T=Translator  
I=Interviewer  
P8=Participant 8  
PF=Participant’s friend

I=ok, so thank you for your time today, uh I want to hear erm about your thoughts and experiences uh, so you can be as open as possible and there’s no right or wrong answer. Erm so to start, erm I would like to uh learn a bit about you, erm so for example, how old you are? Erm your schooling, what you do at school and what grade you’re in, yeah?

T=so erm my name is [name] yeah?

P8=mhmm

T=so I’m just 18 years, and then erm student in [name] School and study in grade 6, 6A na?

P8=yes

T=so nowadays, I stay in [name] School

I=ok, so you like boarding school, so you live there as well?

T=yeah, they live there

I=ok, erm … and when you finish school what would you like to do for work?

T=so she said that [stutter] after school, after she finish school, she wanted to be, this is the question?

I=yeah

T=so she wanted to be the officer and work with the consular

I=the what sorry? Work with the...

T=officer

I=yeah, and work with what sorry, I missed the last bit…

T=with the consular

I=ok, erm and so … you live at the school, erm is that with family or without family?

T=ok so she come to live at school, or at [name] school with the other teacher, with the other staff and with the other friends or classmates. Her parents at home, ok?

I=ok

T=and then when uh during Khmer New Year and during Pchum Ben, so they have a time to visit their home

I=ok, and how far away is your home, your family?

T=so her house, her hometown is in Kampong Cham province

I=ok, so how far?

T=maybe more than 200 kilometres

I=oh wow, so quite far

T=quite far, because from this side to the other side, so in [commune] because in uh [name] school is in [commune] in Kandal province

I=ok

T=so but is opposite side, so take about more 200km or something like that

I=ok, so how long does it take to travel if you were in a car or tuktuk?

T=ok so so how far uh, so it’s going to take about 2 hours from school to home, but from when home to school because uh … they come by the uh school bus, so that’s when the school bus take … their from their home, they’re going to collect all the students

I=ok [laugh]

T=so that’s why they cannot estimate how many hours

I=ok

T=but from school to their home, they said that because they travel from 5am in the morning, so they arrive around 7 am in the morning, so takes about 2 hours.

I=yeah, ok. So erm … [laugh] so how many people are in your family, so parents, any brothers or sisters?

T=ok so have 5 members in the family, her father, her mother and herself, sister there is one and then the other sister and the other brother.

I=ok, so I would now like to hear a little bit more about your impairment, so what caused your impairment?

T=so she said that uh her mum told her that when she was one month old, yeah, she got fever.

I=mhmm

T=and after that her mum brought her to the health centres in the village

I=yeah

T=and then [stutter] that erm uh, the nurse, so they said that can they do the injections on her because she has fever so they wanted to low down the temperature in her body, so that they did the injection on her left arm, and after that she said that it didn’t it didn’t recover, so she still fever and either she feel like stomach ache like [stutter] like the belly become bigger because of like a lot of fluid inside the belly.

I=yeah

T=and then after that the mum brought her to Kantha Bopha hospital in Phnom Penh, so the big uh children hospital in Phnom Penh so that after the doctor check up on her. They said that she had uh like a fluid inside the spinal cord

I=ok

T=so … they they also did uh oxygen for her for two days because she is already unconscious and didn’t know anything right?

I=yeah

T=so that uh they did the oxygen … they make the oxygen or provide oxygen for her for 2 days and after that she said that this should mean this problems

I=ok, erm and…

T=and then after she recovery they also provide the PT treatments

I=ok

T=she said that they said they put the sandbox or something for her to do the exercise

I=ok, so is it weakness in the whole left side and not just the leg?

T=so only half side of the body only. So she said that after recovery, her mum her mum let her… walk, ok

I=yeah

T=so when let her walk and she could not walk at that time

I=ok, yeah.

T=and already she said that already paralysis, half side of the body

I=ok.

T=so is about one year old, when her mum ask her to walk and let her walk and she could not walk

I=ok, erm can you remember how old you were when you had your PT treatments?

T=she could not remember in which age that she got the services from HI Kampong Cham centre. They also provide like uh provide like the prostheses and do the, [loud banging] provide the PT treatments. So she also said at that time, they ask her to walk with the walker or the frame ok, that have 4 wheels and then when she’s able to walk with that she also have uh PT treatments to straighten her arm or on her left leg, yeah.

I=yeah, ok. Erm so I just want to get the timeline right, so [loud banging] you had the illness when you were 1 year old, oh…

T=the illness actually only 1 month, and after that recovery, they could not, she could not walk and stand so that time because of [stutter] she still young after recovery, up to one years, up to one years, her mum let her walk and she’s unable to walk as a normal people so that’s why she’s erm she could not remember in which age her mum brought her to the centre to have a treatment [loud banging]

I=ok, erm so … the first time you were at a centre has the one in Kampong Cham, the HI?

T=yeah, HI

I=ok, erm… so can tell me a bit about your experiences about exceed worldwide?

T=ok, so now talk about her, so her for, from her experience, I ask that she get any device from HI, Kampong Cham province and she said no, they only [stutter] did the PT only.

I=mhmm

T=and then when she was 11 years old, she came to the exceed, to get the service. So they also provide her the PT treatments before they provide her an orthosis.

I=ok

T=because her leg is still in plantar flexion so the ankle, it means the patient only walk on the toe.

I=ok

T=not fully up to heel

I=yeah

T=so that they did the serial casting and then they kept 2 to 3 weeks and then they took that cast away, so because they wanted to stretch the muscle at the backside of the leg because if not, if she still walk on the toe only so they unable to make an orthosis. And also because she is still young that’s why we try to stretch the ankle to be in neutral

I=yeah, ok. Was it your parents that brought you to exceed worldwide or was it the school?

T= so erm that time [stutter] she already registered to study at [name] school, so that because I ask why she’s not making an orthosis in Kampong Cham province.

I=yeah

T=She said that because she already uh register because they [stutter] [name] school already report that she is a disabled children, so she need to be or is able to study in [name] school so that’s why her mum…

I=yeah

T=that time she just only register inside the school but not start to study here... So that her mum brought her to here to make an orthosis.

I=ok, was that … so did the school tell her mum about exceed worldwide or did she bring her from her own..?

T=ok, so they know by [name] school

CO=ok, and then

T=exceed provide the same service as Kampong Cham province

I=ok, so then the school told your mum to take you here to get the…

T=yeah

I=ok, erm … so … what can you remember about your first experience at exceed worldwide? Were there any good experiences that you had?

T=so now, we ask, the patient she just come here for the first time to make the new device [laugh]

I=ok [laugh]

T=previously she make [stutter] at HI

I=yeah

T=and then the other device, make in VI Kien Khleang.

I=ok, so it’s her first time here?

T=first time here today to make the new device

I=ok [laugh]

T=ok [laugh]

I=so when you had your first device, that was from VI in Kien Khleang?

T=first device from HI, Kampong Cham province

I=ok, and is this device from VI, this one?

T=ok so this device is from HI, yeah, HI Kampong Cham province

I=ok

T=but she’s been to VI Kien Khleang for repairing only

I=ok, ok. So the first time you got a device, was when the school told her mum to visit VI?

T=so VI Kien Khleang, [name] school brought her there to do the repair, because there now they [VI] don’t have service to make the new device, only repair.

I=ok. Erm so … the first time you wore an orthotic device, what was that like?

T=ok so the first experience that she use the device, she feel really difficulty to walk because that time after serial cast, right, after serial cast they took the serial cast, so the ankle it remain 90 degree so they make uh the type of [stutter] orthosis that is block her ankle in one position

I=ok

T=and after that she said that really hard to to walk and adapt with that. And now she have this type of device, is different device, so when she’s walk because it movement at the ankle, she said it’s better to walk, but either when [stutter] she experience using that device… she feel like … sometimes she also fall off with the device.

I=ok

T=and when get up also really difficulty

I=ok. so do you wear the device every day?

T=so she said that she wear an orthosis every day and the whole day, except, when she take a bath and go to bed

I=ok, erm and are you able to walk without the device?

T=ok so she said that without an orthosis is difficult for her to walk, because uh when walking… her toe it just only cross on the floor like that, so is unable to lift up the leg. So she said that’s really hard and sometime she need to hold the wall to walk and the she said even though when go to uh bathroom she also need to wear an orthosis, if not it really hard to walk and go into.

I=ok

T=but only she take of the device only when she’s taking a bath

I=yeah, ok. Erm … so … has anybody ever treated you differently because of your [stutter] disability?

T=so she describe all uh whatever uh the, but she said that her school because all the classmate and roommate they are disabled so erm they didn’t say anything, they don’t teasing, they don’t joke to her, but for her, especially, she said especially her her relative like the old people, say something that mmm she is disabled … she hardly to go out and hardly to do something like that

I=mhmm

T=and then uh the other also like, when the way she walk they follow her, they… they do follow her and tease on her

I=mhmm

T=and the other relative that same her age also they, they try to.., how to say, just follow, do whatever [stutter] she’s like her [stutter] difficulty she’s unable like the way she walk and just do the teasing follow the way she’s walk

I=ok, so like make fun of her

T=yeah, laugh at her, make fun of her, but is not really in a good way

I=yeah

T=I try to ask her, when some people said they come say aww pity on you, but the way they said is not really that they show they are not pity on her. They show the way like they look down.

I=ok, erm are you ever like excluded from like family events and family like erm yeah?

T=what is exclude?

I=erm, so they don’t her include her in things and they leave her out

T/P8/PF=[Khmer]

T=so she said that is like erm [stutter] her sister her brother understand about her, her mother also understand about her, but her father not really, she said that. So that’s why she said that now she’s trys to uh…control herself [stutter] then she’s able to talk about her father.

P8=[gets upset]

T=but for me, something I feel like that because of father is like a man, so sometime they don’t even though, they don’t understand about us as a daughter

I=mmm

TP8/PF=[Khmer][laugh]

T=so she said that erm like her father is not really close to her, and then always love and like her youngest brother. So that’s why I just try to encourage and talk about that, because father like some, they, how to say, they like a son they want because of *inaudible* {40:31} you know, for the, in Chinese they really like son because son can use the surname, and that surname really from like [laugh] from grandfather, great-grandfather. Yeah, so that’s why she said that uh the other two daughter, the father not really like care about, but for the youngest son he always, whatever that son does … uh always correct. So I just try to correct, incorrect her that because father and mother is different, father because uh [stutter] that characteristic of man they like [laugh] boy something like that, but mother always like all right? And also understand all the situation of the children

I=mhmm

T=so that’s I just explain her. Sometimes because of when she’s young, she’s tried to compare what, the treatment from the father and mother, so that’s why.

I=yeah,

T=so I only tell her [laugh]

I=yeah [laugh] ok, so erm I want to hear a little bit more about like healthcare use, so when you go to a healthcare centre, do you get treated differently?

T=ok so talk about erm to get the services, because I need to explain her clearly because we need to compare it from HI, from VI and Exceed her. So she said for her, she has never been to the health centre or hospital right now, because she said when she feel not well she just only took the medicine or tablet

I=ok, so like from a pharmacy

T=yeah pharmacy only, but when she get the rehab services, she said that in Kampong Cham is ok for her, so all the staff, yeah, they are friendly and they treat well

I=mhm

T=in VI, but in VI, she said they don’t treat well like uh and have a warm welcome

I=ok

T=but here she said, ok here, that the service is good and the people chat to her and talk to her and welcome

I=yeah, ok. Erm so … why have you never used like a health centre? Why do you mainly use pharmacies for healthcare?

T= ok so [stutter] so for her, she think that because she her family only able to feed [stutter] three children, so that when, and either when she get sick she just like get cold or small fever, so that’s why she said that uh she think that just to the clinic-uh go to the pharmacy and buy the medicine and after that already recovery.

I=ok

T=no need to go to the hospital and she also thought maybe to go to the hospital is not enough money to pay

I=ok, ok, and is your home quite far from the health centre?

T=ok so the health centre, why she’s not going to the health centre, because of the health centre is a bit far from her house. And I ask her how far from your home to the health centre and she said she couldn’t estimate and she doesn’t know how far it is.

I=that’s ok, erm so just a few more questions to finish, so is there anything you would like to add about your experience of disability?

T=ok, no

I=yeah, ok, erm and would you like to add anything about your experience of rehabilitative services?

T=no [laugh], she said no

I=[laugh] ok, that’s ok, so erm I’ve finished with the questions, so thank you for your time.