



Workgroup Updates

ANNUAL REPORT 2017



2017 Growth and Success



160,000

Mother/Baby
pairs served



67

New Accredited
Counselors



325

Total
Accredited Counselors



675

Enrolled
members



11.4K

Twitter
followers



183K

Facebook
page likes

Breastfeeding Counselors are currently serving in **40 States**



PLUS District of Columbia, Armed Forces Europe, and Armed Forces Pacific

Find out more about us at BreastfeedingUSA.org

VOLUNTEER SERVICES

Mia Gonzalez, Co-Chair

Krystal Clayton, Co-Chair



VOLUNTEER SERVICES MANAGERS



Alura Hirsch
Volunteer Support



Shevy Lowinger
Volunteer Appreciation

Kate Nadeau
Applicant Support



Sharon Knorr
BRAID

Charlene Shenk
BC Support

VOLUNTEER SUPPORT HIGHLIGHTS & GOALS

- New chair and manager have transitioned into their roles
- We have cleaned up open items
- Streamlined/cleaned up back office spreadsheet that helps us to organize volunteers and committees

VOLUNTEER SUPPORT GOALS for 2017/2018

- Monthly update sent out for open volunteer positions to all BCs
- Streamlining volunteer requests from managers/directors (no more e-mail, now a survey!)
- Streamline the follow-up/check-in process for existing volunteers

APPLICATIONS HIGHLIGHTS & GOALS

- We had been able to reduce the wait time to less than one week for an interview.
 - However a large influx of applications caused the wait to increase upwards of eight weeks
- Natalie Gates began the back-up manager; currently her role is closer to an assistant-manager
- Continuous improvement measures to the application process:
 - Better defining application questions to see if the applicant values breastfeeding as the biological norm
 - Updating the application acknowledgement to confirm more information for less delays
 - Working within the workgroup as a whole to better understand the personal experience requirements

APPLICATIONS GOALS for 2017/2018

- Working with BCS on continued issues with non-responsiveness to applicants contacting and BCs responding to inquiries from application support
- Working with education to better develop flagging of potentially problem candidates

BC SUPPORT GOALS

Objective 2

For a ratio of 1:20, identified the number of Breastfeeding Counselor Volunteers (Regional Reps) to be:

- Volunteers (Regional Reps) to be:
- International--1 (4 BCs)
- Midwest--3 (79 BCs)
- Northeast--2 (56 BCs)
- South--3 (73 BCs)
- West--3 (62 BCs)

For most of the fiscal year, the four large regions had two (2) reps each. Ended the year with one rep per region, except for the Northeast, which has two.

Objective 3

Continued contacting Breastfeeding Counselors at:

- accreditation
- one month post-accreditation
- six months post-accreditation
- one-year anniversary of accreditation
- then every six months

Continued to track BC activity and responses with BC tracking spreadsheet which documents upcoming contact dates, type of contact email, and notes from contact. Also tracks Chapter, Facebook group/page, volunteer roles, and CE/BAMS enrollment.

Continued to use email protocol so that there is a record of all emails between regional reps and BCs.

Trained BC regional reps on contact procedures.

Objective 4

Used survey for resigning/retiring BCs to capture reason(s) for leaving Breastfeeding USA.

BC SUPPORT HIGHLIGHTS

- Contacted every Breastfeeding Counselor! All have been contacted at least twice. Newly accredited BCs are contacted four (4) times in the first year.
- Began collaboration with Candidate Support to track BCs from candidacy through **retirement to see if we can spot “red flags” in candidacy that help predict non-compliance** as a BC, which we can try to address earlier in the accreditation process.
- Began updating the BC Guide content (with input from all workgroups) and access. It will be converted into a .pdf that is easily searchable and updated.
- Continued to document FAQs for common questions from BCs for regional rep reference.
- Developed and implemented procedure for type of contact for non-compliant BCs (BC Support Manager only).

BC SUPPORT GOALS for 2017/18

- Recruit and train at least six new volunteers as regional reps: two reps each for the Midwest, South, and West regions to maintain the 1:20 ratio.
- Collaborate with Candidate Support to track BCs from candidacy through retirement **to see if we can spot “red flags” in candidacy that help predict non-compliance** as a BC, which we can try to address earlier in the accreditation process.
- Create instructional video for BC regional rep training and evaluate effectiveness of new and already implemented training.
- Continue to document FAQs for common questions from BCs for regional rep reference.
- Update BC Guide and make it searchable.

CCAR TRACKING HIGHLIGHTS

- Tracked all CCAR submissions for BC compliance and elections eligibility.
- Improved 2017-18 CCAR form to accommodate all types of Facebook helping and online meetings.
- Continued to add new Chapters to CCAR form as needed.

CCAR TRACKING GOALS for 2017/18

- Analyze data from CCAR submissions and create a system where items needing attention (moves, life events, Chapter changes, etc.) are communicated to BC Support for follow up.
- Analyze data from CCAR submissions to see if CCAR form needs to be changed. Continue to streamline CCAR form as much as possible.

EDUCATION

Sarah Harding, Chair



EDUCATION MANAGERS

Sharon Knorr
Internal Continuing
Education

Karen Cuni
Candidate Training

Hannah Tello
Candidate Support

Sarah Harding
Candidate Support



EDUCATION GOALS & HIGHLIGHTS

- Create 6 Continuing Education Units
 - We have one that is uploaded and ready to test and possibly deploy. Pending Moodle improvements, we have several others in the editing phase.
- Maintained an adequate level of volunteers in Candidate Support and Course Tutors.
- New course tutor manager
 - Karen Cuni to replace Toi when she moved to the Board.
- Extensive course platform investigation project
 - We have narrowed down the options to two that will be a great improvement over Moodle.

EDUCATION GOALS & HIGHLIGHTS

- Ashley Hamby, Candidate Tracking volunteer
- Karyn Dinovo, Candidate Tracking volunteer



EDUCATION GOALS for 2017/2018

- Deploy 4 CEUs
- Launch the latest edition of the Comprehensive Course
- Move to a new course platform that is easier to manage without requiring additional expenses for technical services.

COMMUNICATIONS

Jada Nichols, Interim Chair



COMMUNICATION MANAGERS



Bonnie Rutkowski
Public Relations



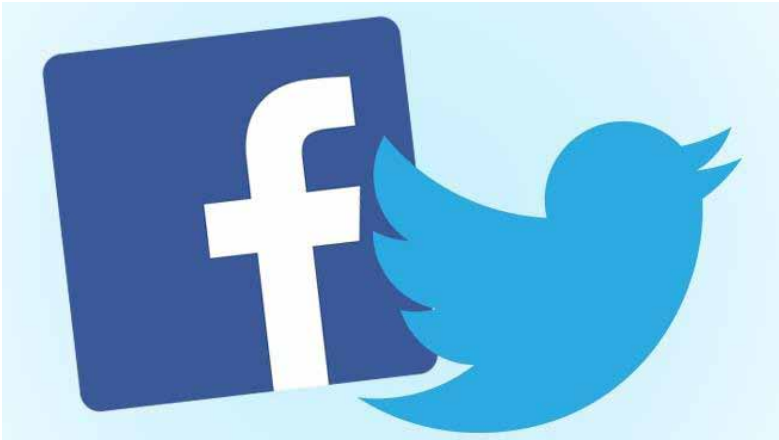
Gena Ortega
E-Newsletter

Genevieve Colvin
Social Networking

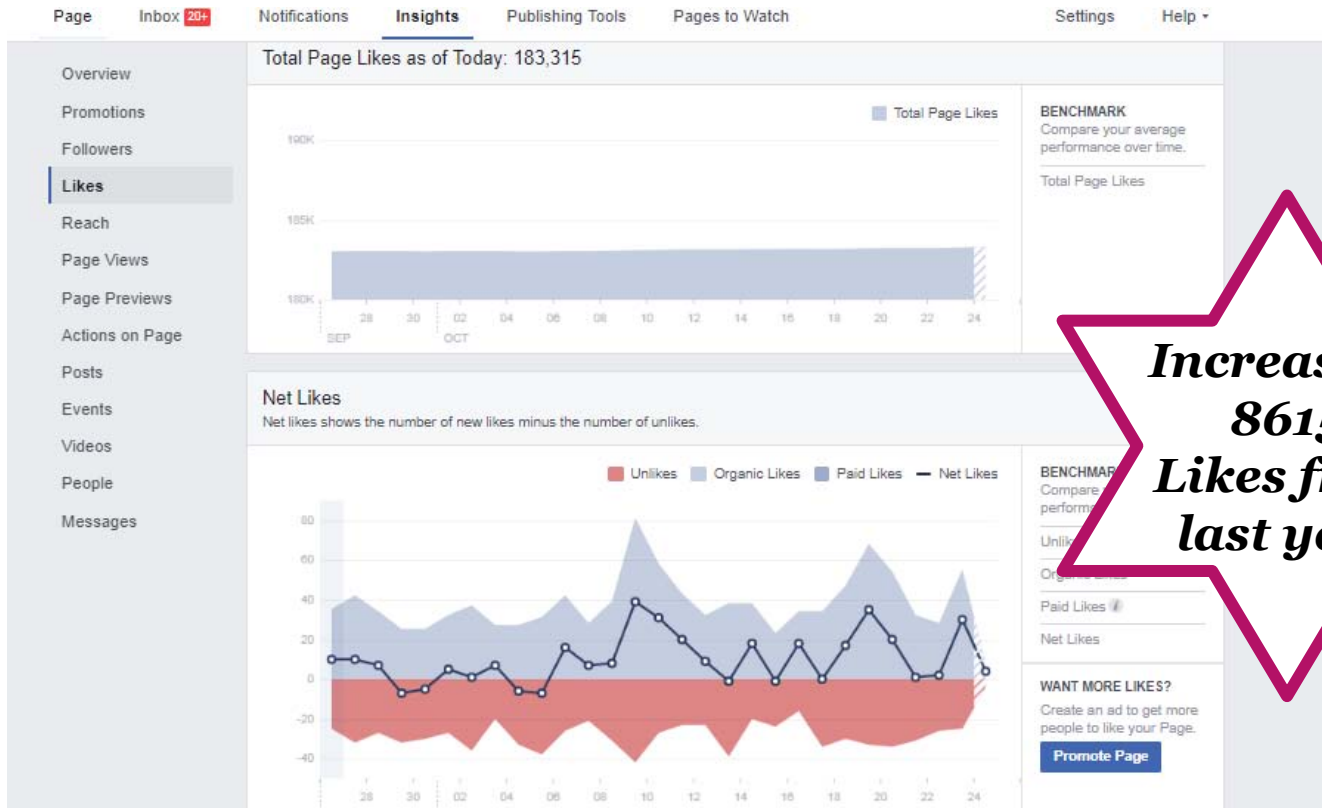
Norma Ritter
Editorial Review Board

SOCIAL NETWORKING GOALS & HIGHLIGHTS

- Conduct training for new Facebook volunteers
- Attended a USBC webinar on using Twitter scheduling effectively.
- Re-engaged followers on Twitter in mid April 2017.
- Assisted F&D on 81 Campaign and the jay elle in August promotion



***Increase of
1770
Followers
from last
year***



***Increase of
8615
Likes from
last year***



SOCIAL NETWORKING GOALS FOR 2017/2018

- Facebook
 - Find additional volunteers
- Twitter
 - 1825 New Followers - 5 per day
 - Host 2 Twitter Chats
 - Participate in as many Tweet chats as possible.
 - Use HootSuite to increase number of Tweets each week through scheduling.
 - Find additional Twitter volunteer

E-NEWSLETTER GOALS & HIGHLIGHTS

- The e-newsletter, #MilkMemos, aims to help Breastfeeding USA meet several goals, namely fundraising (through encouragement of its readers to donate), education (by providing valuable and timely evidence-based information from our organization and other reputable sources to its readers), and name recognition by driving more traffic to the website.
- This past year, 4 newsletters have been released, focused on pertinent issues relevant to the mothers and families who seek our help, as well as providing helpful information to Breastfeeding Counselors and guiding them to valuable articles on our beautifully-designed website.
- Some of our most-read and most popular newsletter articles were regarding: breastpump use, breastfeeding secrets from global moms, essential oils and breastfeeding, tongue ties, AAP sleep guidelines, perceived low milk supply. The design has improved over this year, focusing on improved readability, straightforward call to action, and increasing Breastfeeding USA exposure through social media channels.

E-NEWSLETTER GOALS for 2017/2018

- Continued improvement in graphic design
- Continued curation of the best available current articles and videos, as well as increased reach, breadth, and open rate among Breastfeeding Counselors and the general public.

ADVOCACY

Jennifer Viet, Chair



ADVOCACY MEMBERS

- Beth Lichy
- Karen Cuni
- Lisa Watkins
- Tamika Harris
- Ellyn Fine

ADVOCACY GOALS AND HIGHLIGHTS

- Represented Breastfeeding USA at
 - NWA (National WIC Association) in Denver, CO
 - Breastfeeding and Feminism, Raleigh, NC
 - USLCA, San Antonio, TX
 - USBC, Arlington, VA
- Provided recommendations to the Board of Directors on national policy decisions including letter to Fed is Best and signing on as support for family friendly airport legislation

ADVOCACY GOALS for 2017/2018

- ▶ Calendar has been initiated to include all conferences that both the committee and BOD are aware of.
- ▶ New USBC Lactation Support Providers Constellation representative - Welcome Tamika Harris!
- ▶ Training video for conference attendees should be completed.
- ▶ More opportunities to showcase our organization to groups that are not currently aware of us.

INCLUSIVITY

Norma Ritter, Chair

INCLUSIVITY GOALS AND HIGHLIGHTS

- The Inclusivity Project has started to share informational articles with our BCs
- The inclusivity Project is looking to expand the diversity of the group with regard to race, ethnicity, age, sexual orientation, gender identity, and geography. If you are interested in joining us, please email norma.ritter@breastfeedingusa.org

FINANCE

Carol Delaney, Chair

FINANCE – TREASURE'S REPORT

<https://docs.google.com/document/d/1Y7802VpHK-zZxKSnymL0VN5b2DJtCisxJxfUYsLKNpg/edit>

8:14 AM

08/08/17

Accrual Basis

Breastfeeding USA
Profit & Loss Prev Year Comparison
July 2016 through June 2017

	Jul '16 - Jun 17	Jul '15 - Jun 16	\$ Change
Ordinary Income/Expense			
Income			
4000 - Cash Contributions			
4010 - Membership Fees	17,025.00	16,465.00	560.00
4020 - Contributions	5,709.52	6,677.01	-967.49
4022 - Recurring Donations	835.00	0.00	835.00
4330 - Workplace Giving	803.57	0.00	803.57
4390 - Other Indirect Contributions	603.36	443.35	160.01
Total 4000 - Cash Contributions	24,976.45	23,585.36	1,391.09
4100 - In-Kind Contributions			
4111 - IKC from BF USA V - Goods	2,023.16	707.73	1,315.43
4122 - IKC from Others - Services	6,859.70	13,150.00	-6,290.30
Total 4100 - In-Kind Contributions	8,882.86	13,857.73	-4,974.87
5000 - Education and Training Fees			
5010 - BC Application/Training Fees	10,990.00	13,260.00	-2,270.00
5099 - Education Fee Waivers	-300.00	-150.00	-150.00
Total 5000 - Education and Training Fees	10,690.00	13,110.00	-2,420.00
Total Income	44,549.31	50,553.09	-6,003.78

Expense**7100 · Professional Fees**

7120 · Accounting and Audit Fees

7130 · Legal Fees

3,000.00

2,500.00

500.00

3,859.70

150.00

3,709.70

Total 7100 · Professional Fees

6,859.70

2,650.00

4,209.70

8000 · Information Technology

8021 · Website Development

8030 · Website Server/Hosting

8040 · IT Services

8090 · Website Services

6,595.00

10,500.00

-3,905.00

2,484.18

2,837.41

-353.23

12,490.00

5,250.00

7,240.00

530.25

525.00

5.25

Total 8000 · Information Technology

22,099.43

19,112.41

2,987.02

8100 · Training & Support Group Exp.

8112 · Volunteer Develop/Training

475.00

700.00

-225.00

Total 8100 · Training & Support Group Exp.

475.00

700.00

-225.00

8200 · Supplies and Materials

8210 · Books, Pubs, and Subscriptions

8220 · Office Supplies

1,870.97

1,665.63

205.34

617.01

188.56

428.45

Total 8200 · Supplies and Materials

2,487.98

1,854.19

633.79

8300 · Communications Expenses

8390 · Other Communications Expenses

296.94

372.24

-75.30

Total 8300 · Communications Expenses

296.94

372.24

-75.30

8400 · Public Relations and Advocacy

8420 · Professional meetings

8422 · Exhibits

8423 · Postage and Shipping

8424 · Printing and Copying

400.00

0.00

400.00

2,530.00

154.20

2,375.80

632.85

476.30

156.55

1,072.50

1,582.77

-510.27

Total 8400 · Public Relations and Advocacy

4,635.35

2,213.27

2,422.08

8500 · Travel Expenses

8510 · Common Carrier Travel / Mileage

8520 · Lodging

8540 · Meals & entertainment

7,783.00

802.16

6,980.84

4,117.46

925.63

3,191.83

2,067.79

178.65

1,889.14

Total 8500 · Travel Expenses

13,968.25

1,906.44

12,061.81

8600 · Facility and Equipment Expenses

8680 · Depreciation and Amortization

5,000.04

2,916.69

2,083.35

8:14 AM

08/08/17

Accrual Basis

Breastfeeding USA
Profit & Loss Prev Year Comparison
July 2016 through June 2017

	Jul '16 - Jun 17	Jul '15 - Jun 16	\$ Change
Total 8600 · Facility and Equipment Expenses	5,000.04	2,916.69	2,083.35
8700 · Business Expenses			
8711 · Credit Card/PP Fees	1,012.46	929.94	82.52
8712 · Other Financial and Bank Fees	38.56	0.00	38.56
8720 · Licenses and Registration Fees	155.00	75.00	80.00
8730 · Insurance	4,197.00	3,240.82	956.18
Total 8700 · Business Expenses	5,403.02	4,245.76	1,157.26
Total Expense	61,225.71	35,971.00	25,254.71
Net Ordinary Income	-16,676.40	14,582.09	-31,258.49
Net Income	-16,676.40	14,582.09	-31,258.49

INFORMATION TECHNOLOGY

Susan Penrod, Chair



IT MANAGER



Keyana Harrison
Content Management

IT GOALS & HIGHLIGHTS

- Improve support for BCs and admins - Goal 1
 - **Continued customizing for admins' needs and solving problems for admins and users.**
 - Transitioned to support contract with Wanna Pixel.
- Support and Accountability - Goals 1 and 3
 - Wanna Pixel has taken on the CRM project, which will proceed in stages. First up is shifting our sales of memberships and education fees to CiviCRM, which will improve tracking and management of these sales and users.

IT GOALS & HIGHLIGHTS

- Increase diversity - Goal 2:
 - IT has filled 2 open positions and a candidate has been nominated for Chair to replace Susan Penrod (leaving at the end of this year).
 - Charlene Shenk **is the new Google Apps Admin, and we've added a** woman of color in a leadership position, Keyana Harrison is the new Manager of the Website Content team. Thank you, Charlene and Keyana!
- Fundraising capacity - Goal 4:
 - Launched redesigned Donate and Membership pages.
 - Added monthly donation and recurring annual membership options.

IT GOALS for 2017/2018

- Fill the open IT Chair position.
 - A nomination has being made; awaiting acceptance.
- Train the new Google Apps Admin and Content Manager.
- Continue documentation of standard procedures.
- Complete work on policy items currently underway.
- The new Chair will continue our adaptation to the support contract arrangement and support the continuation of the CRM project.

FUNDING AND DEVELOPMENT

Amie Teslaw, Chair



FUNDING AND DEVELOPMENT MANAGER



Karyn DiNovo
Membership Manager

MEMBERSHIP NUMBERS

Last fiscal year

2015-2016

New= 352

Renewed= 279

total= 631

This fiscal year

2016-2017

New= 279

Renewed= 396

total= 675

Current membership breakdown

Applicants: 78

Candidates: 182

BC's: 214

*Recurring memberships purchased
(Feb-Aug 2017): **140***

*There is a decrease in new membership purchases, but
more members are renewing their memberships.*

F&D GOALS AND HIGHLIGHTS

- In March we rolled out a change in membership policy and donation structure
 - BCs and volunteers become members
 - All others who wish to contribute are donors
- Accompanying the membership policy was a change to website
 - Membership and donation are separate pages
 - Donors can choose
 - One-time donation
 - Monthly recurring donation
 - Yearly recurring donation

F&D GOALS AND HIGHLIGHTS

- Spring Appeal – 81 Campaign launched May 2017
- Campaign to appeal for monthly donors, both to utilize our new recurring donation function and to capture important recurring revenue
- Aimed for 81 donors because 81 mothers intend to breastfeed after birth, but not all make it
- Achieved 31 monthly donors, 7 one-time donations
- Raised the annual equivalent of more than \$2,500

F&D GOALS AND HIGHLIGHTS

- Received a major corporate donor - jay elle by JL Childress
- Manufacturer of attractive breast pump bags with philanthropic mission to support breastfeeding supporters
- Company founded in California by two sisters, moms **themselves, who were inspired by their own mother's** journey of pumping and employment
- Two of our Directors vetted the company for WHO Code compliance
- F&D worked with Social Media to promote jay elle in August



jayelle
BY J.L. CHILDRESS

F&D GOALS for 2017/2018

- End-of-year campaign with a focus on workplace giving (corporate matches)
- Utilizing the Facebook donate button
- Spring appeal involving promotion of Facebook donate button

ETHICS

Patty Jacobs, Compliance Officer



ETHIC ADVISOR



Rosalie Rust
Ethic Advisor

ETHICS GOALS & HIGHLIGHTS

- Goal: to fill the position of Compliance officer
 - Patty Jacobs was appointed in April of 2017
- Goal: To increase the number of Ethics Advisors from one to three
 - Job description written for Ethics Advisor
 - Ethics Advisor application written in Google Forms
 - Ethics Advisor job posting letter written

ETHICS GOALS FOR 2017/2018

- Create an Ethics continuing education course that could help reduce the numbers of ethics related cases by improving BC understanding.
- The number of ethics related reported violations are very low.
- For discussion: Will BCs be better served with an addition to the existing BC Orientation module? Because policy understanding, Ethics and Conflict of Interest issue are so specific, will live presentations that are interactive, and ongoing, (ie: quarterly) be more effective? Presentations will be ready for January 2018
- Support the Strategic Plan by serving to support BCs individually and in groups with questions, conflicts or concerns.

GRIEVANCE

Nikkole Cooper



GRIEVANCE COMMITTEE MEMBERS



Nikkole Cooper



Tonja Carpenter

GRIEVANCE GOALS & HIGHLIGHTS

- Tonja Carpenter joined the committee.
- Tamika Simpson joined the BOD.
- Nikkole Cooper became the Grievance Committee Chair

GRIEVANCE GOALS for 2017/2018

- Currently seeking a new volunteer for the committee
- Creating an activity report to help with tracking

ELECTIONS

Lauren Logan, Elections



ELECTIONS TEAM



Sara Spalding



Rachel Fenton



Jasmine Rau

ELECTIONS

- Elections are complete for 2017
- Thanks to Ann for teaching me and Tamika for helping with the verification for eligible voters process
- Elections Committee: Sara Spalding, Rachel Fenton, and Jasmine Rau - thank you for being a sounding board and for proofreading

ELECTIONS GOALS

- From the strategic plan:
 - **Goal 2:** *Increase the diversity of our membership, committees, workgroups and Board of Directors*
 - The strategic goal was mentioned in the call for nominees
- Internal committee goals:
 - Transition to a new chair
 - Fill committee
 - Meet deadlines and have plans regarding my due date

ELECTIONS REPORT HIGHLIGHTS

	2016	2017
Membership	680	607
Eligible to Vote	126	129
Voted	75 (58%)	49 (38%)

ELECTIONS HIGHLIGHTS

- Continued with the verified voters process in July
- Three candidates nominated for the three seats:
 - Ginger Gorrell, Rebecca Ruhlen, and Tamika Simpson were re-elected
- Decrease in the percentage of eligible voters who actually voted.

ELECTION REPORT - RECOMMENDATIONS

- Increase nominations and participation by voters
- Postmortem report submitted to board

Questions

and

Answers

??

A word cloud featuring the phrase "Thank You" in numerous languages. The central and largest text is "thank you" in blue. Surrounding it are many other expressions of gratitude in various colors and sizes, including:

- danke** (German)
- tesekkür ederim** (Turkish)
- gracias** (Spanish)
- merci** (French)
- obrigado** (Portuguese)
- dziękuję** (Polish)
- hvala** (Slovene)
- mauriuru** (Māori)
- spas** (Dutch)
- arigatō** (Japanese)
- terima kasih** (Indonesian)
- sukriya** (Hindi)
- chhorakaloutioun** (Armenian)
- gratias ago** (Latin)
- gràcies** (Catalan)
- go raibh maith agat** (Irish Gaelic)
- moichchakkeram** (Tamil)
- tapadh leat** (Welsh)
- ngiyabonga** (Xhosa)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra** (Malagasy)
- welalin** (Burmese)
- tack** (Norwegian)
- dank je** (Dutch)
- blagodaram** (Ukrainian)
- vinaka** (Fijian)
- spasibo** (Bulgarian)
- Баярлалаа** (Mongolian)
- спасибо** (Russian)
- faafetai lava** (Samoan)
- kiitos** (Finnish)
- nandri** (Hindi)
- nann** (Tamil)
- enkosi** (Zulu)
- bedankt** (Dutch)
- bayarlalaa** (Mongolian)
- gracie** (Romanian)
- köszönöm** (Hungarian)
- chokrane** (Burmese)
- manana** (Hawaiian)
- asante** (Swahili)
- hвала** (Ukrainian)
- obrigada** (Portuguese)
- tenki** (Japanese)
- trugarez** (Breton)
- merci** (Catalan)
- dhanyavad** (Gujarati)
- dhanyavadagalu** (Kannada)
- shukriya** (Urdu)
- merci** (Italian)
- grazie** (Italian)
- grazzi** (Italian)
- paldies** (Latvian)
- matondo** (Swahili)
- misaotra</**