



Lene Lau

Age: 44 years

Place Århus

Job: Coordinator in a Self-help group in Skanderborg

Arthritis: Severe arthritis especially in her hands - has had it all her life.

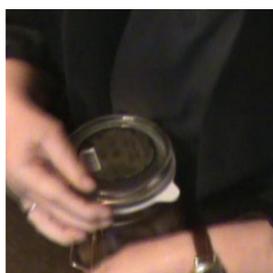
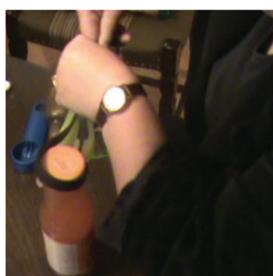
Civil status: Married, Husband also has arthritis

Hobbies: Active in the rheumatoid arthritis society

Visitation date: 03.11.08, 3.00-6.30 p.m.

Interviewer: Birgitte and Henrik

“Sliced cold meat is some of the worst ever, and I choose the ones which are the easiest to open!”



Lene Lau lives in Skødstrup, just outside Århus. The house is a smaller terrace house, where she, her husband and their dog lives. Lene has severe arthritis and has house aid 55 hours a week. She works 15 hours a week as coordinator in the self-help group in Skanderborg. Furthermore she has a Bachelor in psychology.

Lene is very aware of packaging and the problems they give in everyday life. She says it directly it SHOULD not be necessary with auxiliary tools” and she expresses this attitude several times during the session. She uses her teeth to open with a lot, and it works, because she as she says herself ”has strong teeth”.

About auxiliary tools

“As it is this way that I need to use them, I use them because it facilita-

tes my life. I do not want to ask my husband or my house aid for help all the time”, Lene tells.

In addition to that she tells:

“it gives me liberty and self-reliance that I have them”

Cod roe

We have been shopping in Føtex, Skæring, and we have among other things bought a double package with cod roe. That is two metal cans held together by a plastics foil. Lene run into problems already with the foil, it is very difficult to get off. She calls the packaging pronounced stupid.

She tells that it actually was easier in the old days, when one could turn the can open real slow, in contrast to now, where it must be opened as a bear can.

She gets it open, but it is not easy and it takes a

long time and demands patience and imagination.

Sliced cold meat

Lene describes sliced cold meat as some of the worst. She has difficulties opening it, and it creates much irritation. She often also chooses to use her teeth here. When she uses her teeth she risks biting the opening-corner to pieces, and then the packaging is even more difficult to open.

She often deselects products because of the difficulties with opening them. As she says “I don’t want it.

In general

It is obvious, that Lene is used to living with her disability and she has therefore developed many good, but still difficult methods to getting the products opened.

There were though several times during the

day where she thought she could not open something, and it turned out that in fact she could. Coincident with her having many methods of opening the packaging, she also has a very profound attitude to them. It is NOT okay that one has to use tools.

She is a committed end user, and one we will be able to benefit from at a later stage.

QUOTES

‘Is should not be necessary (on auxiliary tools)’.

‘It gives me liberty and self-reliance (on auxiliary tools!)’

‘I pretty much open everything with my teeth, and I have strong teeth!’

‘This is plain stupid, isn’t it? (on opening a can of cod roe)’.

‘This is a really stupid little corner, you can’t get a grip (on yoghurt)’

‘I don’t want it (on sliced cold meat she deselects due to the packaging)’