



Tove Jepsen
Age: 60 years
Place: Århus
Job: Liberian, reduced-hours job
Arthritis: rheumatoid arthritis
Civil status: Married, husband retired
Hobbies: ?
Visitation date: 29.10.08, kl. 3-7 pm.
Interviewer: Birgitte and

“It is impossible; I can’t get hold of anything!”



Tove Jepsen lives in Hjortshøj, north of Århus. She lives in her own house together with her husband and dog. Daily she works as a Liberian at the National Library (Statsbiblioteket) in Århus. She has an active everyday life with house, husband, work and dog.

Just as Lene, Tove is used to her disability, and has dealt with it most of her life.

She uses auxiliary tools in her everyday life, but she is not happy about it. As something special her most used tool is a nut cracker, which she uses on just about every lid. In general we have seen that those with arthritis find ways of opening and tools themselves. In addition she also often uses a knife to help her open things. We experienced

a number of dangerous situations; even though Tove ensured us that it was not dangerous!

On child resistance

“It is impossible for me to open” Tove is not able of opening packaging which are child resistant. Her husband has filed on occasional bottles, so that she can open them. We ask her if it is the matter of pressing down on the lid or the turning movement that is the hardest. She answers that it is the combination of the two movements, which makes it impossible for her.

Sliced cold meat

During the conversation we open quite a lot of sliced cold meat and foil packaging in general. It is the same pattern as earlier, we see. The corners are very difficult for her to grab hold of,

and often a knife is used to open the packaging. It is difficult and takes time together with the fact that Tove gets annoyed. The new clever re-closable packaging from Trestjernet is clever, but she cannot figure out how to open it, as it is not stated what to do to open the last part.

Screw lids

“I can’t, yes, well I could!”

Tove is able to open a screw lid if it has the right size and surface - it must not be too small. Otherwise she often uses the nut cracker to open.

Cleaning agents

We also talk about cleaning agents with Tove.

Softeners are often difficult for Tove, as they have smooth (plastics) surfaces and at the

same time weigh a lot. Furthermore they often also have no handle, and that, combined with the weight, makes it very difficult for her to handle them. If they don’t have non-drip tip, it is difficult for her to hit the right section in the washing machine.

In general

Corners which are small, and unobtainable, screw lids with a small diameter and smooth surface and metal rings are all opening devices Tove find difficult to use, and which is at the same time in the majority of the packaging we have in Denmark. As we have previously seen Tove learns to live with her disability, but there is no doubt that she has many problems with packaging on a daily basis.

QUOTES

‘It is basically impossible! (On opening child resistant packaging)’.

‘It is “press down and turn”, but I can’t do that! (On opening child resistant packaging)’.

‘I open a lot with my nut cracker!’

‘There is almost nothing to grab (On opening a bag of dog food)’.

‘This one I like! (On cleaning agents in an aerosol can)’.

‘Really clever (On the new toothbrush packaging)’.