T=Translator  
I=Interviewer  
P5=Participant 5

I= so thank you for your time today. I just wanted to make clear that we’re interested in knowing like your opinions and thoughts and experiences so you can be as open as possible.

T= open?

I= so there’s no right or wrong answer

T= ah ok ok

I=erm yeah and if you feel uncomfortable at any point, we can take a break or move onto a different question or end the interview. So to start, erm I just want to know a little bit about you so for example how old you are, uh your school education and what you do for work?

P5=Hello, my name is [name], I am 33 years old … uh nowadays I am a … uh before I study, I finish university

I=Mhmmm

P5=of accounting

I=yeah, ok

P5= yeah and nowaday I I live at home with my daughter. I have daughter, one daughter uh … 3 uh

T=how old is she?

P5= uh 3 uh 4 ye-months

T= 4 months, ahh

I= aw small baby

[all laugh]

T=so

P5=my husband

T=ok

P5= he take care of my…

T=yeah, so I asked about when when you are here, when you come here to make the new device so who take care of your daughter and she said her that [stutter] her husband.

I= yeah, ok and do you work?

P5=uh nowaday I stop

I=yeah so you…

P5= yeah I live with I ...uh I inaudible {5:54} my baby

I=ok so your uh

P5= before I work at uh … inaudible {5:54} shop

I= ok so like a phone.. shop?

P5=accounting

I=accounting, ok

P5=yeah

I= ok erm so would you describe yourself as like a housewife or a stay-at-home mother

T=right now she is stay at home

I=stay at home, ok. Ok erm so now I would like to hear a little bit more about your erm impairment, so the condition in your leg. Erm … so what was the cause of the impairment?

T=ok so uh she got fever, her mum told her that uh she got the high fever when she was 5 months old.

I=ok

T= and then erm her mum asked uh like a nurse at the cent- at the health centre inside the village

I=mhmm

T=so they just came and then uh did the injection and did the treatment for her

I=mhmm ok

T=so she said that after the the nurse or how we call uh the nurse at the health uh health centre at the village, they did the injections on her thigh and after that, it got abscess

I=ok

T=and then it have pus… like a bowl right bowl and it it contain a lot of pus inside and after that she she also still fevers and then after that when. The same nurse came to did the operation like [tongue click] operate to to get the pus outside and after that

I=like clean the wound

T= clean the wound and everything like that and then after that they did the suture line

I=ok

T=they they did the sutures and … and after that she could not walk up to 5 year old.

I=ok

T= said when she said when she 5 year old she start to to stand up and start to walk

I=ok

T=before 5-year-old she just only crawl

I=ah ok, erm so before 5 years old… was it just because of the Polio or was it also because of the the abscess that you couldn’t walk?

T=she said uh she said her mum thought that she could not walk because of the abscess from the injections, not from… not from the Polio, why does that happen.

I=ah ok, ok. Erm … so I just wanted to go back a little bit and then ask a bit more about erm your impairment, so erm when you’re at home if you’re not wearing your device erm what are the challenges that you face, are there things that you can’t do?

T=ok so talk about the… without the device and when she is at home, before she said that when uh when she was small she wear the orthosis almost 24 hours. She said that she she just took it off when she went to bed only.

I=yeah

T=but right now she said because mainly because after uh uh gave birth so she she said that mainly she only take care of the baby on the bed only. So that’s why she took off the device.

I=ok

T=and if she wanted to go out she put on the device

I=yeah

T=and she said that for her is without the device it really difficult for her to to work and either difficult to walk.

I=yeah

T= for the long stand, she said if without the device is hardly to walk. Walk only for the short distance only.

I=yeah, ok and if you were to wear it at home are you still able to, or if you weren’t sorry, if you were to not wear it at home, are you able to do things like cooking and cleaning?

T=she said that when uh at home, yeah, if without the device she said that because when she’s cook, she need to stand so when standing, if without the device she feel like it’s hardly to stand for for long time.

I=yeah, ok.

T=and unable to stand. So that’s why she is when she is cooking also she need to use the device. Ok?

I=ok… would you ever leave the house without wearing the device or do you, if you were to leave would you always wear?

T=she said that if like she wanted to buy something that next door, she she didn’t wear the device.

I=mhmm ok

T= or she doesn’t wear the device. But if she go to the market a bit far away from home she need to to wear the device.

I=ok, ok erm

T=because she said that when she just next door she don’t no need to put on and then after that when come to home she need to take off again so it take time for her.

I=mhmm yeah

T=so that’s why she said just buy something next door she just walk to there

I=so yeah if it’s very close

T=yeah very close

I=yeah ok. Erm so when you’re not wearing the device, do you - have you experienced people treating you differently then when you do wear the device?

T=she said that when she was small have few people … discriminate her like and just tease her and talk about erm just even ground, why you walk like you walk on uneven ground something like that.

I=mhmm ok.

T=and then she said now it’s different, now even though without the device or with the device she said that … like the people already educate so they understand about the disabled people so they don’t discriminate or criticise too much.

I=yeah ok, and when you were younger and people treated you badly were they erm children or were they adults?

T=all

I=both?

T=both, both people, whether young people or old people

I=yeah, did you grow up in a like a small village in a province or did you grow up in Phnom Penh?

T=so she said that is [name of commune], it’s in the village either but and it’s not really far from the town.

I=yeah, ok.

T=just [stutter] a few kilometre from the main, from the main road

I=ok so not too rural?

T=no, not far

I=ok erm, so … erm how does wearing an orthotic device make you feel? Does it make you feel like good about yourself or?

T=ok so she said that erm, so talking about the advantages of the device, she said that when without the device she feel scary because normally she without the device she fell off.

I=ok, like fall over?

T= fall over. So that’s why she said that without the device she she feels scary toto hold the heavy thing because she afraid to to fall down

I=yeah ok

T=and so with the device she feel she feel more confidence to to carry the thing and able to walk for the far distance. She said without the device even though for few distance also she might fall fall down.

I=yeah ok.

T= ok na?

I= yeah. Erm … so how old were you when you got your first orthotic device?

T=about 10 – 11 years old, that she got the first device

I=ok

T=because it [stutter] she said that she start the class, grade 1, when she was 9 year old.

I=ok so she started school quite late?

T=yeah quite late

I=is that because of the disability you started school late?

T=ok she said that when she when she she start the first class, grade grade 1, when she was about 6 or 7 years old the same as other children or other child, but she said that because of they too much erm… discriminate or too much teasing her, talk blah blah blah bad thing about her disability so that’s why she stop studying.

I=ok, so you stopped school and then you went back to school?

T=yes she went back to school when she was 9 year old.

I=ok erm … so … did you get your first orthotic device at exceed worldwide or was it somewhere else?

T=so the first device she got from Cambodia Trust, or exceed worldwide [laugh]

I=ok was that in Phnom Penh here?

P5=yeah

T=yeah in Phnom Penh

I=erm and erm … erm how was your first experience? Did you have any good or bad experiences?

T=she said that erm she know uh Cambodia Trust or or exceed by the community worker in Cambodia Trust or exceed went there to to share the information related to the rehab centre in Cambodia Trust or exceed in Phnom Penh so that’s why they also brought her from her home to the clinic [stutter] because that time we have uh services to get the patient or collect the patient from the village to here because they don’t know the way, where is it going to come and how they come here.

I=yeah mhmm

T=so that’s why she came with her mum and she said that first time she scary because she she thought that when they brought her to the centres they might cut her leg or something [laugh], and so that’s why she feels scary of that. And then she said that when the P&O make an orthosis for her she also scary to put on and when she put on she’s cry, just try and do the fitting she’s cry.

I=yeah

T= plus she also cry. And then she said that when when she get used to it, she feel happy to get the device and…

I=yeah, and sorry, when you first start wearing was it quite painful?

T=ok so she said that when she fit for the first time for the fitting it gonna go have many part to adjust she said like that it can be tight, it can be too loose something like that. So after adjustment she got the device home, and she feel like… she thought at first the device is good to to use, or good to put or good to wear or not and after [stutter] when she get used to the device she also thought of this device can help her doing faster, like for activity it’s gonna be faster than before, and then can walk for the far distance, so that’s why she’s…

I=yeah, mhmm

T=for the first she feel bit difficult and scary to walk with the device, and something that block her leg or…

I=yeah, erm so when you were here and got your first device here, why did you think you were scared and and crying?

T=so she said that she she still thought of uh scary of the device

I=mhmm

T=and even though they did the casting, like they might cut my leg or something like that

I=yeah, ok

T=so that’s why the feeling of scary.

I= do you think they could have explained to you more to make feel more comfortable?

T=she said that maybe because of she was young she feel scary [P5=laugh] even though they try to explain many step like uh because when she walking its going to bend to one side, and then that’s why her trunk going to be deformed for *inaudible* {25:41} correct them. But she said that maybe because she was small that’s why she feel scary and couldn’t get what the other people were explaining.

I=yeah ok, so she just thinks its more of an age thing then anything else

T=yeah yeah

I=yeah, ok that’s understandable. Erm … so did you have, when you first got the device did you have any follow up appointments, so did they telephone call you or come visit you at the community?

T=ok so she said that uh we have our community workers, always follow up and contact her because at that time, no phone to contact, but that time they also like they go to her home and ask about how she’s wearing the device and how is the device, if any problem she can come for repair something like that.

I=ok, so erm you mentioned that you heard about the services offered through community workers, erm how else or how do you think erm … like exceed worldwide and other P&O services can increase awareness?

T=ok she said that for the sharing information is really good from the centre that centre did did the, how to say, uh did the survey that collecting the client from the village and either explain fully about the amputation, so this one is really good, good good news to share. And either she said when she was small she went erm like [stutter] community worker went there and just only sharing information. They also not feeling trust on. And then she also said that when she was er when she was small she also feel give up, because this type of person give up already, they feel depression because of the other people always discriminate and criticise her and, she also feel upset herself that why like among the uh sibling, why she got this problem and she always cry at night.

I=yeah, ok so you felt a bit erm, what’s the word… like different to people

T=yeah different…why I, like why I born the same as other why I got this problem.

I=yeah

T=so that’s why she also upset herself and she said that and after that the [stutter] community workers sharing information they, her mum also not not really trust on what is the service here. And after that after uh community worker they try to explain what the rehab do and then what will the service in the centre, so that’s why they say then ok, they try to trust on them, they came and after they got the service how is that and after that they feel like ok, that’s fine, after I got device, that is can help me.

I=ok, erm so why do you think that there was a lack of trust in the community workers?

T=she said that because of her mum thought that uh… because that time you know that time, even though they [tongue click], how to say, the experiencing of erm they don’t know that bring … that keep to the centre for what, it might be for like, how to say, like a testing about the thing because previously have a lot thing about came to Cambodia and they did the test, how to say, the test like erm just uh try to to do the research, whatever research and then you need to something to test it how it work or not.

I=yeah

T= so her mum thought that might bring my kid to centre might be test something or gonna do the other the thing, whatever their own purpose or something like that.

I=ok, so she thinks, your mum thought maybe that they were going to experiment on her?

T=yeah, like do the [stutter] experiment or something like that, so that’s why its scary to come

I=ok

T=and the other feeling is wanting to able to walk as a normal people.

I=mhmm

T=so like thinking a lot that time because she said her mum thought of many way but just said ok, just try how is that.

I=ok, so do you think your mum would have trusted the information more if it had come from someone at like the health centre or a hospital?

T=so she said that that time because of community worker here, because when they explaining they just only explain through all the people in the village like that.

I=yeah

T=And after that when we ask one more time to get agreement that they’re going to come get the service or not. So they need to talk individually, so when talk individually to her mum, and after that her, after that the community (worker) is try to explain step by step that when uh her kid come to the centre, they’re gonna have PT treatments, they’re gonna make an orthosis just uh support the leg and make the leg stronger to walk.

I=mhmm

T=yeah

I=ok

T=so that’s why erm she agree to come

I=mhmm ok. Erm so and now I’m going to move on and speak to you a bit about why you visited the clinic today. So why have you come to the clinic today?

T=ok, so she came her today for first fitting.

I=first fitting, ok.

T=So she already came last week, she already did the new cast and return this week for the new fitting.

I=ok, so you’re getting a new device?

T=yeah, getting new device.

I=erm so did your first device break or was it just old?

T=because it small and already too tight for her

I=too tight for her, ok

T=and short [laugh]

I=ok so … erm… how long, trying to phrase this uh, so the device is too tight, how long has it been too tight for, or too short?

T=she said that the orthosis small uh before she got pregnant [laugh], so that mean now is more than one year because before pregnant and then when she pregnant and then when now her daughter already 4 months [laugh] and that time also I think due to covid

I=yeah

T=when covid, when the client came here, we just only have to repair, we we don’t make a new cast for patient because of we afraid it gonna be any problem at the centre gonna transmit to the client and client going to travel.

I=yeah ok. Erm so erm why did you not come to clinic sooner? So why did you wait so long?

T=because she thought that she’s able, uh like, she’s still able to use

I=yeah

T=it’s just only tight, but able to use, ah she said that the old device is like uh she’s familiar with it and if she thought that if she get the new device it might … feel like when will it uh familiar with that device.

I=yeah, ok, like familiar?

T=yeah familiar with the device

I=ok, erm…

T=because the new, everything new, not really adapt with that, what going to use for.

I=yeah

T=so that’s why is the feeling of some people

I=ok, so you would wait until it becomes unusable, if there’s a slight issue then…

T=mhmm, then feel like, because she said that she trust on the device, with the device might fall off or fall down so that’s why she need to feel the new device is really strong and suitable for her.

I=so are you nervous about getting a new device?

T=she said yes [laugh], mhmm so that’s why she said, she she thought of like that when get the new device, she think the new device is might be more rigid…feel more like bigger than the old device and… you know the feeling is mixing [laugh]

I=ok, yeah [laugh], ok. Rrm does your family or your husband support you coming to the clinic today?

P5=yes

I=yeah, ok. Erm and then uh is this clinic the closest to your home?

T=she said that…so she said that not really close because…I ask her when erm travel from home to here and home to VI centre, which was is more closer and she said that she has never been to the VI Kien Khleang, so she doesn’t know that.

I=ok

T=and either I ask her how many kilometre from her home to here, so I ask about the location that she stay, she said that more than 20 kilometre.

I=ok, so how long did it take you to get here today?

T=she said more than one hour due to the traffic jam, but without traffic jam it’s going to take more than 45 minutes.

I=ok, erm and how did you get here? Did you take uh..

T=she is able to drive the motobike herself, so she came here by her own moto, but that moto is gonna, its not the auto one.

I=ok, so she needs to change the uh... gear?

T=yeah, change it but she can use her feet to change it

I=ok, erm … so was there anything else erm stopping you from the clinic, such as erm like your husband getting time of work to look after the baby or finances?

T=she said that its ok that uh because now she just only taking care of her kid, and her husband also today ask for permission. Yeah, for... because of she is wanting to make device.

I=yeah

T=and then said that what your husband said? And does your husband say something about why you come here to make the device and she said that its ok.

I=ok

T=but she said she also need to to see and discuss [stutter] with her husband, can her husband ask permission or not, if not… she can ask her sister or the other can look after her kid.

I=So you have other family support as well?

P5=yes

I=yeah, ok. Right, so I would now like to ask you about erm how you think the service could be improved? Erm you can be really open about this. So do you have any ideas or suggestions for improving services?

T=she said no, because of she know the process of making the device here because when they come they always explain to them. And she also she also see that what what they are doing, so they understand, she understand very well about the service here so she said that nothing to improve. So I just only example like uh we ask her to waiting for a long time or blah blah, but she said that’s ok because that’s the process of doing is is like that.

I=yeah

T=so even though she try to uh improve service its not really possible

I=erm so … do you think that many people are aware of P&O services in Cambodia? Is it something that many people know about?

T=for her idea is, she said that erm, for her she she think that right now they people they for her we thought they know a lot because of we uh we we have the survey, we have the other plan, we have, how you say, uh on the 3rd December they have the disabled days, right?

I=yeah, so like disabled days?

T= so that time that time, they have like … erm the meetings of the whole country so disabled people come to to meet and then they celebrate uh the government, how you say, they government support and then they have a sport day and they have the other thing like that they they enjoy so

I=so kind of like awareness raising?

T= yeah so like awareness of the 3rd of December.

I=ok

T=in Cambodia. So that’s why they think that they also share that information and the tv also share all the news through the people they understand.

I=so that event can help to spread the information about…

T=yeah that information about, and either uh the cost of [stutter] disability due to the Polio or CP. So that’s why she thought that at that time uh more like [stutter] information is more broad.

I=ok

T=but these few years I think due to covid 19. So that’s why they don’t have that that event, they don’t have, even though for us we don’t have any plans also to visit the client at home. But now, we try again now.

I=ok, so because of covid, do you think there’s been less awareness activities?

T=I think so…ok, so I also explain to her, that how is the service like right now for uh for the community worker. They they try to do uh the survey, follow up, follow up wheelchair, follow up the device at home. So that now the the information is going to broad, the same as before covid 19.

I=ok, erm so do you think places like exceed worldwide and health centres and the government could do more to raise awareness online?

T=so she said that uh can be the government try to share the news or information through tv, or tv channel or through the other uh media, like social media like Facebook.

I=mhmm yeah

T=so it’s going to be broader than this

I=ok. Erm so two more questions to finish off. Erm is there anything else you would like to add about your experience of disability in Cambodia?

T=ok, so sorry [laugh]

I= its ok [laugh]

T=so she said that mm for her she is uh she wanted to share that right now is really broad information and either she is erm like erm she is able to join the social, ok? But before she thought of that uh when she was 10 year old, sorry when she study grade 10, she is erm she is unable to work for the other, after she finish the class or finish university but after that [stutter] she said she is thought that now uh they have uh they the disabled people to have their own right to work, to do the other as the normal people. So that’s why she she feel that is, and one more thing she is able to educate higher occupations and [stutter] although the government like as a law the disabled people to do the other thing and the other place also able to uh like recruit the staff as the disabled people. Not only the non-disabled people [cough]

I=so you think that over time erm the inclusion of disabled people has improved?

T=yeah she she spoke her ideas she *inaudible* {53:12}

I=ok, erm and then finally is there anything you would like to add about your experiences of using P&O services?

T=you want to, you you mean, its gonna be improve the services in the?

I=or just in general, if she has any other comments about using…[all laugh]

T=She said that it is good for her, that’s why she has no more idea about this one.

I=ok [laugh]

T=I try to ask and explain a lot she, maybe provide more modern component… that why I gave her the clue, and she say maybe the strap more long lasting than this

I=so a device that last longer [laugh]

T=yeah last longer [laugh]

I=ok great. Well thank you, orkun