. E.g. Tommy helped Mrs. Brown tidy their classroom. Mrs. Brown bought food for the food bank. Amy's father got food at the food bank...

- 4. Cut the sentences apart and give one to each student to illustrate. Have them write the sentence on their picture. Later, have students help you reassemble the story in the right order. Bind them together to create a book for the classroom library.
- 5. Invite students to write their own similar pattern stories.

### **Activity 2:**

This activity will get students thinking about a multitude of kind acts while developing their vocabulary.

### Learning Expectations

Students will:

- use a thesaurus to explore alternative word choices
- write short texts using a variety of forms
- use words and phrases that will help convey their meaning as specifically as possible
- produce revised, draft pieces of writing to meet identified criteria related to content and organization

### You Will Need

- chart paper and markers
- dictionaries, thesauri, and/or tablets
- A World of Kindness
- writing paper and tools
- computers and printer; or white paper, pencils, and colored pencils
- optional: ruler, black marker, photocopier

- I. Write the capital letters of the alphabet on a chart, one letter per line (it will take 2–3 sheets). Challenge your students to come up with an act of kindness for each letter of the alphabet. This is an excellent opportunity to teach or practice verbs. You might insist that each act of kindness begins with a verb most naturally will anyway. The list will be unique for each class but might include things like "Share a toy" for "S," "Make a card" for "M," and "Pick up litter" for "P." It's not necessary to fill the spaces in order, nor to finish it all in one sitting. Make a goal to get most of the lines filled in within about three days. Older students can be invited to write things in during their free time, or work as a class to look through dictionaries for verbs that might lend themselves to acts of kindness. It's fine if not all letters have something. Some letters simply don't appear at the beginning of many words. Students may want to be creative with "X" and use a word that actually begin with "Ex", or a word that ends in "X." Hang this list in the classroom. You will come back to it in steps 3 and 4.
- 2. On a chart, generate a list of synonyms for the word "kindness" and the word "kind." Begin with students' own ideas. Add words from the body of A World of Kindness and other read-alouds you have read. Have students keep a list on their desks and add to it whenever they encounter a synonym in their independent reading. Do the same at the guided reading table. Give older students a variety of tools (e.g. a dictionary, a thesaurus, and a tablet for using an online thesaurus). Have a race to see who can find the most synonyms in ten minutes, or who can find ten synonyms first. Put kindness into action by making it a whole-class challenge—can every student make a list of 10 (or 5) within 20 minutes? Encourage early finishers to help strugglers and stragglers so the whole class can meet the challenge. Afterward, add all the words students found to the chart. Look at the endpapers of A World of Kindness to see if there are any words not yet on your list. If so, add them! If any words are new to students, use them in a sentence and encourage students to do the same. For your reference, here are some suggestions of synonyms

and near-synonyms: Kindness: affection, altruism, benevolence, charity, compassion, consideration, courtesy, decency, empathy, generosity, gentleness, good will, goodness, grace, graciousness, helpfulness, hospitality, humanity, love, patience, respect, sweetness, sympathy, tact, tenderness, thoughtfulness, tolerance, understanding, unselfishness; Kind: amiable, amicable, affectionate, benevolent, charitable, compassionate, congenial, considerate, cordial, courteous, friendly, generous, gentle, good, good-hearted, gracious, helpful, humane, kind-hearted, kindly, loving, neighborly, nice, obliging, respectful, soft-hearted, sympathetic, tenderhearted, thoughtful, tolerant, understanding.

3. Have each student choose one of the synonyms for kind/kindness to write an acrostic poem. Teach them

how by doing a shared writing activity using the word "KINDNESS." Begin by writing the word vertically in capital letters down the left side of the chart paper. Invite students to suggest acts of kindness that begin with any of the letters in the word. If they struggle, suggest some yourself. Model how to write the word or phrase next to the capital letter, pointing out that you are using the capital letter as part of the word or phrase. Pretend you can't think of an idea for "S" and model looking at the chart generated in step 1. Think aloud, "I wouldn't want to get all my ideas from the chart—if everyone did that, our poems would all be really similar. But it's okay to get one or two ideas from the chart if I'm stuck."

Example:

- K eep a spare pencil to give to someone who needs one
- nclude everyone in your games
- M otice someone who is sad and talk to them
- (4) onate old clothes and toys to charity
- $\[Mathbb{N}\]$  od and smile when you meet people in the hall
- Explain homework to a classmate
- S hare a toy
- S ay only kind words
- 4. Give students time and support as needed to draft their acrostic poems. Allow them to use the alphabetized list of kind acts generated in step I for any letters they are unable to fill. Help them to revise, edit, and "publish" their poems. If using computers, show them how to use capital, bold, large font size, and decorative font for their initial letters (as above). Have them print out and decorate the borders of their poems. If not using computers, do an art lesson on decorative lettering and have students decorate the first letter of each line. They look best done on unlined paper. Placing a liner under the white paper helps students space their lines evenly. To make a
- liner, simply use a ruler and fine black marker (or a computer) to make lines about 1.5" apart. This will accommodate poems up to 6 lines long. Make a different liner, with lines 1" apart, for students who chose longer words (up to 10 letters). For even longer words, consider giving students legal-sized paper. Photocopy enough for each student to have the size they need. Placing the liner on top of a spare sheet of plain white paper makes the lines show through better, especially if desks or tables are dark in color.
- 5. Display the finished poems on a bulletin board.

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### **Activity 3:**

Kind Classroom Get your students into the habit of treating one another kindly every day. You might notice a lasting change in the way they interact.

### Learning Expectations

### Students will:

- act and talk with peers and adults by expressing and accepting positive messages
- demonstrate personal and interpersonal skills
- write short texts using a few simple forms
- spell some high-frequency words correctly

### You Will Need

- A World of Kindness
- In a Cloud of Dust by Alma Fullerton
- · various books depicting kindness

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- craft and writing materials
- chart paper and markers
- printer paper in a variety of bright colors
- a list of your students' birthdays
- blackline masters "Our Kind Home" and "Our Kind Home cover letter"

- Consider registering with one of the many kindness-promotion agencies, such as those listed in the Additional Resources section. Participate in a challenge or get a free curriculum.
- 2. Using the poster at https://cdn.coffeecupsandcrayons. com/wp-content/uploads/2015/01/100-ACTS-OF-KINDNESS-FOR-KIDS-FREE-PRINTABLE.pdf or one of many other "kind acts" lists available online as inspiration, begin to develop an anchor chart with your students. You could call it "Ways to Be Kind Every Day." Add just 3-4 ideas each day so that students (and you!) have a chance to internalize and practice them before more are added. You might start with "say hello," "smile at everybody," and "give a compliment." These are easy to model and you probably do them already as you greet each student at the beginning of the day. Saying something positive to every student as they enter is a great way to start everyone off on the right foot! Publicly recognize students when you see them being kind. If they perform an act of kindness that is not yet on the list, add it!

- 3. Turn to the ninth spread of A World of Kindness. What are the children sharing? This illustration by Brian Deines is part of In a Cloud of Dust by Alma Fullerton. Read (or re-read) In a Cloud of Dust to your students. Invite them to identify as many acts of kindness as they can in the book. Discuss similar acts of kindness they could do. They may not be able to teach someone to balance on a bicycle, but they might hold a friend's hand as they try to balance on a curb, or teach them how to jump to catch the monkey bars. They can certainly encourage a friend who falls and skins a knee on the playground. Particularly note the generosity of Mohammad, who actually hands his new bike over to Anna because she has "farther to go." Collaboratively with your students, articulate and record on your "Ways to Be Kind" anchor chart some of the types of kindness represented.
- 4. Obtain as many of the other books represented in A World of Kindness as possible (see its Table of Contents), focusing on the ones that are suitable for the age of your particular students. Repeat step 4, above. Use these books to start a "Kindness Collection." Add to it other books about being kind. Some suggestions are here: <a href="https://www.buzzfeed.com/emeynardie/13-childrens-books-that-encourage-kindness-toward-26paw?utm\_term=.tmlGxvmaO#.bp995LyYv">https://www.buzzfeed.com/emeynardie/13-childrens-books-that-encourage-kindness-toward-26paw?utm\_term=.tmlGxvmaO#.bp995LyYv</a>
- 5. Create a "Kindness Center" in your classroom. This need not take extra space. You could incorporate it into your writing center, craft center, or reading corner. Stock the center with a variety of materials students can use to pursue their acts of kindness: craft materials to make cards and posters; paper and writing utensils to write notes, letters, and journals; and your "Kindness" book collection. Post the "Ways to Be Kind" anchor chart nearby.
- 6. Work kindness into the curriculum. When a new school year starts, start this tradition: Whenever it is the birthday of a student, the writing activity for the day will be for everyone to make that student a birthday card. Use brightly colored printer paper in a variety of colors, saved to be used only on birthdays. Model how to make a "really nice card" that shows how much you care about the person by, for example, depicting their special interests on the card. Make

an anchor chart with appropriate birthday phrases and post it all year. Make and post a list of required elements: fold on the left, greeting on the front and inside, colored picture on the front and inside, "to" and "from" on the inside, personal message inside, only positive words and images. Just before home time, gather the students to sing Happy Birthday while the birthday child looks through all the cards, which he or she will then take home. Students with summer birthdays can be celebrated in the first or last weeks of school, or on their "half-birthday" (six months from their actual birthday). If you decide to begin this tradition partway into the school year, students whose birthdays have been missed can be celebrated on their half-birthdays, as can students who join the class mid-year. Or new students can be celebrated with welcome cards instead. Besides promoting kindness and a positive classroom culture, this activity helps consolidate some writing conventions (fold on the left), spelling of high-frequency words (to, from, day) and independent writing of unknown words (in the personal message).

- 7. Many teachers have employed a strategy that involves having each student write something positive about every other student, using a class list. The teacher then compiles all the compliments about each student and gives each student the list of their compliments. A teacher who famously used a similar strategy was Helen P. Mrosla. If you have not read her touching and now well-known story about student Mark Eklund, you can find it here: <a href="http://www.educationworld.com/a lesson/lesson/lesson012.shtml">http://www.educationworld.com/a lesson/lesson/lesson012.shtml</a>
- 8. Replace a long list of classroom rules with a short list of guiding principles. If students helped generate the list of specific rules, keep them, posting the guiding principles alongside and discussing how each specific rule fits into one or more of the guiding principles. Example of guiding principles:
  - 1) Be safe. 2) Be kind. 3) Be learning.
- 9. Post inspirational quotes in your classroom.
- 10. Collaborate with your students to come up with a banner for your classroom that celebrates its kind heart and post it on or above your classroom door. E.g. "Kindness Lives Here."

II. Send home copies of the blackline master "Our Kind Home" along with the corresponding cover letter. Encourage students to tell the class what they are doing at home to spread kindness. The free eBook Fun & Easy Ideas for Random Acts of Kindness contains more suggestions parents may find useful. Download here: https://topyouthspeakers.com/bw-ebook.php

### **Activity 4**

Kindness Project A whole-school initiative to spread kindness

### Learning Expectations

Students will work toward:

- becoming responsible, active citizens within the diverse communities to which they belong
- being responsible stewards of the earth by developing an appreciation and respect for both natural and human environments and communities

### You Will Need

- internet access
- time to meet with colleagues
- specific materials related to the project chosen by your class
- extra copies of A World of Kindness
- digital camera, phone, or tablet
- certificates—example here <a href="https://www.superteacherworksheets.com/awards/kindness-award.pdf?up=1466611200">https://www.superteacherworksheets.com/awards/kindness-award.pdf?up=1466611200</a>

- 1. Research the Think Kindness organization.
- 2. Work with other teachers in the school to plan a school-wide initiative in which each class is invited to take on a kindness project, and give a presentation at a culminating assembly. The presentation could be a slideshow, skit, song, or any other way of promoting the idea of kindness. It could tell about their individual class project or could be a more generic kindness presentation such as a class choir singing the well-known country song "Try a Little Kindness." Share the "Kind Classroom" ideas above with your colleagues to get them started. Hopefully some will choose to go beyond the walls of their classrooms and do a project that benefits the community or another community in this country or another country.

- 3. Some ideas to get the brainstorming started:
- Collect towels for an animal shelter (call them first to see what they really need)
- collect food for the local food bank
- visit a long-term care home to sing for the residents there
- · knit scarves for refugees or homeless people
- put up a birdfeeder
- collect new socks for a homeless shelter (call to see what they need most)
- hold a bake sale or used toy sale and donate the proceeds to a project in a developing country
- write and send kind notes to every student in the school
- write letters to people in hospital, in long-term care, or to veterans
- collect toys for a holiday toy drive
- rake leaves or shovel snow
- become involved in a humanitarian organization such as "Me to We" or an organization that works to help wildlife or the environment
- 4. Ask your principal to order copies of A World of Kindness for each class.
- Hold a class meeting to plan how your class will participate in the initiative. Suggest a variety of ideas, perhaps from the list above, that would be appropriate for your group.
- 6. Carry out your project. Take plenty of pictures.
- 7. Plan (and rehearse if necessary) your presentation for the culminating assembly.
- 8. With your colleagues, plan to "Catch students being kind" to one another. Celebrate these acts by writing a brief description to be read on the morning announcements. The student in question could be called to the office to receive a certificate or other token. Certificates can be displayed on a bulletin board throughout the project. This will help get the student body into the spirit of the project.

### **Activity 5:**

Culminating Assembly Share the kindness with parents, caregivers, and the whole school community.

### Learning Expectations

Students will:

- use dance, drama, music, visual arts, or media to communicate feelings and ideas
- grow in their understanding of the elements and conventions of dance, drama, music, visual arts, or media

### You Will Need

- materials specific to your chosen project
- photographs of your students participating in their project
- construction paper, digital camera, tablet, or painting supplies
- scissors
- large mural paper for banner
- display space
- time to rehearse
- technology as needed
- an audience

- I. Prepare the foyer and halls of your school to welcome parents and caregivers. Encourage each class to create their own variation of the cover of A World of Kindness on their class bulletin board. Some ways to do this could include:
- Each student traces their hand on construction paper (use various colors). Place in the shape of a heart, as on the book cover. Inside, place the words "A World of Kindness from [your grade]".
- Have students place both hands on a desk while a
  peer takes a digital photo (close-up). Print out the
  photos in color, as close to life-sized as possible. Have
  students cut them out and write their name on the
  backs. Arrange in a heart or other pattern with a caption chosen by the class.
- Teach students to mix paint in various skin tones, including the different skin tones of your students. For very young children, provide pre-mixed paint. Begin by mixing white paint with various amounts of brown and

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then experiment with adding small amount of yellow, red, or black. Have students paint people of diversity. Cut out and place on a cut-out of a partial globe, with the caption "A World of Kindness." See photo below.



- 2. Ask a few capable older students to make a banner for the front entrance. If possible, designate display space for each class to display photos with captions of students working on their various projects.
- In collaboration with whole school staff, decide on a date and time for the culminating assembly.

- 4. Send invitations to parents and caregivers. Advertise the event on the school website or newsletter. If approved, invite the press.
- Collaborate to decide on an act of kindness to do for your audience, such as serving refreshments or giving out student-made bookmarks at the assembly.
- Touch base with each teacher to confirm the title of their presentation. Create a program for the event.
   Ensure that any necessary technology or other equipment is ready.
- 7. Hold your culminating assembly to celebrate kindness at your school. As part of your MC's introduction, thank families for their acts of kindness at home. Share a couple of examples (with the families' permission).

### **Bibliography**

http://www.edu.gov.on.ca/eng/curriculum/elementary/language18currb.pdf http://www.edu.gov.on.ca/eng/curriculum/elementary/health1to8.pdf http://www.edu.gov.on.ca/eng/curriculum/elementary/arts18b09curr.pdf Dear Parents and Caregivers,

Our class recently read a book called *A World of Kindness* and it has inspired us to look at ways we can bring more kindness into our classroom, our school and our community. We thought you might like to do something similar at home, so we are attaching a list of suggestions for family-oriented activities to spread kindness. We would love to hear from you, in words or pictures, about what your family has done, either from this list, or from your own ideas.

Thank you for supporting our efforts,

#### **Our Kind Home**

To follow up the reading of A World of Kindness, here are some ways to nurture kindness at home:

### Together as a family:

- 1. Shovel snow or rake leaves for a neighbor.
- 2. Participate in a local walk/run for charity.
- 3. Visit someone in a senior's home, or an elderly neighbor. Encourage your child(ren) to ask the person about their past and to make cards for the person.
- 4. Prepare food (e.g. casserole, cookies, muffins) and deliver it to a new neighbor, a senior, a grieving family or parents of a new baby.
- 5. Take gloves and bags on a walk. Pick up litter as you enjoy your neighborhood.
- 6. Sort through the towels and blankets in your house for those no longer needed. Take them to an animal shelter after calling to check on the need.
- 7. Sort through the toys, books or clothing in your house. Donate to an appropriate agency such as second-hand store, low-income agency, library, school, church, or shelter.
- 8. Keep a list of local needs and causes on your refrigerator. Add to it whenever one comes to your attention via television news, mailings, newspapers, emails, social media, community bulletin boards, church bulletins, charity websites, etc. Then, when you decide to sort through your belongings or make a cash donation, you'll have a ready list of who needs it.
- 9. Volunteer to do grocery shopping for a senior.
- 10. Find out which items the local food bank needs most. Each time you go shopping, invite your child to choose a needed item. Buy it and let your child place it in the bin.
- 11. Make up a care package of personal care items and treats. Include cards hand-made by your child. Send it to a soldier, college student or someone else living far from home.
- 12. Donate new socks and toiletries to a shelter. Call and see what they need most.
- 13. Plant a tree or garden.
- 14. Look after someone's pet.
- 15. Participate in a fundraiser.
- 16. Talk about a friend or relative's participation in a fund-raising campaign for charity. Each family member can contribute something: change from their piggy-bank, a few words of encouragement to be mailed or emailed, a home-made card to be mailed. Parents can add children's donations to their own and make a single online or mailed donation on behalf of the family. If possible, follow the fundraising progress online, attend the event in person, or phone the participant afterward to congratulate them.
- 17. Adopt an animal online.
- 18. Make a video to cheer up grandparents/other elders. A short clip of children just playing with a pet or one another is enough to bring a smile.
- 19. Visit a friend, neighbor or relative in the hospital (one parent and one child at a time is best)
- 20. Search "Kindness" online for more ideas.

### Help and encourage your children to:

1. Do a chore for someone else in the family.

- 2. Say "Thank you" whenever they are given something (e.g. their dinner, a piece of cake, a gift)
- 3. Ask for donations instead of birthday gifts.
- 4. Make a birdfeeder and feed the birds.
- 5. Ask grandparents or other seniors to tell stories about their childhood.
- 6. Write a thank-you note to both the sender and the mail carrier after they receive a parcel or card in the mail.
- 7. Donate a quality picture book to a doctor's waiting room.
- 8. Phone or text grandparents or other elder to tell them their good news of the day.

### Set a good example for your child(ren). Let them see you:

- 1. Return your shopping cart (and someone else's).
- 2. Hold the door for someone.
- 3. Drive considerately.
- 4. Pay for the next customer at the coffee shop.
- 5. Shop local.
- 6. Buy a hot drink and a muffin for a homeless person.
- 7. Bring a neighbor's garbage cans up from the curb.
- 8. Knit a scarf or hat for a homeless person.
- 9. Thank clerks and other service providers.