

Female A

“I know my community, how they do things”

A recent migrant to Glasgow, she is struggling with English language and for her the role as HCV offered a chance to “learn more about people, and to improve my language. So actually if you’re out talking to people, it improves your language. You can know different kinds of people, how do they behave. This is the best way to do it.” She volunteers with a food bank in her local community and finds this a way to be part of a community.

Pre-Games expectations – the role as primarily a means “to volunteer or to do something in such big Games, to be involved” but was also a chance to be able to say that she has done something for Glasgow and learnt about the city.

Games time experiences met expectations with a sense that she was involved in something “well organised, {and} what they’ve done with us has been very professional” which helped to give her confidence. Although language barriers were an issue, the more difficult issue was her (initial) very limited knowledge of Glasgow but was comfortable referring questions to other members of the team as well as the team leader.

Overall, during the Games, she summed up the role excitedly “Oh yes, I am happy to see different people, because I like to work with people”.

Her **highlights** included:

The lovely team leader and “I got on well with the rest of the team... very positive”

“I have learned a lot, because I didn’t know that street... {and} I hadn’t been there before or gone along the street. I’ve been to new places”

Post-Games reflections

The HCVs: she enjoyed the interaction with other HCVs, learning about “Scottish customs”, about places and gaining confidence in the use of English language – “even my listening skills are better now.”

Myself: “I like to work with people, and now I’m focusing on studying nursing, and you have to work with and interact with people, so we have to know and understand the community. I feel much more comfortable, like approaching strangers.”