



Infopack

EVS in the Netherlands (2017-2018) coordinated by the Rock Solid Foundation

GENERAL INFO

Dear volunteers or future volunteers and Sending organizations,

We are looking forward to meeting you maybe in September 2017 and starting a new EVS year with you, in one of the three projects coordinated by Rock Solid Foundation: De Glind, Humanitas and Siza. You may be one of 12-16 future volunteers coming to the Netherlands. We hope that in the year ahead you will learn not only about the Dutch culture and language, but also each other. The EVS year will be a challenge for you to meet yourself, to meet other people, to meet the world and find out about your own culture and belief. You can be sure that it will be a life changing experience!

I am Chris van Maanen, president of the Rock Solid Foundation and organizer of the EVS projects described in this info pack. Our organization has several years of experience in collaborating with sending and hosting organizations in the field of social care for people with mental and physical disabilities. In the Netherlands, we work with the hosting organizations Humanitas, Siza and De Glind. They have many different locations and possibilities for volunteers to get to know the Dutch social care system, such as various living groups and working places, an own restaurant ran by clients of the organization, places for leisure activities for the clients of the organizations, and so on.

During the EVS year, volunteers will focus on learning the differences in the society regarding this work field. Next to that, they will try to motivate local youngsters as well as clients from the organizations to participate in national and international projects, such as youth exchanges and training courses. Also they will learn how to improve the conditions in their own country, step by step, after going back home. They will be actively involved in the different activities of Rock Solid, on local and regional level. The volunteers will also attend Dutch classes for foreigners. The duration of each of the EVS projects is 12 months (360 days according to Erasmus+ guide) and they will start on the 1st of September, 2017.

- At Humanitas volunteers work normally 6 months in the same house and then they switch to another house (but it can also be the case that you work in the same house for the whole year, if this is easier for the clients). The different houses are located in Ede, Nieuwegein, Odijk and Amersfoort.
- At Siza volunteers are placed in one of the living groups and work with that group for one year. Some of the groups include people with heavy disabilities, so it is important that the volunteers are aware of that.
- In De Glind volunteers will be hosted in the same village, where they will stay for the full year in the same working place.

Lunteren, a village right in the middle of the Netherlands, will be a little bit the "center" of the projects (where most of the volunteers will be hosted, language courses and team building activities will be organized etc), so traveling time to work by bike, bus or train can take between 25 minutes till 1 hour and 20 minutes (if there are no delays). However, the working hours are adjusted to the traveling hours, so less travel means more working and more travel means less working hours, so it will be "fair" for all. In total the volunteers are active between 36 and 40 hours a week, including the Dutch classes.

Volunteers can apply for all projects or only for one of them, but they cannot choose a specific working place. We will divide these together with the hosting organizations in the way we feel it is best, after an assessment of the skills of the candidate and the needs of the organization. Of course you can give a preference, but if you are open to work in any of the three organizations, your chance of being selected is bigger for sure.

Rock Solid Foundation has workers with solid practical experience concerning all the aspects of the project cycle in a project:

- Projectcoördinatoren: Chris van Maanen and Jeanine van Maanen
- Overall Mentor for all volunteers: Adriana Solovei (also did EVS in Humanitas)
- Fixed worker in the working places who is the direct contact for the work
- Contact persons in Siza in case of problems: Brenda Leenders and Suzanne Kramer
- Contact person in Humanitas in case of problems: Cees van Bruggen
- Contact persons in de Glind in case of problems: Kees Elzinga and Elly de Jong

- Several volunteers that are available for doing some leisure activities with the EVS
- Teacher for Dutch lessons (all year long 2 hours a week)

This all in combination with the experience and expertise will give a solid base for a good EVS placement.

The goals for the volunteers:

- Contribute to a just society.
- Develop and discover new skills, knowledge and work experience.
- Increase the ability to (learn to) live and work in groups.
- Take note of and being part of Dutch culture, society and language.
- Meet other young people from different cultural, social, economic and religious backgrounds, in a respectful and open manner.
- Reflect on their own spirituality and to be open to other religions, cultures and lifestyles.

The goal for the volunteers is divided into two dimensions: "Engage" and "Growth."

- **Engage** – participating in social projects, being part of a community, learning how to live together with other volunteers, with different backgrounds, beliefs and ideas, becoming actively involved in cultural exchange.
- **Personal growth** - getting more mature and become independent, learn how to work in a team, getting a broader understanding and perspective about society and social work, .discover and develop in themselves new qualities, skills and talents.

Profile of the volunteers and selection process:

- We aim for volunteers who are interested social work with children and/or people with disadvantages in general.
- One of the conditions to apply is a good knowledge of English and good social skills because the volunteers have to work with children and with people with mental challenges.
- Another condition is a proof of good conduct, because this is obliged in Dutch youth and social care.
- The candidate can send his or her application to Chris van Maanen by mail: chris@chrisvanmaanen.nl, this should contain a CV, motivation letter and photo and preferably Facebook contact.
- The information we request is not intended to reject a candidate, but to get an idea of how the candidate's interest and abilities and what he /she has. In this way we can make an assessment about which project the volunteer fits well and the support the volunteer will be needing throughout the year (that's why it could be important for the volunteer to check if all the projects would suit him/her)
- When we think a candidate is suitable, we invite the candidate for a Skype call. This will be done by Adriana Solovei (mentor) and/or Jeanine van Maanen (coordinator). During this conversation we're trying to get to know the

candidate, talk about expectations and provide them with extra information about the projects and our organizations.

In the interview, we mainly discuss the following topics:

- Motivation: Why do you want to volunteer in these organizations?
- What do you wish to learn and what do you think you could contribute?
- What do you expect from life with a group of other volunteers?
- Are you supported in this by family and friends?
- Did you have recently difficult experiences where we need to be aware of?
- Are you aware of the travelling and working hours? Are they good for you?
- Are you aware of the fact that travelling home in between is not in the budget?
- We prefer working with the sending organizations we already have and know, would you mind to switch to them?
- If you are selected you have to sign the activity agreement which is an agreement about the conditions and the rights and responsibilities of all parties between volunteer, SO, CO and HO.

In Rock Solid Foundation we keep the selection process transparent and in fair shape, with direct involvement of the sending organizations and volunteers. In our communication we pay much attention to the expectations of the volunteer and the placements, and we try to prepare the volunteers as well as possible for their EVS months in the Netherlands. We work in accordance with the standards and rules for employees in youth and social care, which state that a volunteer always provides extra help to serve and never can replace professional workers.

After the final selection of the volunteers we will do the application for funding the projects in February 2017. Normally this is approved without problems. We have the final confirmation approximately at the end of April 2017.

Rock Solid will always arrange an advanced planning visit for the EVS (outside the budget). For this visit, we try to involve all volunteers in another activity funded by Erasmus+ (training or youth exchange, so there will be no extra costs for the volunteer). During this activity the volunteer can visit the EVS hosting organization, see the working and living accommodations, meet the present volunteers, mentors and coordinators and so on. After this there still is a possibility for the volunteer to withdraw from the project (but because of the good preparation we don't expect this to happen).

Some practicalities.

- I have this NGO next to my job, so that is why you get sometimes mail from my work address. Please use only my contact details of Rock Solid for responding or calling me etc.
- For us Rock Solid is a voluntary job and a nonprofit organization, we are not making money with it because we don't need it, we only want to make the best projects and give the best opportunities for the volunteers, so all the money is going directly into the projects. This is giving our volunteers more "luxury" in their free time.

- For the Sending organizations we decided if you want to send volunteers we will pay for sending costs up to 250 euro/volunteer, if you don't need the money and you allow me to put it in the projects, even better. This is the same agreement for all partners.
- If you need visa to come and stay in the Netherlands (as a nonEU citizen for example), just lean back and do nothing, because we will arrange the entire application for that.
- We always subscribe you in city hall, and because of that you will have the possibility to get a Dutch bank account. This means you never have to walk with cash (In the Netherlands you can pay almost everything and everywhere with card) and you will get your week money automatically in time. Also you will have internet banking.
- In our organization you will get an OV- card, with this card you can travel by train for free everywhere in the Netherlands, unlimited in the weekends and during the week only not in the rush hours: 6.00 to 9.00, and 16.00 to 18.30, (volunteers at De Glind will even have a small car to get only to Lunteren Station).

INFO ABOUT HOSTING ORGANISATIONS

HUMANITAS

Humanitas DMH (www.humanitas-dmh.nl) is an organization working in the field of intellectual and light psychiatric disabilities with (young) adults. It offers different types of services. For clients who can live in their own home, the organization provides ambulant care. For clients who need more frequent and specialized care, Humanitas rents living places, in small blocks with around 15-20 flats. Clients can live autonomously in these flats, and if needed, they can receive assistance at any moment, from the staff of Humanitas. For example, clients are helped in dealing with daily activities such as cleaning and organizing the living place, maintaining a balanced social life, solve personal problems.

The main approach of Humanitas is to offer its clients as much autonomy in their lives as possible, as well as to encourage them to be part of a community, with daily social interactions. Also, the vision of Humanitas is that each person with disabilities should be given the opportunity to contribute to society in a certain way, that is why clients are encouraged to find jobs or voluntary activities, in line with their possibilities.

The clients at Humanitas have different mental challenges, also psychiatric problems and addiction problems are quite common. They communicate on different levels. Part of the clients are able to speak basic English also, but learning Dutch fast is of course always an advantage

Watch this video (in Dutch) for more information about the organization.

https://www.youtube.com/watch?v=jSdjsi7Rt_k

Humanitas has multiple locations throughout the Netherlands. The volunteers will work in four locations (each volunteer in one separate location), in Ede, Nieuwegein, Odijk (two locations) and Amersfoort.

Ede: travel time 15-20 minutes. Clients live together in a house with a common living room and dining room, but everybody has their own bedroom in the same building

Odiik (Wegedoorn): travel time around 45-60 min. Clients live in the same block but have their own apartment. There is also a place where they can meet together

Odiik (Wilhelmus Peekhof): travel time around 45-60 min. Clients live together in a house with a common living room and dining room but everybody has their own bedroom in the same building. Most of them are older people.

Nieuwegein: travel time around 80-90 min. Clients live in the same block but have their own apartment. There is also “community room” where they can meet together for leisure activities and socializing.

Amersfoort (ambulant care): travel time 20-60 min. Clients live in their own apartments and the activities take place everywhere in Amersfoort. Takes some time to get started because you have all kind of different appointments and locations.

The jobs at all locations will be similar. Tasks will include:

- spend time and communicate with the clients during coffee breaks, board games hours, walks;
- assist the clients in daily routine activities, such as organizing the rooms, washing the dishes, doing the groceries etc.;
- help clients with cooking and/or eat together with them;
- organize activities with the clients, such as: handcrafting or Christmas decorations workshops, beauty hours, movie evenings, baking etc.

As your experience grows, you can take on more responsibilities.

The volunteers will also participate in staff meetings, where they will have the opportunity to learn more about the work with people with disabilities in the Netherlands. For example: why certain approaches are being used, how to properly deal with certain situations etc. Also, after getting more experience and know-how from the Dutch social care system, volunteers will have the chance to focus on learning about ways to bring positive changes in this field, in their home countries.

Because most of the clients live in their own in rooms or apartments and have activities like work during the day, the working hours for the volunteers will be mostly in the afternoon and the evening because then most of the clients are at home. Working partly in the weekends is part of the job.

Till now we had volunteers in Humanitas from Romania, Hungary, Moldova, Spain, Russia, Greece, Germany, Slovenia and Austria.

SIZA

Siza is an organization working in the field of mental and physical disabilities. It provides support so that people with a disability can organize their lives better. Siza

also makes significant investments in technological resources which help disabled people lead more independent lives. It also focuses on care-related and organizational innovations such as multidisciplinary care, social innovation and maximum participation. The EVS volunteers will work at the 's *Koonings Jagt* location (four different houses), which hosts clients with multiple severe disabilities, both mental as physical. 's *Koonings Jagt* is placed in a beautiful forest, nearby the city Arnhem.

Travel time: 50-70 min.

For this project it is very important the volunteer is aware of the fact that most of the clients they will work with need physical care as well. This means also feeding them, cleaning them, and (after some time) changing diapers. Although this might seem hard for those without much experience, till now everybody who wanted, managed to do it. This is a very rewarding job as well, because you can learn to see how small things can make the difference for these people. Just a smile can be the biggest reward of the day and that is worth it for sure. You will feel the same after you experienced this once. It is also very learning to see the difference in this kind of care in comparison to many other countries in Europe and the rest of the world.

On the 's *Koonings Jagt* terrain there is also a swimming pool for going swimming with the clients; a children's farm with many different animals; "snoozeling" places, where clients can see, hear and feel all kind of senses because of sounds, lights and things to touch. Very relaxing (not only for the clients).

Tasks of the volunteers include:

- playing music for the clients, watching movies and TV programs together with the clients;
- help with cleaning and feeding the clients;
- house-holding activities: cooking, bringing paper and glass outside, with the help of the clients;
- having walks with the clients around the city center;
- going to the theatre, to the disco, swimming pool with the clients;
- having sports or gymnastics at the sport hall with the clients.

Follow this link for more information and a short video about Siza's work approach <http://www.siza.nl/uk> .

JEUGDDORP DE GLIND (of the RUDOLPH STICHTING)

The Rudolph Stichting is an over 100-year-old organization for youth care in de Glind in the middle of the Netherlands. The foundation is responsible for the maintenance of Jeugdorp (Youth Village) De Glind as a host for a number of Youth Care Organizations for children that cannot live at home due to mental and/or physical handicaps, autism, (sexual) abuse, or neglect.

De Glind is a special case - it is a very small living community close to Lunteren (for the Glind we choose to host the volunteers there). Conditions will be the same as the

other volunteers in Lunteren (only there is the chance that they maybe have to move one time from one house to another). Also the living room can sometimes be shared together with other students that do an internship in the village. Because the village is hard to reach in the evenings and weekends there will be a car available for the volunteers to bring them to the train station in Lunteren, from there they can use the train card that they will receive the same as the other volunteers.

De Glind has leisure facilities, such as a children's farm, an outdoor swimming pool, a football field, and lots of playgrounds. In De Glind children can develop in a positive way by learning how to play, live and work as part of a community. The mission of De Rudolphstichting is to give children and teenagers living in De Glind a life that is as normal as possible, despite their limitations, and to stimulate their development and mental wellbeing. Follow this link to see YouTube films about the projects in Jeugdorp (youth village) de Glind. <https://www.youtube.com/user/Rudolphstichting>

De Rudolphstichting (www.rudolphstichting.nl) provides placements for EVS since 2006. Starting 2015 they cooperate with Rock Solid as coordinating organization.

In the Glind there are four different possible placements for the volunteer: *Intermetzo* (2 positions), restaurant *De Glinder* and *'s Heerenloo*. Taking into consideration your preferences, we as an organization will make the final choice of who will work where, depending on the match between the skills and abilities of the volunteers and the characteristics of the position.

Intermetzo

Intermetzo is a large organisation for child welfare and child protection. In de Glind Intermetzo offers 24 hrs. care (living, learning and recreation) in family homes and groups for children between 5 and 18 years old. The volunteer will work in a family home as an assistant educator for the family parents or as assistant recreation employee.

The ***education assistant*** for the family parents will work within the Family, Youth and Children's Services Division of Intermetzo. In a family home, a family with their own children lives and work together with 4 or 6 children who are placed from their home because their own parents can't take care of a proper education. The volunteer will work on schedule as an assistant educator in cooperation with the family parents; this will take place mainly on hours when the children are at home after school and in the evening. The volunteer will be also asked to participate in village activities like Sinterklaas (5th of December) and Kings day (27th of April).

The volunteer's tasks are:

- helping the family parents with the complete daily care for the children and teenagers.
- organizing extra activities for the children and teenagers, for example going to the playground, listening to music, doing something creative, baking cookies etc.
- when necessary, accompany the children going to school or sport/recreation activities
- small household chores: tidying the house, doing the washing, preparing the table for breakfast/lunch/dinner and helping out with cooking.

As a **recreation assistant** you will work within a team of recreation employees, who offer every day a number of activities, for the leisure and recreation of the children and young adults in De Glind. These activities vary from creative hour through music/drum lessons to various sports. Mainly after school time, these activities are organised at the town centre De Glindster. The accommodation offers two gyms, a dojo (for judo lessons), a creative room and a music room. In the village there is also a football field where weekly practical training lessons are organised. For all these activities you will be set in as an assistant who will help the children/young adults to benefit their partaking in a proper way.

Restaurant De Glindster



De Glindster is the multifunctional townhouse of the village De Glind. It serves as the center of the village. The accommodation includes a restaurant, several conference rooms, a youth club, the church, and two gyms. The church is not only used for Sunday services, but also for concerts, conference groups etc. The restaurant and kitchen serve as an acknowledged “learning-to-work-program” for trainees with disordered behavior and/or learning disabilities. The restaurant is also available for family-and business parties.

As a volunteer in the restaurant you will serve as an example for approx. 5 students in the company. After a while you are expected to be able to guide the students.

Job responsibilities are, amongst others:

- Serving customers/guests.
- Taking customers’ orders.
- Making sure customers have everything they need.
- Kindly ask if everything is okay.
- Small tasks in the kitchen.
- Help guests who want to pay their bill.
- Help the trainees to learn how to handle their behavior and/or disability.

’s Heeren Loo

’s Heeren Loo is one of the organisations in the Glind that offers residential care on a 24 hrs bases. ’s Heeren Loo cares for children and young people with (severe) mental disabilities. At ’s Heeren Loo, the volunteer will work in one of the family groups, which looks after 5 children and teenagers (aged 3 to 17) who can’t live at home because they need a lot of care which cannot be provided by their own parents. Every now and again 4 other children stay over for a couple of nights. The role of the volunteer is to work alongside the professional staff and support them in

their care for the children and teenagers, and to give extra personal attention to them.

The volunteer's tasks at 's Heeren Loo are:

- helping the professional staff with the personal care for the children and teenagers: getting them (un)dressed, brushing their teeth, taking them to bed, giving food etc.
- organizing extra activities for the children and teenagers, for example going to the playground, listening to music, doing something creative, baking cookies etc.
- small household chores: tidying the house, doing the washing, preparing the table for breakfast/lunch/dinner and helping out with cooking.

The above-mentioned tasks will comprise about 36 hours weekly including 2 hrs language courses and village activities like Glindse Foor, St Nicholas and Kings day. You will work in a team of professional educators on schedule. This means that you work irregular in a schedule with the professional staff.

Work supervisor or responsible co-workers in the work places

At each placement, there is a person that will guide you in the day-to-day work that you do. This is usually the team leader or one of your colleagues. He/she will introduce you to the other staff, explain what you need to do and provide feedback. With him/her you will have regular meetings to talk about your role and tasks. You should also take time during these meetings to discuss your learning objectives:

- What have you learned so far? - • What would you still like to learn?

These discussions make it easier for you to write down your learning results at the end of the year. You can use these learning results for the Youth pass or add them to your CV. For any work-related questions or problems, please talk to your supervisor.

Work Mentors

De Glind: Kees Elzinga



Kees has been working in Dutch youth care since 1976, during which time he was a contextual family therapist. Since he retired in 2010 he works for the Rudolphstichting as coordinator for the volunteers. Now he is co-mentor for Rock solid and direct contact person on the Spot for practical problems. Kees (but also Chris) are on hand during the year for a chat, advice or to help through problems be it work or living related or to mediate between projects or the living accommodation if there are issues.

Humanitas: Cees van Bruggen

Cees is Mentor and coach in Humanitas, he is responsible for contact with the volunteers and will have on regular base a chat with them about their wellbeing, he will be the first person to contact for the volunteers in case of personal problems or issues. Cees is also coordinator for the working places in Humanitas.



Siza: Brenda Leenders and Suzanne Kramer.

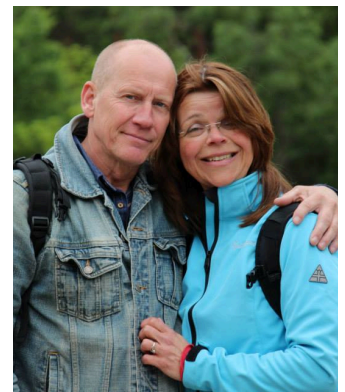


Brenda and Suzanne are the responsible Evs team for Siza. They are the contact between the working places and Rock solid foundation, helping with the selection of the volunteers and the placement of the volunteers in the different working places. A good team and sometimes intermediates when necessary. They work in the head office of Siza.



Chris and Jeanine van Maanen, Coordinators of Rock Solid Foundation

Rock Solid is a foundation created by Chris van Maanen with over 20 years of experience in this field. Rock Solid gives youngsters a chance to take part in exchanges or training courses in all over Europe. Next to that Rock solid is now responsible for coordinating these three hosting organisations and the volunteers involved. Complete procedure of application, accreditation, all the paper work, finances, documents, final reports, housing etc. is organised by Rock Solid. Next to that Chris tries to be the glue between all the volunteers and mentors by organizing several team building activities through the year, like birthday parties, going out for dinner together etc.



Adriana Solovei:

There might be times during the year, when you would just like to spend some time with or to talk to someone other than those connected to the project. When that is the case you can get in touch with your mentor. With her you can freely share your experiences,



whether positive or negative. You can also ask your mentor for advice and feedback. She will contact you also on regular base and will be there in the team building activities

Some more important info:

You will get a contract; called the Activity agreement, in here we describe all the duties and rights of all the participating actors in your EVS: you, your sending organization, your hosting organization and the coordinating organization. All of these actors will sign this before the start of your service and everybody will get a scanned copy on mail.

Drugs and alcohol

You have chosen to do a voluntary year because you want to make a contribution to society by being there for other people. This is a serious commitment, for which you need to give a 100% too. This is why we have a strict alcohol and drug policy. We expect you to enjoy alcohol responsibly in your free time and **NEVER** during working hours or with clients at **ANY** time. Excessive drinking will not be tolerated. The use of drugs is **NOT** allowed during your voluntary year. This includes so-called 'soft drugs' (**cannabis**). If you are using drugs or excessive amounts of alcohol, you can be sent home immediately.

Holiday & feast days



You are entitled to 24 holiday days during your voluntary year. You can use these, for example, to visit your family or travel around The Netherlands. You need to tell your projects at least 4 weeks in advance if you want to take days off. This is so that they can arrange somebody to fill your place during your absence. Of course there maybe exceptions to this when something suddenly comes up and you have to leave sooner but where possible please try to give 4 weeks' notice. You are obligated to inform Chris and your mentor when you are leaving the country and where you are going.

In 2017-2018, The Netherlands has the following National Holidays:

Date	National Holiday
25 th and 26 th December 2017	Christmas
1 st January 2018	New Year's day
1 st April 2018	Easter Sunday
2 nd April 2018	Easter Monday
27 th April 2018	King's Day
10 ^h May 2018	Ascension Day
20 th May 2016	Pentecost Sunday
21 th May 2016	Pentecost Monday

National Holidays are usually counted as extra days off and are not deducted from the 24 holiday days you are entitled to. Some projects may expect you to work on a National Holiday, please check in advance. If you are asked to work on a National Holiday then you may use the extra free day later in the year.

Food, accommodation and pocket money

The Rock Solid Foundation will provide you with food money and pocket money weekly. This is mentioned in the activity agreement and we always follow the advice of national agency and the Erasmus+ rules in this. The first payments you will receive in cash till you have your Dutch bank account. You will prepare food and drinks yourself, cooking, doing the shopping and the daily cleaning of the house together. You will be provided with a one person bedroom which will have a desk and cupboard. We will also provide bed linen and towels for you during the year. You will share the kitchen, toilet and bathroom with those who you live with.

Insurance

It is important that you are insured against medical costs, accidents and third-party liability during your voluntary year. There is arranged an insurance by CIGNA for your EVS this will be done by your sending organization. Keep in mind that your projects will provide insurance against accidents and third-party liability during working hours. We do suggest that you take out travel insurance in the case of theft or loss of articles during the year

EVS training

As an EVS volunteer you will be expect to attend to several trainings during the year. The first is an on-arrival training by National Agency in the first weeks of arriving and a midterm evaluation organized by National agency in the spring of 2016. The exact dates will be given to you directly when they are clear.

Practising your Dutch

It is good to start practicing your Dutch now already at home so that you start to become familiar with the language; it is worth while putting a little time in now to learn a few basic words. Buy a book, a CD or go online for free, share tips and tricks with one another. Here are a few websites to look at; <http://erasmusplusols.eu/online-language-courses/www.babbel.com>

However should you have any questions then please do not hesitate to contact us.

De **Rudolph Stichting** as the host organization: www.rudolphstichting.nl

Siza as the host organization: www.siza.nl/

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With Regards,

Chris van Maanen, (<https://www.facebook.com/chris.vanmaanen>)

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