T=Translator  
I=Interviewer  
P17=Participant 17

I=ok, yeah, so arkun for your time today, uh I want to know your opinions and experiences in Cambodia, so you can be as open as you want, there’s no right or wrong answers and if you feel uncomfortable and you don’t want to [stutter] answer that question then we can move on to another question so just let us know. Ok so first are you able to tell me a bit about yourself, for example your age, schooling and what you do for work?

T=ok ok, so his name, my name is [name], I’m 32 years old and I finish high school since it was 2008

I=mhmm

T=ok, and nowaday uh I am I am, I have own shop like repairing the phone, and uh [stutter] recording a song into a phone

I=ok

T=k, yeah

I=yeah, and how many people live in the household?

T=ok so the member in his house is 6 people

I=mhmm

T=including his his kid

I=yeah

T=so his has 2 son

I=yeah ok, erm and I’d like to hear a little [stutter] bit about your impairment, so what was the cause of your impairment?

T=ok so he said that for his impairment, he just heard from his grandmum, told him that he got fever when he was 1 year old and after that he went to the health health centre around his house and then they did the injection and after that he got this problem. And then they told him he’s uh affected by Polio

I=mhmm

T=and he said that like uh inside his village is about 5 to 6 children affected by Polio during that time

I=ah ok, so I guess it was like… very popular in the village

T=yeah yeah, because he said at that time no any vaccination for Polio

I=yeah

T=so that’s why he also said around his village was about 5 to 6 people affected by Polio

I=ok, and when you’re not wearing the device erm are you able to like walk uh properly and uh do work around the house?

T=for him he said that he’s unable to walk without an orthosis. I ask can he use his hand to hold and walk for a short distance, and he said even short distance he unable. So, if without an orthosis, he’s only jump.

I=ok, yeah, ok [laugh]

I=ok erm is it on your right leg the orthosis?

T=it’s on left leg

I=and it’s a KAFO?

T=yeah KAFO

I=erm and then has your erm disability ever stopped you from being able to work?

T=ok so just asking and then talking about surrounding, because of he still said he’s unable to do as a normal people, just I only ask him can he carry [stutter] the small tank of water, can he work as the other people, just walk around and help the people around here and does he able to ride bicycle, he said yes, and he ride moto, he said yes, and drive car, he said yes, but is the difficult thing just only difficult to carry the heavy thing as a normal people

I=yeah, ok, *inaudible* {9:08}

T=yeah

I=ok, erm and then how many hours a day do you wear your device for?

T=so he said that he wears in the early morning up to 8 to 9pm.

I=ok so you wear most of the day

T=most of the day yeah, a whole day

I=ok, erm and can you remember how old you were when you got your first device?

T=so he said that when he got the first device, when he was uh 8 year old and then that time he also study in grade 2

I=ok, so from when you were, had the Polio until you were 8 years old did you have any other medical appointments or rehab appointments in that time?

T=so he could not remember that when and either he could not remember that he got any treatment. But he said he got the PT treatment from VI Kien Khleang

I=ok

T=and also I ask is it before he start or school, after that he said he already study, but he could not remember when [laugh]

I=ok [laugh] that’s fine, so erm did you get your first orthotic device when you were 8 from exceed worldwide?

T=ok so talk about the, he just added that when he got the services from VI, that time, because it not only PT treatment he also uh the VI Kien Khleang in Phnom Penh also transfer him to the VI in Prey Veng province.

I=mhmm

T=for operation

I=ok

T=and he also did the operation to release the muscle tightness of the knee, the other side of the knee and then the hip part

I=ok

T=and then after that he also got the orthosis, that time also we call KAFO, so and I ask him how KAFO does he get from VI Kien Khleang and he said that he could not remember how many.

I=ok, and the operation would have been when he was before 8, [loud bang] or when he was 8 years old?

T=he said before 8

I=before he was 8 years old, ok

T=yeah because of he got the service from VI, and after that during when he was 8 year old he got the service from uh exceed worldwide

I=exceed, ok

T=ok

I=ok fine, that clear now [laugh]. And erm do you know how your parents found out about the service, erm the uh VI service?

T=he could not remember but that time, might be someone, introduce to his grandmum related to the service VI Kien Khleang.

I=ok, and then do you know how they found out about exceed worldwide?

T=ok, that one I also ask and then he said that because of the community worker from the exceed they come to share the information around his house so that’s why he known about exceed

I=ok, and then at like a health centre or medical facility did they ever tell you about rehab services in Cambodia?

T=ok, so during that time, no [stutter] no information shared by the health centre or hospital

I=yeah, ok and then thinking of your current device, how long have you had that for?

T=this one, is about 2 to 3 years

I=ok

T=he has been using it

I=ok, and do you have any problems with it?

T=so I just ask him about the orthosis, and he said it is slightly broken here at the foot part, under [stutter] the front foot part

I=yeah, ok. Erm have you tried to fix it yourself or do you just leave it as it is?

T=ok he said that when he wanted to repair it, he just go to the centre and he’s never repaired by himself

I=ok, ok, and what is stopping you from getting it repaired, is it too minor of a break or?

T=so for him [stutter] he said is also minor problem and either he feel like he’s also busy with his work, when if even if he go to repair, he need to take like the whole morning to repair this one

I=yeah, ok so you would rather wait until it’s more severe?

T=he said that at least is broken all and unable to use and then he will go and make a new one or repair

I=ok, so now I’m just going to ask you about some of the barriers to P&O services

T=barrier to P&O services, long waiting time and having to come frequently, for example casting and fitting

T=so talk about this one, he said that it’s not really [stutter] is not really the barrier for him to get the services from the rehab centre because he said that uh it he need to wait, and then sometime also he wait a bit long time but he said its ok for him. And either also he talk about when he go to the get the uh get the new device, so firstly he just when he go there they need to take the cast from him, and then also they appoint him for the next fitting and then that fitting if it not ok right, they’re gonna appoint him the other day

I=ok, so he can choose an appointment date

T=yeah he’s about to choose

T=barrier to P&O services, cost of getting the device

T=so this he said is the barrier, because of if he he pay this one for the services, it’s going to be too much for him, because last time he said during cost recovery, we just only testing how the client can distribute, right?

I=yeah

T=to the services and rehab centre, so he also said that that time he also pay for just only repair, he said only repair, repair so one strap is $1, so that time 3 strap is $3 so he need to pay $3

I=ok

T=so this is he said that because of, and I also ask about travelling when travelling also he paid but he say just go by himself so is less… to pay for travel costs, if not we, cost too much.

T=barrier to P&O services, cost and availability of the transport

T=ok so he said that this is the barrier, because he example, when he was small but that time they provide free of charge for the services, but he need to pay for the moto, he had only the moto that brought him from here to the centre and either when we ask that driver to wait for whole day, he also need to pay the bill for that

I=mmm

T=so he said that cost too much, so this is the big barrier

I= ok, the main barrier?

T=yeah, main barrier, pay for the services and either pay for the travel costs

T=barrier to P&O services, home or work is far form the exceed clinic

T=so he also said this is also one of the barrier because of he said that because his house is here right, so it’s bit far when he travel, right now travel from his home to the centre it take about one hour, because previously he said due to traffic jam and the road is not really convenient to travel, so he travel by the the main road, so from here to exceed its going to take more than one hour and pay a lot of money

I=mhmm, do you think the travel time and distances has got worse over time?

T=he said now is better because of here they repair the [stutter] main road here, so he can short cut one

I=yeah

T=so is easy to reach to the health uh rehab centre

I=ok

T=so now is better than before

I=ok, and is it, does it take longer to get to the exceed clinic for example in the rainy season?

T=so for him he said that no when raining it not flooding, but just only take a bit time due to traffic jam

I=yeah ok

T=barrier to P&O services, staff don’t treat people well

T=ok so this one is not the barrier to get the services from the rehab centre because he said that the staff is welcome

I=ok, and do you think the staff at health centres treat erm are different?

T=ok so he said that the same

I=yeah

T=so when [stutter] he said that for his experience that he went to the health centre also they always ask him why he come here

I=ok

T=barrier to P&O services, family don’t support me using the services

T=so he said this is not the barrier because his family is supporting him. He said that when his [stutter] orthosis broken, they always push him or force him to go [laugh]

I=yeah [laugh]

T=barrier to P&O services, short opening hours

T=so this one is not the barrier, he said that the time for working hours is not short

I=ok

T=barrier to P&O services, hard to get the time off work

T=ok so for him as the business man, he said that it’s not really hard because when he wanted to go, he just only close the shop and then he able to go

I=yeah

T=but he just example, for the factory worker if they wanted to go get the services they need to ask permission from the their workplace so it’s a bit hard, and if not they’re gonna deduct the salary

I=yeah

T=from the staff

I=ok, so not a barrier to you specifically, but you understand that for other people it might be

T=yeah for other people

I=yeah, ok and then when you have to close down the shop so to go to the centre, is that quite a significant loss of earning for you or?

T/P17=[Khmer]

T=so he said that it depend, because some day he can earn more than, yeah?

I=mhmm

T=so I just example if like one day he can earn from $5 to $10, so if he off one day, so he’s going to be lost that. He said that it depend on, because some day he earn more and some day he earn less.

I=ok

T=so sometime when he close the shop it might be lost a profit

I=yeah, ok erm and erm … have you heard about any other rehab services apart from exceed worldwide and VI?

T=so he said that erm uh actually I ask him more, because he said that when uh he went to exceed last time, they ask for cost calculation to pay so they also explain him that uh they have one more centre in Kampong Chhnang that is also belong to exceed right

I=mhmm

T=they like when the patient get the services is not pay for the service, so he also known about that and I ask him that beside exceed does he known about the other places and he said no.

I=no, ok and what more do you think could be done to improve awareness of services?

T/P17=[Khmer]

T=so he said that uh nowaday like a lack of [stutter] community workers come to uh follow up the device and ask the patient how is the device using

I=mmm

T=and also he ask about the school supply, does exceed still provide to the disabled people, and I said yes. I think due to covid-19 so that’s why [stutter] we afraid to come to villages, because of the covid-19

I=yeah

T=and now I also try to explain him, we will we will do it more

I=ok, so erm … you think there should be more community worker

T=come to follow up the device, come to share information to the uh village people, yeah

I=ok, and erm do you think that erm like health centres and hospital could also help in teaching people about the services?

T=so he said that so the health centre and the hospital must share all this information to the patient, especially for the disabled people, because some people like uh after they disabled they unable to to know where the service to get it like crutches, like wheelchair, where do they get, so they just go buy outside, buy at the clinic, buy at the market

I=yeah

T=buy at the clinic or buy at the market, yeah, because they don’t know the places to get the services

I=mhmm

T=yeah

I=yeah, ok, and erm how do you think this information should be shared, do you think we should erm give them leaflets or have it like online?

T=so he said yeah it must be like use uh poster to stick at the health centre, yeah, where how they get the services and where they can get the services of the rehab centre and either they can like erm share that information through the tv, news

I=yeah, ok erm thinking of your experience using services like exceed worldwide, erm was, is there anything you’d want to see change? Yeah is there anything that you would do differently?

T=so change the services at the rehab centre?

I=yeah, so just any rehab centre is there something they would improve or change?

T=he said no, he have no idea about that, but just only come to for the outreach

I=yeah ok

T=must be yeah

I=ok so just continue and do more of the outreach work

T=yeah

I=ok, does it make it easier for you if they come to your home and repair the device?

T=ok so he said is a good idea that they come to do the [stutter] device repair at home, because it the client no need to waste the time for going to get the service and either no need to pay more money for travelling

I=yeah, ok great. Erm so just to finish is there anything else you’d like to add about your experience of disability in Cambodia?

T=no, for him no

I=no, ok, I just remembered that I forgot to ask this question, have you ever felt that people have treated you differently or discriminated against you?

T=so he said that it was before when he was young, like the other children they didn’t, they don’t even want to play with him, something like that. But nowaday he think that because of the information already shared and the people understand about the disabled people, right

I=yeah

T=so they don’t like discriminate to him

I=yeah, so you felt that it was worse as a child and uh

T=yeah worse as a child, like the other child like they didn’t want to play with him because when they see the disabled people

I=yeah and do you think that children who are disabled now would have that same experience?

T=he said that no, he he by himself he think that is like uh before uh before it was right discriminate by the other child, but he said that now not because most of the child they understand about [stutter] disabled situation

I=yeah ok, so you think that people’s opinions have changed?

T=yeah

I=yeah, ok, and then to finish off is there anything else you’d like to add about your experience of using P&O services?

T=no

I=no,ok, thank you