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Tainan City Government
臺南市政府

Care helper makes caring 照顧好幫手照顧好 easy

訓練手冊
Training Manual

移工照護技巧教學暨法令宣導光碟

Migrant Workers' Care Techniques Instruction and Laws and Regulation CD-ROM

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Unit one : Moving care

第一單元：移動照顧

Turning over and getting up from bed 翻身及床上起身

1

Bend the knees; try to place the heel closer to the hips as much as possible (if the knees cannot bend, cross the legs instead.)

把膝蓋彎起來，腳跟盡量靠近臀部（如膝蓋不能彎曲則把雙腳交叉在一起）。



2

Cross the hands as much as possible.

雙手盡量交叉在一起。



3

Move the patient's head up, for him to see his stomach.

把頭抬起來，盡量讓他能看到自己肚子。

4

Place your right hand on the patient's right shoulder and the left index finger on the right knee. Press down to make it easier to turn the body.

把你右手放在他的右肩上，左手食指放在右腳膝蓋上，下壓就翻好身了。



5

Use your right hand to support the patient's lower neck or the neck area, place left hand on the right thigh for him to easily sit on the bedside.

再把你的右手撐住他的頸部下方或脖子，左手放在右大腿下，就可讓他坐在床邊了。



Moving from bed to wheel chair

從床上移到輪椅

1

Adjust the sitting position of the patient, place a chair on the bedside, wheelchair must be facing the bed in 45 degree direction, pull the break and remove the foot rest of the wheelchair.

調整好他的坐姿。拿一張椅子朝床尾擺好，輪椅朝向床頭，與床沿約 45 度角，拉輪椅煞車，收腳踏板。



2

Placed patient's hands above your shoulder, and placed your hands on the buttocks of the patient, use rolling procedure to move the patient besides the bed.

把他移到床邊，雙手放在自己的肩膀上，把自己的雙手放在被照顧者的臀下，以轉動的方式把他移到床邊。



3



Placed patient's feet to touch the ground, using both knees to grip his knees.

把他雙腳尖緊貼地面，用雙膝夾住他雙膝。

4

Right hand pass through the patient's left armpit, head bared patient's right armpit, use left hand to support his right knee surface.

右手穿過他左腋下抱住他，頭鑽過他右腋下，左手扶住他右膝窩處。



5

Return to your chair, lifted completely the patient's buttocks and use the chair as the support to move the patient to the wheelchair.

你坐回椅子上，讓他臀部完全抬起來，借助椅子做支點把他轉到輪椅上。

6

Arrange the patient's position, placed his both hands on the knees, placed his feet on the footrest.

調整他的位置，把他雙手放在膝上，放下輪椅腳踏板，把腳放在上面。



Moving from the bed 往床頭移位

1

Move the pillow to the side.

把枕頭移到旁邊。



2

Bend the knees and place the heel closer to the buttock as much as possible.

把他膝蓋彎曲，腳跟盡量靠近臀部。

3

Go to the bed, kneel down, right foot on top his dorsum of foot, left foot in arrow position.

你到床上右腳屈膝放在他雙腳足背上，左腳成弓箭步姿勢。



4

Use your stomach to hold his knee, both hands under his buttock.

肚子頂住他膝蓋，雙手放在他臀部下面。



5

Asked the patient to lift his head up, slightly lift up his buttocks and push towards, the bedside. Hence, you can move him upward.

請他頭抬起來一點，稍微抬起他臀部往床頭方向推，就可以把他往上移。

Unit two : Food care
第二單元：飲食照護

Swallowing and feeding
吞嚥訓練及餵食

1

Assists the patient to sit up in a 60 to 90 degrees position.
協助他坐起大約 60 到 90 度。

2

Place the pillow behind the patient's head.
再把枕頭放在頭後。

3

Place towel or plastic bib under the cheek area.

毛巾或塑膠圍巾放在臉頰下。



4

Place the food in front of him, feed him slowly, just the right amount, do not lie down immediately.

食物要放在他前面，餵食要緩慢、適量，進食後不要立刻躺下。



5

After feeding you need to clean his oral cavity.

餵食完進行口腔清潔並要做紀錄。



Gastric tube 鼻胃管灌食

1

Arrange his posture into a sitting position and cover the patient with towel.

調整他為半臥姿或坐姿，並墊上毛巾。



2

Wash your hands.

你的雙手要清洗乾淨。



3

Check the position of gastric tube; check the food content in the stomach.

確認胃管位置，檢查胃內食物殘餘量。

4

After feeding, intake 30 to 50cc of water.

灌完食物後，要再灌 30 到 50 cc 開水。



5

Do not let him lie down immediately.

灌食完後不要讓他立刻躺下。

6

Clean the entire tools and make record.

清洗灌食用具，並做紀錄。

Unit three : Taking care of the toilet business

第三單元：排泄照護

Incontinence of urine 尿失禁照護

1

Go to the bathroom regularly or use a bedpan, give enough time and a safe environment.

固定時間上廁所或使用便盆，給予充足時間及適宜環境。

2

Drink more water during day time, less water at night.

多在白天喝水，傍晚後減少飲水量。

3

Use the right size diaper; make sure it is taped properly.

使用合適大小紙尿褲，注意黏貼鬆緊合宜。

4

To prevent the skin, clothes, bed sheets soaked by urine, once the under pad, diaper, clothes or bed sheet is wet, change it immediately. Clean and dry change it immediately. Clean and dry the perineum and the skin.

避免皮膚、衣服、床單被尿液浸濕，看護墊、紙尿褲、衣服或床單尿濕了，要立刻更換、清潔、擦乾會陰部及皮膚。

5

If male patient is using urine sets, make sure it is not too tight, if there is urine inside, change it frequently so the urine doesn't back flow.

男性若使用尿套，要注意固定帶鬆緊，尿套有尿，要隨時更換，避免逆流。

6

Record how many times the patient goes to the bathroom, record also the amount of the urine, and the times you need to change the underpants.

記錄上廁所時間、尿量及更換尿褲次數。



Taking care of the catheter 留置導管的照顧

1

Make sure the perineum is not red, swollen or have discharge, use warm water to clean the perineum once or twice everyday.

注意觀察會陰部有無紅腫或分泌物，每天要用溫水確實清洗會陰部或尿道口一到兩次。



2

When you do the washing, you need to wash from top to bottom, press down the foreskin for male patient and wash the urethral meatus. For female patient, open the labia majora, after pooping, you also need to clean the perineum.

沖洗時要由上往下沖，男性要將包皮往下推，露出尿道口，女性要撥開大陰唇，解便後也要立即沖洗會陰部。



4

Squeeze the catheter at least once a day, don't fold or block, keep it at flow.

每天至少要揉捏尿管一次，避免摺到或壓到，保持暢通。

5

The opening of the urine collection bag has to stay close, to avoid contamination, the catheter has to stay lower than bladder, do not put it on the floor.

尿袋開口須保持關閉，避免汙染。尿袋高度要低於膀胱位置，不可放在地面上。



5

Change every day the tape and put in the right position, to lessen the irritation of the skin.

每天要更換膠布及固定位置，減少對皮膚的刺激。



6

If there is no special restriction, the patient should drink at least 2500cc to 3000cc of water, and should urinate at least 1500cc.

如無特殊限制，每天飲水量大約 2500 到 3000cc 尿量至少維持在 1500cc。

7

The urine in the urine collection bag can not be more than half of the amount, you need to relase it at least three times a day, and record the amount.

尿袋積尿量不要超過尿袋容量一半，每天至少要倒尿三次，並記錄尿量。

8

If the patient has fever, urinating blood, or only pee not more than 500cc, you need to tell the family immediately and contact medical staff.

如有發燒、血尿或每天尿量少於 500CC，要立刻告訴家屬盡快與醫護人員聯絡。



Training of bowel movement 排便訓練

1

Have the patient to eat more vegetable and fruit which is high in fiber, drink at least 2000cc of water a day.

平常飲食要多攝取含有豐富纖維質的蔬菜水果，每天至少要喝 2000CC 水。

2

Take the patient off the bed, help increasing bowel movement.

多下床活動，增加腸胃蠕動。

3

Patient who is lying in bed for a long period, you need to use massage oil to massage his stomach clockwise for 15 minutes.



長期臥床者每天早上起床後，手抹潤滑油，在他腹部依大腸走向順時針按摩 15 分鐘。

4

Set regular time for the patient to have bowel movement, better to have it 15 mins to one hour after breakfast.

安排每天固定時間排便，最好在早餐後 15 分鐘到一小時。

5

Check his stomach every 2 to 3 days to see if there is something solid.

每兩三天要摸他腹部是否有硬塊。

Enema 灌腸

1

Take off the cap, hold the bottle, push the tube all the way to top, and put Vaseline on it.

取下瓶帽，握住瓶頭，將軟管往上拔到底，並在軟管上塗抹凡士林。

2

Put him in a side position, bend the knees, place a plastic pad under the buttock area.

調整他側臥，雙膝屈曲，露出臀部，在臀部下墊塑膠墊。



3

Steady the tube and gently push it in anal area all the way to the end. Be careful, don't cause skin infection

固定軟管方向，溫和的將軟管塞入肛門，頂到瓶頭為止，小心不要造成肛門破皮感染。



4

Squeeze the tube forward until all the liquid are inside.

從瓶底向前擠壓，直到灌腸液完全灌入。



5

Don't let go of the thumb, pull the tube and throw away.

姆指不放鬆，直接拔出軟管，妥善丟棄。

6

There are many different types of brand of enema product, before using it, better to consult with the medical staff, don't just use it out of your own will.

灌腸器種類很多，使用前最好詢問相關醫護人員，千萬不能自己任意使用。



Unit four : Cleaning care

第四單元：潔身照護

Sponge (towel) bath in bed

床上擦澡

1

Prepare warm water, basin, large and small towel, clean clothes, soap or bath gel, plastic pad etc.

準備好溫水、臉盆、大小毛巾、乾淨衣褲、中性肥皂或沐浴乳、塑膠襯墊等。

2

Close the door and window, test the water, it should be around 41 to 43°C .

關閉門窗，試水溫，應維持在攝氏 41 到 43 度。

3

Take off his clothes, first the healthy side, then the injured side.

脫去他的衣褲，先脫健康的一側，再脫患病的一側。

4

Use one to two large towels to cover the body.

以大浴巾一到兩條完全覆蓋。



5

Wet a small towel, wring it around your hand, add some water and bath gel to wipe the body.

將小毛巾弄溼，稍微擰乾，包捲在你手上，以清水或少量沐浴乳依序擦拭。



6

The sequence should be the face → neck → behind the ear → hands, underarm, front chest, stomach, feet, back, buttock, perineum, anal.

擦拭順序為臉部→頸部→耳後→雙手→腋下→前胸→腹部→雙腳→背部→臀部→會陰部→肛門。

7

Use warm water to wipe away the soap, then use large towel to dry the body.

用溫水將身上皂沫完全擦乾淨，再用大毛巾擦乾身體。

8

If the skin is too dry, put some lotion.

可以在身體乾燥的地方塗抹乳液。



9

Wear clean clothes, first the in injured side then the healthy side.

穿上乾淨衣褲，先穿患病的一側，再穿健康的一側。

Oral cleaning

口腔清潔

1

Prepare tools such as tooth brush, teeth cleaning stick, warm water, dry towels, small basin, Vaseline, lip balm, tongue depressor and gauze.

準備基本物品牙刷、潔牙棒、溫水、乾毛巾、小臉盆、凡士林或護唇膏、壓舌板及紗布。

2

Clean your hadn with soap.

把自己雙手用肥皂洗乾淨。

3

Place the patient in a sitting position or lay on the side, or place his head on the side, to prevent choking.

讓他坐或側臥，或將他的頭側一邊，防止噎咳。

4

Place dry towel or plastic bib under his cheek or put the basin under his jaw.

乾毛巾或塑膠圍巾鋪在他下巴及胸前或加放小臉盆於下。



5

Take off denture, soak and clean it.

活動假牙，要取下浸泡洗淨。



6

If the mouth can not be open, cover the tongue depressor with gauze to open the upper and lower teeth.

如嘴無法張開，則用壓舌板包上紗布，撐開上下牙齒。

7

Use tooth brush, or teeth cleaning stick, dip in water, clean inside and outside of the teeth, two side of oral section, gum, and tongue, don't dig in too deep to prevent puking, make sure the water don't spilled in to the trachea area.

用牙刷或潔牙棒沾清水，清潔牙齒內外面、咬合面、口腔兩頰、牙齦、及舌頭，不要插入太深，避免嘔吐，注意水不要濺到氣管切口及週邊。

8

Use some sugarless tea, or lemon water to rinse to get rid of the smell in the mouth, if there is mouth sore or inflammation, use some salt water to rinse.

可用不加糖的茶葉水或檸檬水漱口，消除口腔異味，如口腔不舒服或發炎則用食鹽水漱口。

9

Use some Vaseline or lip balm onto his mouth, to prevent dryness.

可用凡士林或護唇膏塗抹一些在他嘴唇上，預防乾裂。

Unit five : Home health care

第五單元：居家健康管理

Taking the blood pressure

量血壓

1

Do it in an environment tahta is not hot or not too cold, have the patient wear loose clothes.

量血壓的地方溫度要適中，穿著要寬鬆。



2

Wrap the air bag around the arm, once the machine has started do not move the arm and do not talk.

手臂纏繞上氣袋，啟動後不要移動量測的手臂，也不要說話。

3

Before taking the blood pressure, do not exercise, eat, smoke, drink tea, coffee, or anything that is too stimulating, avoid anxiety, angry, afraid, or getting too excite, do not let the patient to hold urine.

量血壓前 30 分鐘內不要運動、飲食、抽菸、喝茶或咖啡等刺激性飲料，避免焦慮、生氣、害怕、興奮等情緒或憋尿。

4

Check the blood pressure cuff, make sure it is not too tight or too loose, give one to two finger space, the inflatable balloon is around the elbow area about 2.5 to 5cm.

檢查壓脈帶的鬆緊度，約 1 到 2 指可進出的寬度，橡皮氣囊下緣距肘窩 2.5-5 公分。



5

Don't let the rubber bend get all tangled.

避免橡皮管扭曲纏繞。

6

If you need to test the blood pressure again, you need to let the patient rest two to three minutes.

如需重新測量時，要先休息兩到三分鐘。

7

Try to test the blood pressure at the same time and take record.

盡量在每天同時間以同一血壓計測量，並做紀錄。

8

Systolic has to be less than 130mmHg and the diastolic has to be less than 85 mmHg.

收縮壓要在 130 毫米汞柱以下，舒張壓要在 85 毫米汞柱以下。



Testing the blood sugar 量血糖

1

Do it according to the instruction of packing and follow the medical staff on how many times to do it.

要依照廠商所提供方法進行，而測量次數要依照醫護人員指示。



2

Testing strip must be used within two months.

試紙開封後在兩個月內用完。

3

Before you test the blood sugar, don't eat anything before 8 hours.

測量血糖前 8 小時不能吃東西。

4

Slightly squeeze the testing fingertip and then wipe it with alcohol.

測量時先輕輕揉捏要針刺的指尖，再以酒精消毒。



5

Poke the fingertip; squeeze out one full drop of blood on to the strip, the reasonable blood sugar level is 80-120mg/dL.

輕刺指尖，擠出一滴足量的血在試紙上，合理的血糖值是 80-120 毫克 / 百毫升。



6

The used needle has to put back in the needle cap, and put it in the collection box.

使用後的針，要刺回原來針套上，放進固定收集盒中。



7

Record the blood sugar level.

測量結果要記錄下來。

To prevent bed sore 預防壓瘡

1

Turn the patient every one to two hours, if seated for a long period, change sitting position every 30 minutes.

每一到兩個小時要翻身一次，長時間坐姿每 30 分鐘更換姿勢。



2

When you turn, you should have proper pillow for support.

翻身後要安排適當墊子、枕頭做支托。

3

When the patient is half lying, put support on the head, shoulder, upper arm, leg, and ankle area.

半坐臥時在頭部、肩部、上臂、腿和腳踝地方都特別加以支托。

4

Put a large pillow on the chest area, when the patient is sleeping sideways, a big pillow on the back and in the middle of the legs.

側臥時可於胸前放一個大枕頭，背後用大枕頭或大墊子、浴毯等頂住，雙腿之間夾放一個枕頭。

5

When sleeping on the back, watch out for the support of head, arms, legs and feet.

仰臥時要注意頭部、雙臂、雙腿及足部的支托。



Passive joint exercise 被動關節運動

1

Relax the muscle with arm towel or heating pad on the joint area.

先以熱毛巾或熱敷墊熱敷各關節，使肌肉放鬆。

2

Shoulder joint go upward, one hand hold the wrist joint, one hand hold the elbow joint, slowly moving up ward along the body, try to be close to the ear, and close to the bed.

肩關節上舉：一手握住手腕關節，一手支持肘關節，延著身體慢慢高舉過頭，盡可能靠著耳朵貼近床鋪。

3

Close and open the shoulder joint, take it slowly when you close the other shoulder, when open, pull the hand back.

肩關節內收、外展：
內收時將手慢慢帶往對側肩膀，外展則是把手拉回。



4

Shoulder joint exercise: hold the patient's wrist and elbow, put it upward towards the head, in a circular motion, each time in clock wise, and counter clock wise.

肩關節繞圈運動：握住手腕及手肘，將肢體往頭部方向向上舉起，繞圈運動，順時針、逆時針各做一次。

5

Bend the elbow joint, keep straight, palm facing upward, then straighten the elbow, gently close the elbow towards, the same side shoulder.

肘關節彎曲、伸直：掌心朝上，手肘伸直，輕輕將手肘彎曲貼近同側肩膀。

6

Bend the wrist joint and keep it straight, open and face upward the fingers, wrist, palm, fingers and make a fist.

腕關節彎曲、伸直：
手指及手腕同時伸直，手掌心朝上打開，將手指及手腕同時往手心方向彎曲握拳。



7

Bend the further finger joint, stretch, make a fist then open again.

手指遠端關節彎曲、伸展：手指握拳彎曲，打開手指伸展。

8

Finger's circulation exercise: stretch the four fingers, then bend the thumb using the other hand and then point the thumb upward in a circular motion.

姆指翹起的旋轉運動：用一隻手將姆指以外的四根手指伸展壓住，用一隻手壓彎姆指，再將姆指翹起旋轉。

9

Bending and straightening of hip joint: place one hand on the ankle, one hand under the knee, bend the knee joint and push towards the stomach.

髖關節彎曲、伸直：
一手握住腳踝，一手
放在膝蓋的下緣，彎
曲膝關節並往肚子方
向推。



10

Pushing and pulling of hip joint: gently pick up the lower limb off the bed, take one step back and help his lower limb to push outward and back to his position.

髖關節外展、內收：輕輕抬起下肢稍微離開床面，執行者向後退一小步，協助他下肢外展，再回到原來的姿勢。



11

Turning of hip joint: lift up the patient's thigh; bend the knee, sole turn towards the other foot's knee, then turn outside.

髖關節旋轉：抬起病人大腿，膝蓋彎曲，腳板轉向對側腳的膝蓋方向，然再轉向外側。

12

Bend ankle joint: hand hold on to the heel, arms hold on to the patient's sole, put pressure toward the calf, stretch the muscle of calf.

踝關節彎曲：手抓住腳跟，手臂頂住病人腳底，向小腿方向施壓，伸展小腿肌。



13

Bending the toe: one hand hold on to the sole and the dorsum of foot, one hand bend the toe, stretch towards the calf area.

腳趾彎曲：伸展一手握住腳掌與足背，一手彎曲腳趾頭，將腳趾頭往小腿方向壓住伸展。

Dressing the wound

傷口換藥

1

Prepare all the tools, including the fluid medicine, ointment, powder, sterile saline water, cotton swab, Q-tips, and surgical tapes.

準備好所需用品，包含醫護人員指示的藥水、藥膏、藥粉、覆蓋傷口的敷料、無菌生理食鹽水、無菌棉花棒及透氣膠布等。



2

Before applying the medicine, wash your hands with soap.

換藥前先用肥皂把自己雙手洗乾淨。

3

Tear away the old medicine, if it is stuck with the skin, use sterile saline water to wet it then slowly pull it apart.

撕下舊敷料，如果敷料與皮膚沾黏時，用無菌生理食鹽水沖濕後再慢慢撕下。

4

Use sterile cotton swab dip in saline and apply it to the wound, starting from the middle to outward.

以無菌棉花棒沾生理食鹽水，從傷口中間由內往外做環狀塗擦。



5

Follow the medical staff's instruction, use cotton swab to take some fluid medicine, or powder and apply it starting from the middle then going outward, it should be bigger than the wound total diameter 5 cm.

依照醫護人員指示以棉花棒取出適量的藥水、藥膏或藥粉，從傷口中間向外塗擦，擦拭範圍需大於傷口直徑 5 公分。



6

Cover the wound and put tape over it.

蓋上敷料，貼上透氣膠布。



7

Observe and record the wound, including discharge, weird smells and the size of the wound.

記錄傷口情形，包括有無滲出液、異味、傷口大小等。

Unit six : Emergency situation

第六單元：緊急情況處理

How to handle bone fracture 跌倒骨折處理

1

Use tape or bandage to stabilize the injured area, top and bottom joint.

用貼紮或繃帶包紮固定受傷部位上下兩個關節。



2

Place ice pack on the injured area, do not try to massage or apply heat on it or try to push back the breaking bone.

冰敷袋置於受傷部位，嚴禁推拿、按摩與熱敷，或把突出的骨骼推進去。



3

The broken limb should lift up and be above heart area.
抬高受傷肢體高於心臟部位以上。

4

After emergency care, you should seek medical help right away.

經過這樣緊急處理後就立刻就醫。



The Heimlich maneuver 哈姆立克急救法

1

Stand behind the patient, use both hand to encircle from behind, place one of your leg in between of his legs.

站在被照護者背後，雙手從後環抱，你的一隻腿伸到他的兩腿間。



2

One hand in fist position, thumb and index finger sideward pointing toward his belly bottom.

一隻手握拳，將大姆指及食指的側面，對準他肚臍與劍突處。



3

The other hand is on top the fist, hold it tight and squeeze quickly from top to bottom , until he spits out the thing he choked.

另一手放於拳頭上緊握，快速往內、往上用力擠壓，直到被噎到或噎到的東西吐出。



Fainting or shock emergency care

昏倒休克緊急處理

1

Let him down, head on one side, keep the air clear.

把他平躺下來，頭部偏向一側，保持呼吸道暢通。



2

Use blanket or box to lift up the leg.

用毛毯、木箱等物把腳部墊高。



3

Loosen his neck and chest's clothes.

鬆開頸部及胸部的衣物束縛。

4

Keep him warm with blanket, do not use hot water bag, this will cause organ blood failure.

蓋毛毯保暖，不能使用熱水袋，避免造成器官嚴重缺血。

5

Treat shock different according to the cause, if it's bleeding, try to stop the bleeding, if it is caused by bone fracture, then stabilize the bone fracture.

依休克不同原因加以處理，如果是出血原因則給予止血，如果是骨折原因則需先固定。

6

If the patient is thirsty, use cotton swab to wet his lips, do not give him water or drink straight.

如果被照護者口渴，用溼棉棒擦嘴唇，不要直接給他喝水或飲料。



7

Go to the hospital immediately.

立刻送醫處理。

Taking care of Burn Injury

燒燙傷處理

1

Wash: turn the injured part side way, splash large amount of water for 15-30 minutes, if there is no water around, use a cold compress.

沖：將傷口側面朝下，以流動清水沖洗 15 到 30 分鐘，如無法沖洗傷口則冷敷。



2

Take off: after splashing, you need to remove the clothing slowly and carefully.

脫：沖洗完要在水中小心慢慢的除去或剪開衣物。



3

Soak: soak in cold water for 15 to 30 minutes.

泡：用乾淨冷水持續浸泡 15 到 30 分鐘。



4

Cover: use clean gauze or towel to cover the burned area.

蓋：用乾淨的紗布或毛巾將燒燙傷的部位覆蓋。



5

Send: send the patient to the hospital for treatment.

送：趕緊送醫院急救、治療。



Administering CPR 心肺復甦術 CPR

1

Tap on his shoulder, see his reaction, see if he is conscious.

拍肩叫喚，看他反應，評估他意識。



2

Call for help, call 119 for emergency.

叫人支援，撥打 119 緊急電話求救。

3

Put him on a solid ground, you kneel down to one of his chest, and then put the heel of hand on to his lower chest bone or right in the middle of his nipple, the other of hand tightly on top of each other.

將他放在平坦堅實平面，你跪在他胸部的一側，再把一支手掌根放在他的胸骨下半部或兩乳頭連線的中點，另一隻掌根緊靠在那支掌根上方。



4

Cross all the finger, the tips are lightly pointing upward, wrist is bend in a straight angle, straighten th elbow joint, open your legs same width as your shoulder, right on his top, use your body weight to press down the chest, moving your upper body, at least 100 times per minute.

雙手十指交叉，指尖微微翹起，腕部彎曲約成直角，肘關節打直，雙腿打開與肩同寬，在他的正上方位置，以身體重量將胸骨下壓。以上半身上下移動方式壓。每分鐘至少按壓 100 次。



5

Press down at least 5cm every thirty times, two times mouth to mouth.

下壓深度至少 5 公分，每按壓 30 下，要做人工呼吸兩次。

6

Open the air way, press forehead down and lift up the chin, keep the air clear.

打開呼吸道，壓額提下巴，保持呼吸道暢通。



7

When doing the mouth to mouth, blow the air twice, one second in each air for continuous breathing. Patient's head has to be tilted, using your thumb and index finger to squeeze the nose while blowing the air.

口對口連吹兩口氣，每一口氣時間為一秒鐘，以維持呼吸，被照護者頭部要保持仰勢，吹氣時要將大姆指與食指捏緊他的鼻子。

8

Use Automated External Defibrillator, also called AED, if you don't have it at home, go to hospital immediately.

使用自動體外電擊器 AED 電擊，如果家中沒有 AED 自動體外電擊器，就直接送醫急救。

Important reminder for foreign workers

聘顧法令宣導小叮嚀

★ 不得曠職逃逸

您在臺工作期間內，如有連續曠職 3 日失去聯繫，將被限令出國，不得再於臺灣境內工作。

★ 不得非法工作

您在臺工作期間，不得從事許可以外工作或非法工作，一經查獲，將不得再於臺灣境內工作。

★ 不得酒後駕車及吸食毒品

您在臺工作期間，不得酒後駕車、吸食或持有鴉片、嗎啡、古柯鹼、大麻、安非他命等毒品，一經查獲，將不得再於臺灣境內工作。

★ 妥善保管個人財物

您在臺工作期間，切勿將銀行存摺、提款卡、印章、護照或居留證等個人財物任意交付他人保管。

★ 被看護者往生，您應該辦理轉換雇主。

您在臺從事看護工作，如被看護者不幸往生，應請您的雇主於 30 日內，向勞動部辦理轉換雇主，以保障您的工作權益。

★ ***Absence and runaway are not allowed***

While working in Taiwan, if happened to lost communication or contact for 3 consecutive days, will be deported and will be banned working in Taiwan as well.

★ ***Do not work illegally***

While working in Taiwan, working illegally is not allowed. Upon violation, foreign worker shall be deport immediately and shall be banned working in Taiwan.

★ ***Do not drink and drive and take illegal drugs***

Foreign worker upon working period are not allowed to drive while drunk, and not allowed to use any drugs such as opium, morphine, cocaine, marijuana or amphetamine. Upon violation, foreign worker shall be deported immediately and shall be banned working in Taiwan.

★ ***Keep your personal belonging in a safe place***

Foreign worker upon working period, do not let others to take care of your personal belongings such as bank book, ATM Card, stamp, passport and ARC.

★ ***If the patient died, you should ask the employer to do the transfer of employment procedure within 30 days.***

As caretaker in Taiwan, if the patient died, the employer shall process the transferred documents at the Council of Labor Affairs to ensure your rights.

Identify personal assault

認識人身侵害

1. What is sexual assault?

1. 什麼是性侵害？

- ★ Sexual assault is not about sex but violence. It is an encroachment to your personal being, and a sex act without permission.

性侵害不是性，而是暴力，是粗暴的侵害，是未經允許的性行為。

- ★ Simply said, any advances to achieve sex without your permission by means of violence, coercion, threat, hypnotism and other personal violations against your will are sexual assaults.

簡單的說，任何沒有經過您的同意，以強暴、脅迫、恐嚇、催眠術或其他違反您意願的方法而發生性行為者，都算是性侵害。

- ★ In addition, to touch or pretentiously bump into any part of your body that is considered obscene is also regarded as sexual assault.

另外，只要不是您願意讓他人碰觸或觸摸身體的任何部位，且碰觸程度達猥褻之行為者，也算性侵害。

2. What do you do if you are sexually assaulted?

2. 不幸遭受性侵害時，該怎麼辦？

- ★ Keep your calm: Do not provoke the opposite party, and do not return his physical assaults. Try to cool him/her down to avoid making the situation worse.

保持鎮定：不要刺激對方，也不要回打，設法讓對方也冷靜下來，以免火上加油。

- ★ Protect yourself: Especially your head, face, neck, breast, abdomen and other important parts of the body.

保護自己：尤其是頭、臉、頸、胸、腹等主要身體部分。

- ★ Call for help aloud: shout "fire" (transliteration) to call other people's attention.

大聲呼救：大聲呼喊「失火了」（譯音），引起其他人注意。

- ★ Leave the place fast: Leave the place and find a safe place, look for neighbors for help; and seek assistance at the regional Center for Domestic Violence and Sexual Assault Prevention.

快點避開：離開現場到一個安全的地方，找鄰居幫忙或到各地性侵害防治中心尋求協助。

- ★ Go to the police: Go to police station and ask for assistance and shelter; or request that you be brought to the hospital for medical attention.

去找警察：到警察局找警察處理，協助送醫或庇護中心。

- ★ Keep firmly in mind the various characteristics of the assailant.

牢記加害人各項特徵。

- ★ Leave the scene as is; Do not move or touch any items in the scene.

保持現場，不要移動或觸摸任何現場器物。

- ★ Do not change your clothing, but you can put on a jacket or a coat.

先換穿一件外套或大衣，不要換衣物。

- ★ Do not wash your body in order to obtain the perpetrator's specimens (sperm or hair) of the assailant.

不要清洗身體以便採得加害人的毛髮、精液。

- ★ You should get medical attention in a hospital for diagnosis and treatment of injury that will serve as evidence of the assault.

應該立即到醫療院所診療驗傷，以蒐集證據。

Identify sexual harassment

認識性騷擾

1. What is sexual harassment?

1. 什麼是性騷擾？

Other than referring this to a sexual violation, discrimination or crime against the will of another person, the following are manifestations of a sexual harassment:

係指性侵害犯罪以外，對他人實施違反其意願而與性或性別有關之行為，且有下列情形之一者：

- (1)The person is asking you to do things or reject things for his own advantage so that he may advance or avoid what he dislike in his work, education, training, service, plans or other activities.
- (1) 以該他人順服或拒絕該行為，作為其獲得、喪失或減損與工作、教育、訓練、服務、計畫、活動有關權益之條件。
- (2)To display or broadcast by means of messages, drawings, sounds, photographic images or other ways; to discriminate, use abusive words or other methods that would hurt other people's personal dignity, or cause other people to live in

fear, a feeling of hostility or insult; or an improper act to interfere other people's work, education, training, service, plan, activity or normal livelihood performances (sex harassment prevention Article 2).

- (2) 以展示或播送文字、圖畫、聲音、影像或其他物品之方式，或以歧視、侮辱之言行，或以他法，而有損害他人人格尊嚴，或造成使人心生畏怖、感受敵意或冒犯之情境，或不當影響其工作、教育、訓練、服務、計畫、活動或正常生活之進行（性騷擾防治法第二條）。

2. What is workplace sexual harassment?

2. 什麼是職場性騷擾？

- ★ "Hostile Environment Sexual Harassment" : refers to a situation where the employee, in the course of executing his or her employment duties, anyone of his or her employer, colleagues, clients, makes a sexual request, uses verbal or physical conduct of a sexual nature or with an intent of sex discrimination, causes the employee a hostile, intimidating and offensive working environment, and infringes on or interferes with his or her personal dignity, physical liberty, or affects his or her job performance.

「敵意性工作場所性騷擾」：受僱者在工作時，雇主、同事、客戶，以性要求、具有性意味或性別歧視的言詞或行為，造成一個敵意性、脅迫性或冒犯性的工作環

境，以致侵犯或干擾受僱者的人格尊嚴、人身自由或影響其工作表現的情形通稱為敵意性工作場所性騷擾。

- ★ "Quid Pro Quo Sexual Harassment" : refers to a situation where the employer, taking advantage of his or her position power, explicitly or implicitly makes a sexual request toward an employee or an applicant, uses verbal or physical conduct of a sexual nature or with an intent of sex discrimination as an exchange for the establishment, continuance, modification or assignment of a labor contract, or as a condition to his or her designation, remuneration, personal evaluation, promotion, demotion, reward, and punishment.

「交換性工作場所性騷擾」：雇主利用職權，對受僱者或求職者為明示或暗示之性要求、具有性意味或性別歧視之言詞或行為，作為僱用與否、報酬、考績、陞遷或獎懲等之交換條件之情形通稱交換式工作場所性騷擾。

3. If you have unfortunately been sexually harassed, what should you do?

3. 不幸遭受性騷擾時，該怎麼辦？

- ★ A person with a tendency to commit sexual harassment normally becomes a molester if the victim continuously ignores him or patiently deals with him without saying anything or does not pay attention (like play deaf or does not understand) or escape

- ★ (by voluntarily moving to another place.) ,etc. If you encounter this kind of person, adopt the following actions to avoid being sexually harassed:

當遭遇到性騷擾時，若採取消極的應對模式，如：隱忍不說、不予理會（如：假裝聽不見或聽不懂）、逃避（自請調職等）等，通常不會發生制止的效用，且可能讓騷擾者食髓知味。因此，若不幸遭遇性騷擾，應採取下列的積極應對模式，以有效制止他人的性騷擾行為：

- ★ If the situation permits, you may try to communicate with the one involved (perpetrator):

如果情況許可，可嘗試與行為人（加害人）溝通：

- ★ Face to face, through correspondence, or a third person that both parties can trust, and clearly inform the person of your uneasiness and request him/her to stop his actions immediately.

當面或透過書信，或雙方都信任的第三人，明確告知行為人您不舒服的感覺，要求對方立即停止該行為。

- ★ If the situation permits, you may try to communicate with the one involved (perpetrator):

如果情況沒有改善，則應採取掌控情勢的策略：

(1) Tell your relatives, friends or associates you can trust about the incident and the impact the incident has on you.

(1) 將事發經過及對您的影響，告知您可信任之親友或同儕。

(2) Record the sexual harassment incident: Record in detail the full incident; for example, your attempts to try to stop the sexual harassment; and what you had done to resist or to deal with it. If you have nothing to do, why? How is your feeling, and to what other extent it has affected you. List down eyewitnesses; describe the eyewitness response, record in detail each time the event occurs including date and location. Write down the incident as soon as it has occurred and keep them for record purposes.

(2) 記錄性騷擾事件：詳盡紀錄事情發生的完整經過，如：您試圖阻止行為人的所有嘗試，您做了什麼抗拒／應對？若無，為什麼？您的感覺如何？對您所產生的其它影響？列舉目擊者，描述目擊者的反應，詳細記錄每次事發時間、日期和地點，每次事件發生之後儘速寫下來，並妥善保存您的紀錄。

(3) Collect evidences (such as: sound recording of the person involved)

(3) 蒐證（如：對行為人錄音）。

(4) Seek legal relief : such as filing of criminal prosecution, civil compensation, or administrative case (file an appeal or apply for mediation)

(4) 提出法律救濟：如：提起刑事訴訟、民事賠償、行政救濟（申訴或申請調解）

- ★ Should you encounter sexual harassment in the workplace, report to your employer. Employers becoming aware of the occurrence of sexual harassment should take immediate and effective correctional and remedial measures. Should your employer violate the regulations, you may contact Council for Labor affairs Hotline "1955 Consultation hotline for workers" offered by the Council of Labor affairs or to the local county or city government of your workplace to file a complaint.

當遭受職場性騷擾時，請向雇主申訴。雇主於知悉性騷擾之情形時，應採取立即有效之糾正及補救措施。雇主如違反規定，您可撥打勞動部「1955 勞工諮詢申訴專線」或向工作所在地之縣市政府申訴。

Understanding Human Trafficking

認識人口販運

1. Human Trafficking

1. 人口販運：

- ★ Human trafficking is a trade of human beings for the purposes of commercial sexual exploitation, forced labor for economic exploitation, or organ harvesting. It is the recruitment, transaction, pledge, transportation, transfer, receipt, harboring, concealing, brokerage, or sheltering of persons, or commercial sexual exploitation, forced labor for economic exploitation, or organ harvesting, by means of rape, coercion, intimidation, imprisonment, monitoring, drug, hypnosis, fraud, concealment of important information, financial restriction, withholding of important document, putting others in difficult, unknowing, or helpless situation, or other forceful methods.

指意圖使人從事性交易、勞動與報酬顯不相當之工作或摘取他人器官，而以強暴、脅迫、恐嚇、拘禁、監控、藥劑、催眠術、詐術、故意隱瞞重要資訊、不當債務約束、扣留重要文件、利用他人不能、不知或難以求助之處境，或其他違反本人意願之方法，從事招募、買賣、質押、運送、交付、收受、藏匿、隱避、媒介、容留國內外人口，或以前述方法使之從事性交易、勞動與報酬顯不相當之工作或摘取其器官。

- ★ Human trafficking is a trade of human beings under eighteen years of age for the purposes of commercial sexual exploitation, forced labor for economic exploitation, or organ harvesting. It is the recruitment, transaction, pledge, transportation, transfer, receipt, harboring, concealing, brokerage, or sheltering, or commercial sexual exploitation, forced labor for economic exploitation, or organ harvesting of persons under the age of eighteen.

指意圖使未滿 18 歲之人從事性交易、勞動與報酬顯不相當之工作或摘取其器官，而招募、買賣、質押、運送、交付、收受、藏匿、隱避、媒介、容留未滿 18 歲之人，或使未滿 18 歲之人從事性交易、勞動與報酬顯不相當之工作或摘取其器官。

2. *Human Trafficking Prevention Hotline: (02)2388-3095, "1955 Consultation hotline for workers" and 110 report hotline.*

- 2. 防制人口販運通報專線：(02)2388-3095(我想爸爸 - 響鈴救我，人口販運檢舉專線)、「1955 勞工諮詢申訴專線」及 110 報案專線。

Keep your personal documentation and valuables safe.

個人證件資料及財物應保護妥當

★ Please be reminded that you should keep your personal documentation in a safe place and do not give your personal information to strangers. Keep your belongings safe and please be aware of the following:

貼心提醒您！個人證件資料應妥善保護，千萬不要輕易將私人資料提供給不認識的陌生人，同時也請妥善保管您的財物，並提醒您留意下列事項：

- (1) Do not sign any document that has no translation of your mother language or the content of which you do not fully understand (for example, a promissory note or an acknowledgement of debt).
- (1) 不要隨意簽署沒有母國譯文或不完全了解內容的任何文件(如本票或借據)。
- (2) Do not trust anyone when being asked to apply for a bank loan.
- (2) 不要隨意聽信他人要求到銀行辦理借款手續。
- (3) Do not allow your employer to deduct any brokerage fees from your wage without your consent.
- (3) 不要讓您的雇主擅自從您的薪資中代扣國內外仲介費用。

AN amendment Article 52 of the Employment Services Act

修正就業服務法(第52條規定)

1. Extending contracts on expiry

1. 期滿續聘：

- ★ Migrant workers and employers shall discuss whether to extend an existing work permit or the transfer to work for another employer **2 to 4 months** before the original employment contract expires. In the event that both parties agree to extend the existing employment contract and the employer has a valid recruitment permit issued by the Ministry of Labor, said employer need only file an application for an extension and once the Ministry approves the application, the migrant worker can continue working in Taiwan.

移工於聘僱期間屆滿前**2至4個月**內，可視其意願與雇主協議是否續聘或轉換至其他雇主處工作。如與原來的雇主雙方確認有續聘的意願，且雇主具有勞動部核發有效的招募許可，只要雇主提出申請，並經勞動部許可後即可繼續留臺工作。

2. No Contract Extension/ Transfer to New Employer

2. 不續聘／期滿轉換：

Q If the employer and employee decided not to extend the employment contract, how should the employer deal with the matter?

如果勞雇雙方無續聘意願，雇主後續應如何處理？

A (1) If a migrant worker does not want to continue working in Taiwan, the employer shall, in accordance with the present regulations, assist the migrant workers in returning home before the expiry date.

(1) 移工沒有繼續留臺工作意願，雇主依現行規定於期滿前協助移工安排返國事宜。

(2) If the employee remains the willingness to work in Taiwan, the employer shall prepare an application form and the prescribed documents to the Ministry of Labor for applying change of employer within **2 to 4 months** before the expiry of the employment period.

(2) 移工有繼續留臺工作意願，雇主應於聘期屆滿前**2至4個月**內，備齊申請書及規定文件至勞動部辦理期滿轉換。

3. Brokerage fees

3. 仲介費

- ★ When the original employer extends an employment contract or a new employer wants to hire a migrant worker who is coming to the end of his/her existing work contract, the original employer or new employer is required to pay a registration fee and introduction fee (commonly known as brokerage fee) to the labor broker commissioned to deal with the matter. The fee charged cannot exceed the migrant worker's first monthly salary. Brokers may only solicit a service fee from migrant workers.



移工由原雇主續聘或新雇主接續聘僱，受委託之仲介機構得向雇主或新雇主收取登記費及介紹費（通稱仲介費），金額不得超過移工第一個月薪資；對於移工只能收取服務費。

4. Leave/ Returning Home

4. 請假返國

(1) A migrant worker who is applicable to the provisions of Labor Standards Act, has continued to work for a certain period of time in the same employer or institution, should be given special leave in accordance with the following provisions.

- 6 months – under 1 year, 3 days.
- Over 1 year – under 2 years, 7 days.
- Over 2 years – under 3 years, 10 days.
- Over 3 years – under 5 years, 14 days.
- Over 5 years – under 10 years, 15 days.
- Over 10 years, one extra day is added each year for a maximum of 30 days.

(1) 適用勞動基準法的移工，依勞動基準法規定，在同一雇主或事業單位，繼續工作滿一定期間者，應依下列規定給予特別休假。

- 6個月以上1年未滿者，3日。
- 1年以上2年未滿者，7日。
- 2年以上3年未滿者，10日。
- 3年以上5年未滿者，14日。
- 5年以上10年未滿者，15日。
- 10年以上者，每1年加給1日，加至30日為止。

- (2) For those migrant workers to whom the provisions of the Labor Standards Act do not apply, their employment contracts shall stipulate a set number of paid annual leave days.
- (2) 不適用勞動基準法的移工，以勞動契約約定取得特別休假。
- (3) The paid annual leave days of migrant workers accrued through the Labor Standards Act or employment contracts can be used to return to their countries of origin and they may set a date to return to work on their own terms, to which the employer shall agree.
- (3) 移工依勞動基準法或勞動契約取得之特別休假，即可利用該特別休假返國並自行排定返國日期，雇主應予同意。
- (4) In cases where enterprise operations or the urgent needs of those being cared for, employers may consult with migrant workers to set a date on which work will resume. If the consultations is failed, the employer shall remain agree to let migrant workers return home in accordance with the date originally scheduled by the migrant workers.
- (4) 雇主基於企業經營或被照顧者之急迫需求，得與移工協商返國期日，如協商不成立時，雇主仍應依移工原來排定的日期同意其返國。

(5) Regulations governing categories of leave other than paid annual leave, such as marriage leave、bereavement leave and personal leave are contained in the Labor Standards Act, Gender Equality Act or the labor employment contract. Employers are required to pay employees for paid annual leave days, but not for personal leave days.

(5) 特別休假以外的假別，如婚假、喪假、事假等則回歸勞動基準法、性別工作平等法或勞動契約約定辦理。特別休假工資應由雇主照給，事假期間雇主得不給工資。

★ If you have any questions concerning the amendment to Article 52 of the Employment Services Act or other inquiries about protecting your rights, please call the 1955 Foreign Workers' Hotline or visit the Ministry of Labor's Foreign Workers Rights Protection website at <https://fw.wda.gov.tw/>

若您對於就業服務法第52條修正或其他權益維護相關規定有相關疑義，可撥打1955勞工諮詢申訴專線或逕上勞動部跨國勞動力權益維護資訊網站<http://fw.wda.gov.tw/>查詢相關訊息。

The relevant regulations you are required to comply with

您應遵守的相關規

1. Take regular health checks:

1. 應定期接受健康檢查：

- ★ You are required to take a health check-up at the designated hospital within 30 days before or after having worked in Taiwan for 6, 18 and 30 months respectively. In addition, when you renew your work permit or work for a different employer upon expiration of your employment contract, the said requirement is also applicable from the effective date of the new employment permit.

您入國工作滿6個月、18個月及30個月之日前(後)30日內，應至指定醫院辦理健康檢查事宜，另外，工作期滿續聘或期滿轉換雇主者，自新聘僱許可生效日起，亦同。

2. Apply for an Alien Resident Certificate (ARC) within the time limit:

2. 應於限期內辦理外僑居留證：

- ★ Within **15 days** after you arrive in Taiwan, your employer or an employee of the private employment agency shall take you and the required documentation to the local immigration service office to apply for an ARC and have your fingerprints taken.

您應於進入我國後15日內，由雇主或私立就業服務機構人員帶領並檢附相關文件至您居留地移民署服務站申請外僑居留證並按壓指紋。

3. Your employer is required to notify authorities of your arrival, apply for your employment permit and its extension within a specified period of time:

3. 應由雇主如期辦理入國通報、聘僱許可及展延聘僱許可：

- ★ After you have passed the health checkup for the first-time visit to Taiwan, your employer is required to fill out and submit the “Arrival Notification of Foreign Worker” within 3 days and obtain the “Certificate of Arrival Notification of Foreign Worker” issued by the local authority. The local competent authority will conduct an inspection in accordance with the “Foreigners' Life Care Service Plan” within 6 months from the day following the issuance of the certificate. Within 15 days after your entry to Taiwan, your employer shall submit the issued certificate and other related documentation to apply for employment permit from the Ministry of Labor in behalf of you. (If you enter Taiwan to work for more than 3 days and leave the country within 15 days, your employer is still required to apply for work permit for you in accordance with the regulations.) If you work for a major construction project and need to extend your stay when your work permit expires, your employer still shall apply to the Ministry of Labor for an extension of your work permit within 60 days before the expiration of the validity period.

您初次進入我國經健康檢查合格後，雇主應於您入國後3日內，填具「雇主聘僱外國人入國通報單」，並取得當地主管機關核發之「雇主聘僱外國人入國通報證明書」，當地主管機關將於核發證明書之翌日起6個月內，依「外國人生活照顧服務計畫書」實施檢查。於您入國15日內，檢附前開證明書及其他相關文件，代為向勞動部申請聘僱許可(如您入國3日以上至15日內離境者，仍應依規定申辦聘僱許可)。如屬重大工程工作者，在您許可期限屆滿，如有需要延長工作期限，仍應由雇主於聘僱許可有效期限屆滿日前6日期間內，向勞動部申請展延聘僱許可。

4. Your actual employer shall be the one specified in the Employer's Letter of Consent.

4. 僱用您的雇主應與聘僱許可函上的雇主一致：

- ★ You are not allowed to change employer and work without the approval of the Ministry of Labor.

您未經勞動部許可不得轉換雇主及工作。

5. The work you do and the workplace shall be the same as what is specified in the Employer's Letter of Consent.

5. 您目前所從事的工作項目及工作地點應與聘僱許可函上之工作項目及工作地點一致：

- ★ You are not allowed to engage in any other job, or work in any other place than what is permitted.

您不得從事許可以外之工作，或在許可以外之工作地點工作。

6. Before your contract expires, you should discuss with your original employer and see if he/she will re-hire you, and please be reminded:

6. 您應於聘僱許可期屆滿前，與原雇主協議是否續聘，並注意下列事項：

- (1) If you and your employer agree not to renew your employment contract and you hope to go home, the employment termination verification shall be conducted **14 days** before it expires and your original employer must assist you with the process of returning home.
- (1) 如您與雇主協議，不繼續聘僱並欲返國，則應於聘僱期滿**14日**前進行解約，辦理解約驗證，並由原雇主協助您返國。
- (2) If you and your employer agree to renew your employment contract, your original employer shall apply to the Ministry of Labor for contract renewal 2- 4 months before it expires.
- (2) 如您與雇主協議期滿續聘，原雇主應於聘僱許可期間屆滿2個月至4個月前，向勞動部申請期滿續聘。
- (3) If you and your employer agree not to renew your employment contract but you plan to change employer upon its expiration, the original employer shall apply to the Ministry of Labor for transfer employment contract 2 to 4 months before it expires.

- (3) 如您與原雇主協議，不繼續聘僱，並於期滿轉換雇主，則原雇主於聘僱許可期間屆滿2個月至4個月前，應向勞動部申請期滿轉換。

7. If you come to Taiwan for the following jobs, please be reminded:

7. 如您來臺從事下列工作，應注意事項：

- (1) If you are a caregiver and the person you look after dies, you should ask your employer to apply to the Ministry of Labor for transfer to a new employer within **30 days** as soon as possible, and then you can continue your employment with a qualified relative of your original employer or a new employer.
- (1) 從事家庭看護工之工作，而您所照護的被看護者不幸死亡後，您應促請您的雇主於**30日**內，儘速向勞動部辦理變更被看護者，由符合親等關係之新雇主接續聘僱，或轉由其他雇主接續聘僱事宜。
- (2) If you are engaged in marine fishing, your employer shall apply for the Seaman Service Book for Foreign Crew Members on Fishing Vessels of R.O.C for you when you come to Taiwan. When your contract is terminated or in the event that you are repatriated for any reason, you shall return the Seaman Service Book to your employer.
- (2) 從事海洋漁撈之工作，當您來臺時，應由雇主為您申請外國籍船員證，當您受僱期滿返國或因故遣返時，應將外國籍船員證繳回船主。

★ "1955"-the 24-Hour Counseling and Protection Hotline for Foreign Workers- has been in service since July 1, 2009. Migrant workers, employers or the general public can call the "1955" hotline for free via local calls, mobile phones, or public telephones to seek help. This special line is a 24-hour nationwide advice and complaint mechanism that provides: multilingual services (Mandarin, Thai, Indonesian, Vietnamese, English), legal advisory services, complaint handling services, information on legal aid consultations, referrals to protection and resettlement services or to other relevant services.

「1955」勞工諮詢申訴專線，已於2009年7月1日正式開通，無論移工、雇主或一般民眾皆可以透過市話、手機、或公共電話免費撥打「1955」專線電話，尋求協助，因該專線為全國性24小時諮詢申訴窗口，故該專線服務內容包含：提供雙語服務(中文、泰國語、印尼語、越南語、英語)、法令諮詢服務、受理申訴服務、提供法律扶助諮詢資訊、轉介保護安置服務及轉介其他相關部門服務。

Which is a sensible choice: Working legally or working illegally?

明智選擇：合法？非法？

1. What are the advantages of working legally in Taiwan?

1. 在臺聘僱期間內合法工作，將會有什麼好處？

- ★ Migrant workers who work legally in Taiwan are entitled to legitimate protection of relevant labor rights in addition to the salary income they deserve. If you do not violate any laws and regulations of Taiwan during the period of employment and leave Taiwan simply because of the termination of employment or the expiration of the period of employment, or if you initially fail to pass the medical examination and pass the said checkup later after returning to your native country for treatment, you are then eligible to apply for a visa to work in Taiwan once again, but your cumulative employment period in Taiwan shall not exceed **12 years**. However, foreign home care workers who meet certain qualifications and conditions may extend their work period to **14 years**.

移工如能合法在臺工作，除可獲得應有之薪資所得外，並可享有相關勞動權益的合理保障。如您聘僱許可期間無違反我國法令規定情事而因聘僱關係終止或聘僱許可期間屆滿出國，或因健康檢查不合格經返國治療再檢查合格者，得申請入國簽證再來臺工作，但您在臺灣境內工作期間，累計不得逾**12年**。但外籍家庭看護工，符合一定資格、條件者，得延長工作期限至**14年**。

2. What will happen if you run away from your legal employer during the period of employment in Taiwan?

2. 如在臺聘僱期間內發生行蹤不明，將會有什麼後果？

- ★ In accordance with Articles 73 and 74 of the Employment Services Act, a migrant worker who is absent from work without any permission or valid reason and unreachable for 3 consecutive days shall be dismissed from employment and ordered to leave the country, and the said individual shall not be allowed to work in Taiwan again; moreover, if a migrant worker works illegally while he/she is reported as missing, he/she shall be liable to a fine of between NT\$30,000 and \$150,000, that is, a runaway migrant worker will be arrested and deported at any time, and he/she shall not be allowed to work in Taiwan again for any reason.

依我國「就業服務法」第73條及第74條規定，移工發生連續曠職3日失去聯繫者，將被廢止聘僱許可，並限令出國，不得再於臺灣境內工作；且移工於行蹤不明期間如非法工作者，將被處以新臺幣3萬元以上15萬元以下罰鍰，意即行蹤不明之移工將隨時有可能被追緝並遣送出國，並不得再以任何理由來臺工作。

3. What can you do if you are reported as missing?

3. 如發生行蹤不明情形，該怎麼處理？

- ★ If you have any concerns about any violation of your rights and interests during your work in Taiwan, please use the channels provided by the Ministry of Labor to seek assistance. If you opt to run away and work illegally, you are highly likely to be controlled by an illegal employer or broker who may take advantage of you and you are at risk of suffering from exploitation and maltreatment. Besides, you will have no protection at all in medical care, life or work. When you are injured or sick, you are not covered by Labor Insurance and National Health Insurance program and seeing a doctor normally will be impossible. It will be difficult for you to protect your basic human rights when meeting with adversities. If you are reported as missing, the sincerely urges you to voluntarily contact the following government units and turn yourself in:

您在臺工作如有權益遭受違法侵害之疑慮，請您善加利用勞動部提供之管道尋求協助；如變相以行蹤不明之非法身份潛藏在社會角落打工，容易受到非法雇主或非法仲介操控，遭受不當利用、剝削和欺壓，無論在醫療、生活或工作等都沒有保障，受傷或病痛時，也缺乏勞、健保的保障，無法透過正常管道就醫，受迫時難以保障自我基本人權：呼籲您，如發生行蹤不明之情形，請主動聯繫下列單位以協助投案：

- "1955"-the 24-Hour Counseling and Protection Hotline for Foreign Workers
- 『1955』 移工諮詢申訴專線
- Specialized Operation Brigades of National Immigration Agency in all cities
- 各地移民署專勤隊
- Local police stations
- 各地警察機關
- Your country's embassy, consulate or representative office in Taiwan
- 各移工來源國駐臺機構
- Foreign Workers Consultation Service Centers
- 各縣市移工諮詢服務中心
- Migrant workers consultation and complaint-filing services at Taoyuan International Airport and Kaohsiung International Airport
- 臺灣國際機場（桃園國際航空站及高雄國際航空站）移工諮詢申訴服務

Article 11 of Act of Gender Equality in Employment:

性別工作平等法第11條：

★ Employers shall not discriminate against employees because of their gender or sexual orientation in the case of retirement, discharge, severance and termination.

Work rules, labor contracts and collective bargaining agreements shall not stipulate or arrange in advance that when employees marry, become pregnant, engages in childbirth or child care activities, they have to sever or leave of absence without payment. Employers also shall not use the above-mentioned factors as excuses for termination.

Any prescription or arrangement that contravenes the stipulations of the two preceding paragraphs shall be deemed as null and void. The termination of the labor contract shall also be deemed as null and void.

雇主對受僱者之退休、資遣、離職及解僱，不得因性別或性傾向而有差別待遇。

工作規則、勞動契約或團體協約，不得規定或事先約定受僱者有結婚、懷孕、分娩或育兒之情事時，應行離職或留職停薪；亦不得以其為解僱之理由。

違反前二項規定者，其規定或約定無效；勞動契約之終止不生效力。

Service Hotline of Labor Affairs Bureau, Tainan City Government:
06-2991111 ext. 8148 or 6686

臺南市政府勞工局

諮詢專線: 06-2991111 轉 8148 • 6686

Website: <http://web.tainan.gov.tw/labor/>

解僱

dismissal

資遣

layoff

強迫離職

forced
resignation

✗ 因懷孕資遣

laying off an employee because of pregnancy

✗ 因懷孕解僱

dismissing an employee because of pregnancy

✗ 強迫勞工離職

forcing an employee to resign

Employers who violate the laws are liable for a fine between NT\$300,000 and NT\$1,500,000.

違反罰鍰新臺幣30~150萬

Raise Awareness to Fight Against Drug Abuse

毒品防制宣導

★ It has been reported recently that some migrant workers have been arrested by the National Immigration Agency or judicial police authorities for the violations specified in the Narcotics Hazard Prevention Act. Due to the fact that some migrant workers get into the noxious habit of drug addiction in the country of origin or during their stay in Taiwan, they even possess narcotics with intention to sell or seduce others to use, transfer or possess them. The wrongdoing does harm not merely to themselves but to others as well.

Remind you absolutely not to manufacture, transport, sell, transfer, use or possess heroin, morphine, opium, cocaine, marijuana, amphetamines, and other categories of narcotics specified in the Narcotics Hazard Prevention Act while working in Taiwan. Once arrested and subject to criminal prosecution or an administrative sanction, the Ministry of Labor will abolish the offender's work permit and order him to leave the country, and the person can no longer work in in the territory of the Republic of China again.

近來移工因違反毒品危害防制相關法令，被移民署或司法警察機關查獲時有所聞。由於部分移工在來源國家或來台工作期間，染有吸食毒品之惡習，甚至有意圖販賣而持有或引誘他人施用、轉讓、施用或持有等不法行為，危害自己也害了他人。

提醒您在臺工作期間，不得製造、運輸、販賣、轉讓、施用或持有海洛因、嗎啡、鴉片、古柯鹼、大麻、安非他命，及其他毒品危害防制條例所規範之各級毒品，經查獲遭刑事起訴或行政裁罰者，勞動部將廢止您的聘僱許可，並限令出國，不得再於中華民國境內工作。

Learn about how to refuse the lure of narcotic drugs

學習如何拒絕毒品的誘惑

1. 6 ways to prevent drug abuse:

1. 預防六招：

- (1) Keep regular lifestyle.
(1) 生活作息正常。
- (2) Never try a drug out of curiosity.
(2) 絕對不好奇試用毒品。
- (3) Find healthy ways to release negative emotions.
(3) 建立正確情緒紓解方法。
- (4) Do not rely on drugs to give yourself a boost or lose weight.
(4) 不靠藥物提神及減肥。
- (5) Stay away from the place that will get you into trouble.
(5) 遠離是非場所
- (6) Do not accept a drink and a cigarette from a stranger.
(6) 不接受陌生人提供之飲料及香菸。

2. 6 tips to say no:

2. 拒絕六招：

- (1) Show your attitude and refuse firmly.
(1) 表明態度、堅持拒絕。
- (2) Preach to the peers that are abusing drugs and tell them it is never too late to mend.
(2) 向施用毒品的同儕道德勸說、回頭是岸。
- (3) Approve of friendship but show your stance. Be yourself and never try any drug.
(3) 肯定友情，但要表明立場，做自己不碰毒品。
- (4) Learn to deal with it with humor when being ridiculed by a drug-addicted friend. Do not take drugs out of temporary brute courage.
(4) 當被吸毒同儕嘲笑時，要懂得用幽默化解，勿逞一時之勇施用毒品。
- (5) Change the subject and divert attentions away.
(5) 轉移話題、移開注意。
- (6) When a friend is using drugs and asks you to join, the best way to do is leave the scene immediately.
(6) 當有同儕吸食毒品並要求加入時，要趕快離開現場，走為上策。

常見濫用藥物分級 Categories of Commonly Abused Drugs

第一級 Category 1	第二級 Category 2	第三級 Category 3	第四級 Category 4
1.海洛因 Heroin	1.安非他命 Amphetamines	1.FM2 Fm2	1.Alprazolam (蝴蝶片) Alprazolam (Xanax)
2.嗎啡 Morphine	2.MDMA(搖頭丸) MDMA (Ecstasy)	2.小白板 Triazolam	2.Diazepam (安定、煩寧) Diazepam (Valium)
3.鴉片 Opium	3.大麻 Marijuana	3.丁基原啡因 Suboxone	3.Lorazepam Lorazepam
4.古柯鹼 Cocaine	4.LSD(搖腳丸、一粒沙) LSD(Elisa)	4.Ketamime(愷他命) Ketamine	4.Tramadol (特拉嗎竇) Tramadol
	5.Psilocybine(西洛西賓) Psilocybine	5.Nimetazeoam (一粒眠、K5、紅豆) Nimetazepam(K5)	



法務部

Ministry of Justice

24-hour Quit and Success Hotline



戒毒成功專線

0800-770-885

<http://antidrug.moj.gov.tw>

0800-770-885



Raise Awareness on Traffic Regulations and Drunk Driving

交通法規及酒駕宣導

- ★ Immigrant workers often drink with friends after work and during their spare time. The majority of them ride bicycles or electric bicycles but since they are unfamiliar with the traffic law, they consider riding electric bicycles while drunk will not be fined as riding the regular bicycles. Nonetheless the speed of some electric bicycles is higher and such riding such bicycle while drunk can be regarded as the average scooters. Riders are subject to a fine between **NTD600** and **NTD1200** once they drink and ride, while those refusing to take the alcohol test will be fined **NTD2,400**. We would like to remind you no to ride slow-moving bicycle (bicycle) while drunk or you may be violating the law and be detained by the police. Additionally, driving electric bicycles exceeding the speed limit of **25KM** is subject to a fine between **NTD900** and **1,800**; those without wearing the safety helmet will be fined additional **NTD300**.

移工在下班個人時間，常與朋友聚會小酌，多數會騎自行車或電動自行車代步，加上不熟悉交通法令，以為所騎乘電動車和一般自行車一樣，酒駕不會受罰，其實部分電力與車速較高，酒駕視同一般機車，一旦酒駕，將處新臺幣**600元**以上**1200元**以下罰鍰，拒絕接受酒測處新臺幣**2,400元**罰鍰。提醒您勿酒後騎乘慢車(自行車)，否則違規將遭警方取締。另外駕駛電動自行車超過**25公里**速限者，可處**900元至1800元**罰鍰、未戴安全帽可罰**300元**。

- ★ Bicycles, electric scooters or electric bicycles are still regarded as vehicles while riders are subject to prosecution for Offenses Against Public Safety during drunk-driving or in case of accidents. Once prosecuted or sentenced, immigrant workers not only face with penalty but also violate subparagraph 6 of Article 73 under "Employment Service Act," that foreigners may not violate the material provisions of Taiwan's laws and decree, who must be revoked of employment permission and may not enter Taiwan to work again.

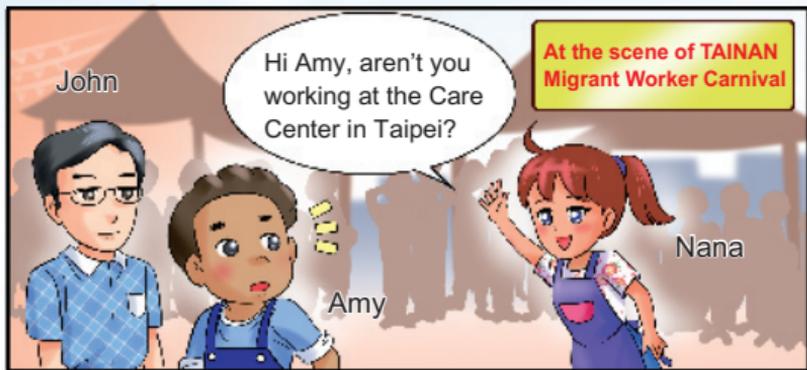
因駕駛腳踏車、電動機車或電動自行車仍都算動力車輛，酒駕或肇事都須依公共危險罪嫌移送，一旦經移送後遭到起訴或判刑，移工除了會面臨刑罰，亦同時違反《就業服務法》第73條第6項外國人不得違反我國法令情節重大之規定，必須廢止聘僱許可，且不得再入境工作。



Acquaint with laws and regulations to protect the rights of workers

Characters:

- (1) Foreign Caregiver – Nana
- (2) Foreign Domestic Worker – Amy
- (3) Taiwanese Friend – John

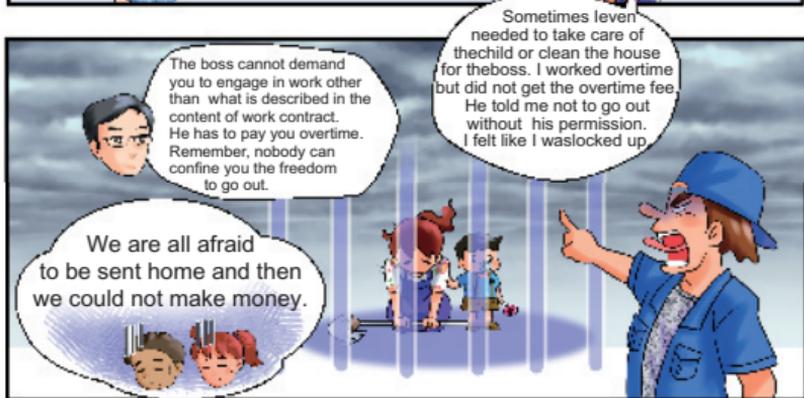


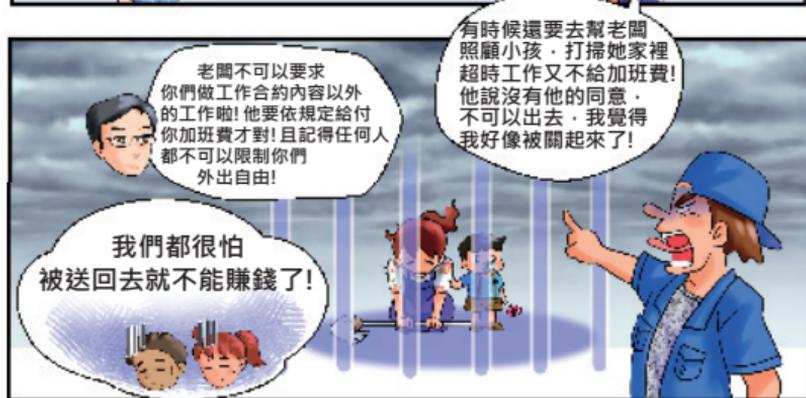
認識法規 保護工作人權

角色人物：

- (1)外籍看護工－娜娜
- (2)外籍幫傭－阿咪
- (3)台籍友人－阿強









- ★ Employers may not withhold important documents such as migrant worker's passport and Alien Resident Certificate by force or make excessive withholding of the salary.

(In violation of Paragraph 1, Article 2 of Human Trafficking Prevention Act)

雇主不得強制扣留移工護照、居留證並苛扣薪資。

(違反人口販運防制法第2條第1項)

- ★ Employers may not impose force, threat and intimidation for the intention of subjecting him/her to labor to which pay is not commensurate with the work duty.

(In violation of Paragraph 1, Article 2 of Human Trafficking Prevention Act)

雇主不得對移工暴力恐嚇、脅迫，從事勞動與報酬顯不相當之工作。

(違反人口販運防制法第2條第1項)



- ★ Employers may not monitor, confine and appoint the employed migrant worker to work that is not within the sphere of the permit.

(In violation of Paragraph 1, Article 2 of Human Trafficking Prevention Act and Paragraph 3, Article 57 of Employment Service Act)

雇主不可監控、拘禁，並指派移工從事許可以外之工作。

(違反人口販運防制法第2條第1項及就業服務法第57條3款)

- ★ Employers may not employ in the name of the employer a migrant worker, but in reality causing that migrant worker to engage in work for a third party and confine the worker from freedom of communication.

(In violation of Paragraph 1, Article 2 of Human Trafficking Prevention Act and Paragraph 2, Article 57 of Employment Service Act)

雇主不得非法轉介並限制移工自由通訊。

(違反人口販運防制法第2條第1項及就業服務法第57條2款)

Reminders

提醒您

- ★ Take mosquito-repellent actions during your vacation back home. Actions include wearing light-color and long-sleeve clothes and applying mosquito repellent spray on the exposed skin to avoid bites by mosquito-borne diseases.

返國休假期間作好防蚊措施，如穿著淡色長袖衣物、於皮膚裸露處塗抹防蚊藥劑，避免病媒蚊叮咬。

- ★ Upon entering Taiwan, please take self-health administration on the day of arrival to Taiwan. Take body temperature daily and record for **2 weeks**. Seek for medical treatment immediately if there is any fever $\geq 38^{\circ}\text{C}$. In case of fever, headache, posterior orbital pain and muscle and joint ache, and rash, as well as other symptoms suspected of mosquito-borne infectious disease, please seek for medical treatment and voluntarily inform doctors of the patients' travel history to help doctors diagnose and report to the health agency for epidemic prevention.

來台後，自入境日起進行自主健康管理，每日量測體溫並記錄為期**2週**，如有發燒 $\geq 38^{\circ}\text{C}$ ，應立即就醫。若出現發燒、頭痛、後眼窩痛、肌肉關節痛、出疹等疑似蚊媒傳染病症狀，請儘速就醫並主動告知旅遊史，以利醫師診斷、通報及衛生機關介入防疫。

A mosquito bite is a piece of cake?



Don't neglect
dengue hemorrhagic fever
without timely treatment,
mortality is up to **50%**



Possible symptoms and high risk groups of dengue hemorrhagic fever

Symptoms:



- Frequent vomiting
- Black-colored stools
- Bleeding from gums
- Drowsiness, breathing difficulty
- Other symptoms: red spots or patches on the skin, bleeding from nose, vomiting blood, severe abdominal pain, mental confusion or seizure, etc.

High risk groups:

- People with chronic illness (e.g., diabetes mellitus, hypertension)
- People with weakened immune systems (e.g., elderly, children)
- People that have been previously infected with different types of dengue viruses

Typical symptoms of dengue fever

Pain behind the eyes

Headache

Fever up to 38 degrees

Rash

Bone, joint or muscle pain



How to prevent infection:



- ☑ Empty containers and ornamental fountains or cover them with covers.
- ☑ Clean vases and ornamental fountains weekly.
- ☑ Flatten canvas covers and fill up holes on the ground.

你以為 **被蚊子叮咬**
只是小事?



別輕忽 **登革出血熱**
若未及時就醫治療
死亡率可達 **50%**



登革出血熱可能之症狀、高危險群

可能症狀包括

- 持續嘔吐
 - 解黑便
 - 牙齦出血
 - 昏睡休克
- 其他可能症狀如：
皮膚出現紫斑、
流鼻血、吐血、
嚴重腰痛、躁動不安等



高危險群包括

- 慢性病患(如糖尿病、高血壓患者等)
- 抵抗力弱的老人、小孩
- 感染不同型別之登革病毒者



登革熱典型症狀

後眼窩痛

頭痛

發燒38度
以上

骨頭關節
肌肉痛

紅疹



你怎麼預防:

容器減量

- ❑ 廢棄不用的瓶罐、缸盆、保麗龍、餅乾盒等，利用資源回收清除。

主動清淨

- ❑ 倒乾淨：水桶陶甕要倒放，使用中的要加蓋。
- ❑ 刷乾淨：盆栽花瓶勤換水，每週刷洗最安心。
- ❑ 晾乾淨：遮蓋帆布要拉平，窪地積水要填平。

Legal appointment in favor of workers and employers

Employers may not appoint employed foreigners to engage in work other than those permitted.

Violators are subject to fines between NT30,000 and NT150,000.

合法指派 勞雇好安心

雇主聘僱外國人不得指派從事許可以外之工作。

違者處新臺幣 3 萬元以上
15 萬元以下罰鍰。

臺南市政府 勞工局

Labor Affairs Bureau of Tainan City Government

永華市政中心

Yonghua Municipal Center

70801臺南市安平區永華路二段6號 06-2951052

8F, No. 6 Sec 2 Yonghua Rd., , Anping Dist., Tainan City.

TEL: 886-6-2951052 · 2979935



廣告
Ad

民治市政中心

Minjihh Municipal Center

73001臺南市新營區民治路36號 06-6373463

7F, No. 36 Minjihh Rd., Sinying Dist, Tainan City

TEL: 886-6-6326546 · 6373463

指導單位 / 勞動部勞動力發展署 補助

主辦單位 / 臺南市政府勞工局 翻印

授權單位 / 新北市政府 授權

勞動部就業安定基金 補助

<https://web.tainan.gov.tw/labor/>

Advisor / Subsidized by Workforce Development Agency, Ministry of Labor

Organizer / Reprints by Labor Affairs Bureau of Tainan City Government

Authorized by / Authorized by New Taipei City

Subsidized by Employment Security Fund, Ministry of Labor