

Female E

### **“being a deaf a person and doing it, I think I achieved it”**

She is deaf and had never been involved as a volunteer and although interested in the Commonwealth Games coming to Glasgow felt reticent about being involved as she is shy. In a bold decision, she applied to HCV programme as a new opportunity – “it’s really for experience and confidence for myself “. Looking forward she had a sense both of excitement and nervousness about her ability to fulfil the role.

**Pre-Games expectations** were expressed as “I really don’t know what to expect, I don’t know what the experience would bring ... obviously it’s the first time volunteering so... we’ll see how it goes” but with the hope that as a HCV “I want to meet and talk to lot with different new people coming into Glasgow”.

**Games time experiences** provided the supportive environment that she hoped she would find. “Oh it’s been really exciting ... I’ve learnt a lot, we need to learn quickly because ... I felt a little bit strange, I didn’t get a lot of information, just the maps ... where everything was so you can get people advice, but the people weren’t angry and anxious about, they were all very patient ... people have been good to me, they’re always smile and happy so it has been great”. She found the role supportive and well supported, and enjoyed the interaction with people – “really dealing with different people, different sports events. to see everything that is going on ... meeting new people”.

Caught up in the midst of the role and the experience, she found reflecting on the highlights and benefits difficult.

#### **Post-Games reflections**

The HCV role: “First I would say starting out was quite bad, just because of the confusion I didn’t have much experience, I was just told to go and doing it, I went straight to the job, I wasn’t sure what to do first, eventually I got the idea and I’ve got up to the rest of the volunteer group ... it took me a time to grasp the situation”. However, by the end of the HCV roles, she had “a lot of good memories ... and it makes me really happy I did it”.

Myself: “It definitely developed during the CWG, that experience itself, it just gave me so much confidence, more understanding in myself, you know, [and knowledge in the sport’s area] that I can pass to grandchildren and nieces and nephews, I never understood that before that so it definitely encourage me to do more”.