

## The women of AIWA: Our Work Victories and Struggles

### Introduction

Are you a home care aide?

Do you know anyone who is a home care aide?

What do home care aides do at work?



### Vocabulary

To seek  
To take care of  
Training  
Union

Elderly  
Nutrition  
Authorized

Parts of speech: *Write the vocabulary word in the correct column.*

<i>Verb</i>	<i>Adjective</i>	<i>Noun</i>

## **Worker story: A Home Care Aide**

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Ping came to US to seek a better life, but she is not sure if she has it now. She started working as a home care aide when her friend asked her to take care of her parents. As a home care aide, she shops for groceries, cleans the house and help them bathe. Sometimes she speaks English at work when she takes her employers to the emergency room or calls a taxi for them.

What she likes about her job is the training she received from her union on how to take care of the elderly and information on nutrition. Also she gets a health insurance. She is paid \$11.50 an hour and she is authorized to work 100 hours a month, which is not enough for her to buy a car and a home. She would like to work full time, but she can not find employers to give her full time work (about 150 to 160 hours per month). She also would like to have regular work hours because now she does not always know if she needs to work the next day. Some days she works, but some days she does not work. Her employers call her whenever they need her.

### **Comprehension Questions**

1. What does Ping do?
2. When does she speak English?
3. What does she like about her job?
4. What would she like to change about her job?
5. Why doesn't she work full time?
6. Why does she want regular hours?

### **Discussion**

What can Ping do to get more hours?

Why is it difficult to have an irregular schedule? What can she do?

## Conversation practice: Calling a Taxi

A: Hello A-1 Taxi Service.

B: Hello, I'd like to order a taxi.

A: Where from?

B: 908 11<sup>th</sup> street

A: Going where?

B: Kaiser Hospital in Oakland.

A: When do you need it?

B: As soon as possible, please.

A: ok

B: Could you tell me how long it will be until it comes?

A: About 10 minutes. What's your name?

B: Ping.

A: And your number is 450-8932?

B: Yes.

A: Be outside in 10 minutes.

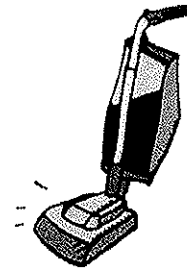
B: Thank you.



Practice calling for a taxi—change the underlined words.

## Vocabulary: Cleaning the house

1. dust the furniture
2. recycle the newspapers
3. clean the oven
4. mop the floor
5. polish the furniture
6. make the bed
7. put away the toys
8. vacuum the carpet
9. wash the windows
10. sweep the floor
11. scrub the sink
12. empty the trash
13. wash the dishes
14. dry the dishes
15. wipe the counter
16. change the sheets
17. take out the garbage



What do you need to do today? This week?

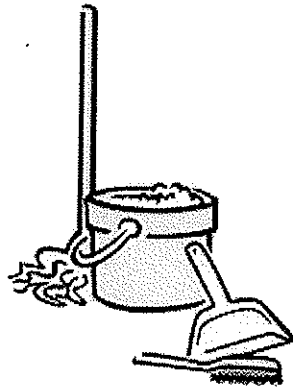
Who does the housework in your home?

## Writing

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*Make sentences from these words:*

I'm going to	wash sweep dust fix put away	the floor. the dishes. the clothes. the curtain. the furniture. the mirror.
Can you please....	mop dry put away empty make	the floor? the dishes? the wastebasket? the shirt? the bed?



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### Introduction

Do you remember the Ping's story from lesson #3?

- What is Ping's job?
- Who are Ping's employers?
- What does she like about her job?



**Vocabulary:** Write the definition for each word.

Insecure \_\_\_\_\_

Job description \_\_\_\_\_

Social worker \_\_\_\_\_

Fired \_\_\_\_\_

Regular schedule \_\_\_\_\_

Injured \_\_\_\_\_

Worker's compensation \_\_\_\_\_

Hurt \_\_\_\_\_

Careful \_\_\_\_\_

## Worker story: Ping

Ping is happy she has a job as a homecare aide. But, she has problems with her job.

1.

The first problem with her job is that Ping's job is *insecure*. Her *job description* is written by a *social worker*. The social worker decides how many hours Ping can work every month for each employer. Ping's employers call her when they want her to come. The problem is that Ping can be *fired* by her employers at any time. For example, one employer asked Ping not to come since there was no work. Then at the end of the month, she asked Ping to work seventeen hours a day to make up the hours! There was not really a lot of work for Ping, so she asked Ping to do work that was not on her job description. For example, she asked Ping to fix broken shoes. Three days later she fired Ping!

2.

The second problem with Ping's job is that Ping needs a *regular schedule* and full time hours. Ping only works when her employers need her. She doesn't know if she will work the next day. Sometimes they have a lot of work and she works many hours. Some days there is not much work and they say, "Oh there's not much work for tomorrow, you don't need to come." She waits around every day to see if they call. She would like to have a regular schedule.

3.

The third problem Ping has with her job is that Ping can get *injured* on the job. Once she got hurt and she couldn't raise her hand. She didn't file for *worker's compensation*. Ping is in a difficult situation because an employer can say "I want you to bathe me, and lift me" and Ping can get hurt. But she cannot say "no" because she is afraid they will fire her. She had one employer who was a hundred years old. She needed to be lifted all the time. Ping told her that her arms hurt. A family member heard and Ping was fired. So now Ping doesn't say anything if she is hurting. But if she is not careful, she will get hurt again.

## Jigsaw activity

**Step 1: My group is number:** \_\_\_\_\_

*Directions: Together with your group read your part of the story. Discuss the story with your group so you all understand the story. Answer these questions:*

1. What is the problem Ping has with her job?
2. What is an example of this problem?
3. Why is this a problem?
4. Do you have this problem at work?
5. What can Ping do about this problem?

## Step 2:

**I am letter:** \_\_\_\_\_

Meet in your new group. Listen to the other students.

1. What are the 3 problems that Ping has with her job?

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

## Filing for Worker's Compensation

Have you ever had an accident at work? What happened? Did you report it?

*Unfortunately Ping can get hurt at work. Ping is talking with a friend:*

Xi Liu: What's the matter?

Ping: I hurt by back.

Xi Liu: How did it happen?

Ping: *I was helping a lady and she started to slip. I grabbed her and something snapped in my back.*

Xi Liu: You should go to tell your employer.

Ping: I don't want to.

Xi Liu: Why not?

Ping: She'll be mad. I don't want to get fired.

Xi Liu: But if you're really hurt, you can get worker's compensation.

Make conversations for each of these accidents:

1. A worker cut herself on some sharp parts.
2. A worker burned herself. Someone put a hot pan in the sink.
3. A worker hurt her neck.
4. A worker got something in her eye.
5. A worker hurt her back. She slipped on wet stairs.

*Every workplace has its own ways of reporting accidents. Usually, you tell your supervisor first. Then you may be sent to the doctor. Sometimes you fill out an accident report form.*



## **Workers' Compensation**

### **What is Workers' Compensation?**

If you get hurt on the job, your employer is required by law to pay for workers' compensation benefits. You could get hurt by:

- One event at work. Examples: you hurt your back in a fall, you get burned by a chemical that splashes on your skin, you get hurt in a car accident when you are making deliveries.
- Repeated exposures at work. Examples: hurting your wrist from doing the same motion over and over, losing your hearing because of a constant loud noise

### **What should I do if I have a job injury?**

1. Report the injury to your employer
2. See a doctor, your employer might tell you which doctor to see
3. Fill out a claim and give it to your employer

*Remember, it is illegal for your employer to punish or fire you for having a job injury, or for filing a workers' compensation claim.*

### **Workers' Compensation form**

Directions: Fill out the form for Ping. Her information is:

Ping Liang, 876 8<sup>th</sup> Street, Oakland, CA 94607. SS# 487-97-8862

Injured at work on January 12 at 3:45 pm.

Workplace: 598 Harrison Street, Oakland CA 94607

Injury: Slipped while lifting an elderly woman and injured lower back.



WORKERS' COMPENSATION CLAIM FORM (DWC 1)

PETITION DEL EMPLEADO PARA DE COMPENSACIÓN DEL  
TRABAJADOR (DWC 1)

**Employee:** Complete the "Employee" section and give the form to your employer. Keep a copy and mark it "Employee's Temporary Receipt" until you receive the signed and dated copy from your employer. You may call the Division of Workers' Compensation and hear recorded information at (800) 736-7401. An explanation of workers' compensation benefits is included as the cover sheet of this form.

You should also have received a pamphlet from your employer describing workers' compensation benefits and the procedures to obtain them.

**Empleado:** Complete la sección "Empleado" y entregue la forma a su empleador. Quédese con la copia designada "Recibo Temporal del Empleado" hasta que Ud. reciba la copia firmada y fechada de su empleador. Ud. puede llamar a la División de Compensación al Trabajador al (800) 736-7401 para oír información gravada. En la hoja cubierta de esta forma esta la explicación de los beneficios de compensación al trabajador.

Ud. también debería haber recibido de su empleador un folleto describiendo los beneficios de compensación al trabajador lesionado y los procedimientos para obtenerlos.

**Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony.**

**Toda aquella persona que a propósito haga o cause que se produzca cualquier declaración o representación material falsa o fraudulenta con el fin de obtener o negar beneficios o pagos de compensación a trabajadores lesionados es culpable de un crimen mayor "felonia".**

Employee—complete this section and see note above      Empleado—complete esta sección y note la notación arriba.

1. Name. *Nombre.* \_\_\_\_\_ Today's Date. *Fecha de Hoy.* \_\_\_\_\_
2. Home Address. *Dirección Residencial.* \_\_\_\_\_
3. City. *Ciudad.* \_\_\_\_\_ State. *Estado.* \_\_\_\_\_ Zip. *Código Postal.* \_\_\_\_\_
4. Date of Injury. *Fecha de la lesión (accidente).* \_\_\_\_\_ Time of Injury. *Hora en que ocurrió.* \_\_\_\_\_ a.m. \_\_\_\_\_ p.m.
5. Address and description of where injury happened. *Dirección/lugar dónde ocurrió el accidente.* \_\_\_\_\_
6. Describe injury and part of body affected. *Describe la lesión y parte del cuerpo afectada.* \_\_\_\_\_
7. Social Security Number. *Número de Seguro Social del Empleado.* \_\_\_\_\_
8. Signature of employee. *Firma del empleado.* \_\_\_\_\_

Employer—complete this section and see note below.      Empleador—complete esta sección y note la notación abajo.

9. Name of employer. *Nombre del empleador.* \_\_\_\_\_
10. Address. *Dirección.* \_\_\_\_\_
11. Date employer first knew of injury. *Fecha en que el empleador supo por primera vez de la lesión o accidente.* \_\_\_\_\_
12. Date claim form was provided to employee. *Fecha en que se le entregó al empleado la petición.* \_\_\_\_\_
13. Date employer received claim form. *Fecha en que el empleado devolvió la petición al empleador.* \_\_\_\_\_
14. Name and address of insurance carrier or adjusting agency. *Nombre y dirección de la compañía de seguros o agencia administradora de seguros.* \_\_\_\_\_
15. Insurance Policy Number. *El número de la póliza de Seguro.* \_\_\_\_\_
16. Signature of employer representative. *Firma del representante del empleador.* \_\_\_\_\_
17. Title. *Título.* \_\_\_\_\_      18. Telephone. *Teléfono.* \_\_\_\_\_

**Employer:** You are required to date this form and provide copies to your insurer or claims administrator and to the employee, dependent or representative who filed the claim within one working day of receipt of the form from the employee.

**Empleador:** Se requiere que Ud. feche esta forma y que provéa copias a su compañía de seguros, administrador de reclamos, o dependiente/representante de reclamos y al empleado que hayan presentado esta petición dentro del plazo de un día hábil desde el momento de haber sido recibida la forma del empleado.

SIGNING THIS FORM IS NOT AN ADMISSION OF LIABILITY

EL FIRMAR ESTA FORMA NO SIGNIFICA ADMISION DE RESPONSABILIDAD

- Employer copy/Copia del Empleador       Employee copy/Copia del Empleado       Claims Administrator/Administrador de Reclamos       Temporary Receipt/Recibo del Empleado

## Conversation practice

### Overtime

Supervisor: Can you stay late tonight? We need to finish this job.

Worker: I'm sorry, but I have to leave. My daughter is sick.  
But I'll work tomorrow if she's better.

#### 1. Practice

Sometimes you may not want to work overtime. If overtime is optional, you can politely refuse to work.

**Example:** I would rather not stay. I have to pick up my kids.

I'm sorry, I can't. I don't have a ride.

#### 2. Role play

- a. Your supervisor wants you to stay late for the fifth night but you feel like you're getting sick.
- b. Your supervisor needs four people to work late but you don't have childcare.