

# Susan Cole

**VOLUNTEER ROLE:** ADULT LITERACY TUTOR

**STARTED VOLUNTEERING:** 2012

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## **What brought you to West NH?**

I moved to Toronto in 2011 and didn't know many people yet and had the time. I really wanted to help and a friend suggested West NH

## **What do you enjoy most about your role?**

Working with people who want to learn; who are committed and passionate. I really admire my learners willingness - to help someone with that joy is wonderful.

## **What keeps you volunteering year after year?**

The Book Club group have been coming for years. One participant told me; "you're going to be gone in a year." I can't give up on them, they're so committed; I'm committed to them! They're learning for life, so am I!

## **What could you not have anticipated before starting?**

I'm fascinated where peoples strengths and weaknesses lay - and the challenges of that mix in a group setting.

## **What would you like to share with a new volunteer?**

Let people be in the driver's seat and steer their own learning. It has to be useful. You're only there to facilitate; they'll let you know what they want to know. It ends up being a win-win; they're excited and their satisfaction is very rewarding.

