

# 居家護理工作者培訓 Training for Homecare Workers



**2013年3月**  
**MARCH 2013**

# 今天我們將討論：

## Today We Will Discuss:



- 誰是居家護理工作者  
who homecare workers are
- 居家護理工作者的工作條件  
working conditions of homecare workers
- 一些關於居家護理工作的爭議問題  
some contentious issues of homecare work
- 促進居家護理工作者權利的最佳做法  
best practices promoting the rights of homecare workers

# 主題一 Topic 1



## 誰是“居家護理工作者”? Who are “Homecare Workers”?



# 誰是"居家護理工作者"?

## Who are "Homecare Workers"?

- "居家護理工作者" 需要在老年人,殘疾人士和/或患有慢性健康疾病的人士家中照顧他們

**"Homecare workers"** care for older people and people with disabilities and/or chronic health conditions in their homes.



# 居家護理工作者做什麼？

## What do homecare workers do?

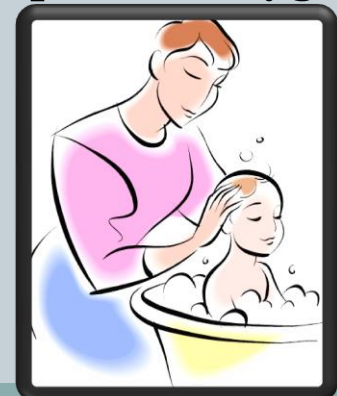
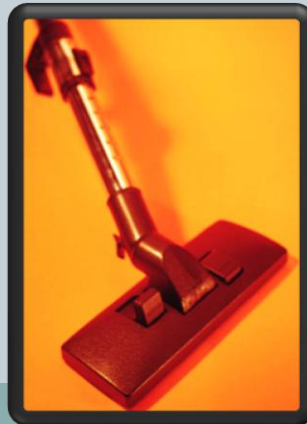
- "居家護理工作者"提供合併了醫療保健和個人協助的服務,如:  
“Homecare workers” provide services combining health care with personal assistance, such as:

1) 醫療保健：日常保健和藥物管理

Health care : routine health care and medication management

2) 個人協助：家務,膳食準備,沐浴及個人衛生

Personal assistance: housekeeping, meal preparation,  
bathing and personal hygiene



# 他們為何如此重要？

## Why are they important?



- 個人協助或家政是很重要的  
Personal assistance or homemaking is important
- 然而,更重要的是實用與堅督的任務(例如：服藥提醒等)和頻繁的監測和社會聯繫

However, even more important are practical tasks with oversight (e.g., medication reminders) and frequent monitoring and social connectedness.

主題二

## Topic 2



工作條件

## Working Conditions



# 居家護理工作背景

## Homecare Work Background

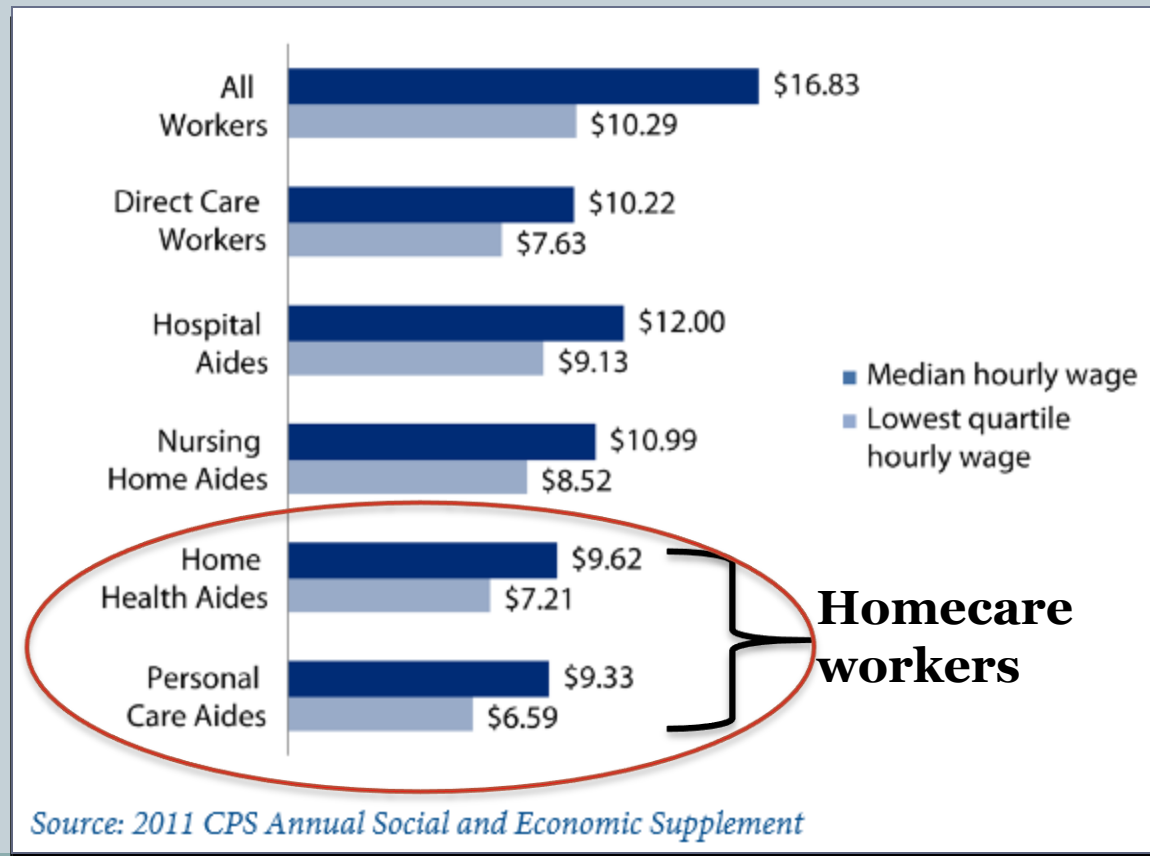


- 250萬名工作者  
A work force of about 2.5 million.
- 在20世紀90年代,居家護理是美國的第四大職業  
By the 1990s, homecare was the fourth largest occupation in U.S.
- 第二個在美國增長最快的職業  
The second fastest growing occupation in U.S.
- 婦女和移民代表勞動力的增長部分  
Women and immigrants represent a growing segment of the workforce.
- 他們太多是四十多歲和五大多歲的婦女  
Majority are women in their 40s and 50s.
- 勞動力其中一個最脆弱的弱點：沒有核心勞工標準或基本就業保護福利的工作  
One of the most vulnerable workforces: work without the benefit of core labor standards or basic employment protections.



# 他們每小時有多少收入？ How much do they earn per hour?

在美國與其他保健工作者的比較  
Comparison to other care workers in U.S



# 他們每小時有多少收入？ How much do they earn per hour?

三個國家比較

Comparison to three countries

	U.S		Canada (CAD)		South Korea (USD)
<b>Minimum Wages</b>	Federal	7.25	Federal	-	4.48
	California	8.00	Ontario	10.25	-
	Wyoming	5.15	Alberta	9.75	-
<b>Average wage (Lowest quartile )</b>		<b>9.47 (6.90)</b>		<b>12.71*</b>	<b>6.00</b>

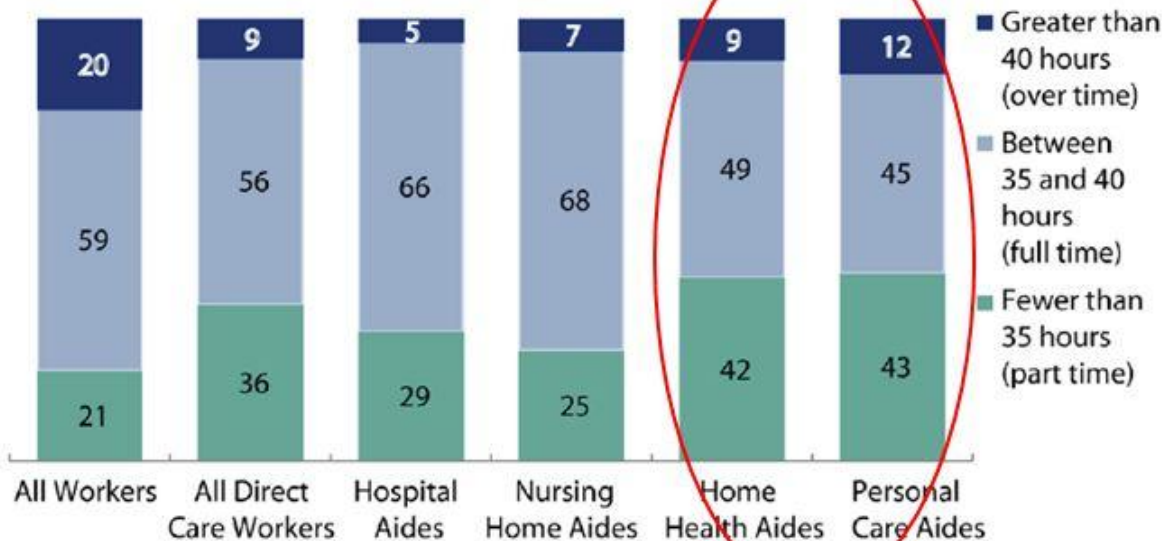
- Source : 2011 U.S. Census Bureau's Current Population Survey from Smith , 2012.
- Canadian Home Care Association, 2003\* (There is no data on the average nationwide wages of homecare workers since 2003)
- Korean Care Workers Association, 2012

# 他們工作多少個小時？ How Many Hours Do They Work?

在美國平均每週工作時間(%)

Average weekly working hours in U.S (%)

FIGURE 2. DISTRIBUTION OF AVERAGE WEEKLY HOURS  
WORKED AT MAIN JOB, 2010



- Compared to all workers, there are about 20% more homecare workers that is part-time workers

Figure from Smith (2012)

# 他們有沒有得到加班費?

## Do They Receive Overtime Pay?



**U.S**  
No



**Canada**  
No



**S. Korea**  
No

他們有沒有休息日,病假和帶薪休假嗎?

# Do They Have Day of Rest, Sick Leave and Paid Vacation?



**U.S**

No



**Canada**

Partly but very poor



**S. Korea**

No

# 輪班和行程

## Shifts and Travel



- 長時間工作

Shifts spread out over the course of the day

- 收入不定時- 遠距離的工作地點(客戶與客戶之間)

Unpaid regular - long travel between patients

- 短時間內的密集工作

Intensive work in a short time period



# 居家護理工作者的健康的安全

## Homecare Workers' Health and Safety

一些居家護理工作者曾經歷...

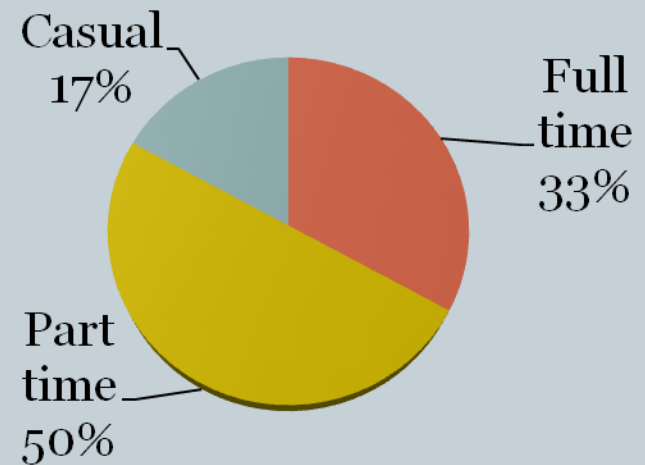
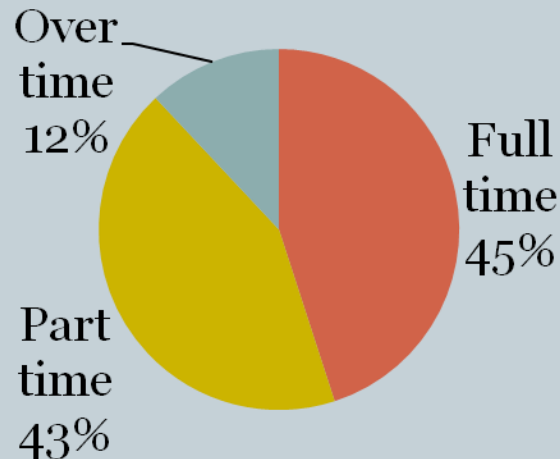
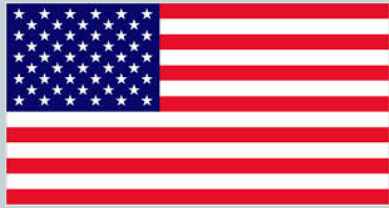
Some homecare workers experience...

- 工傷  
Work-related injury
- 缺乏客戶的合作  
Lack of cooperation from clients
- 遭到客戶或客戶家人的辱罵  
Verbal abuse from the client or client's family
- 不公平待遇/歧視  
Discrimination



# Employment Protections for Job Security (rephrase: Job Security or Lack of Job Security)

- 缺乏擔保小時  
The lack of guaranteed hours
- 不能預測的工作時間表  
Unpredictable working schedule





# Main Concerns of Homecare Workers



- 工資太低  
Wages are too low
- 工作安全差  
Poor job security
- 福利差  
Poor benefits
- 沒有得到尊重或認可  
No respect or recognition



# What Working Conditions Need to Be Improved?



- Better wages
- Compensation for travel time
- Decent work schedule
- Improved benefits
- Promote more respect of homecare workers

# 主題四

## Topic 4



### **Contentious Issues**

1. 把家當作工作場所

Home as workplace

2. 護理勞工當作"真正的工作"

Care labor as "real work"

# 把家當作工作場所

## Home as Workplace (Cont)



- 這些虐待行為在醫院或療養院比在僱主家更不可能發生  
**Abuses by employers** are less likely to happen in hospitals or nursing homes than employers' home.
- 居家護理不同於其他的工作不是在於他們的工作是什麼，而是他們工作的地方

What makes homecare distinct from other jobs is not what they do at work, it is **where** they work. (ex: discrimination cannot be monitored)



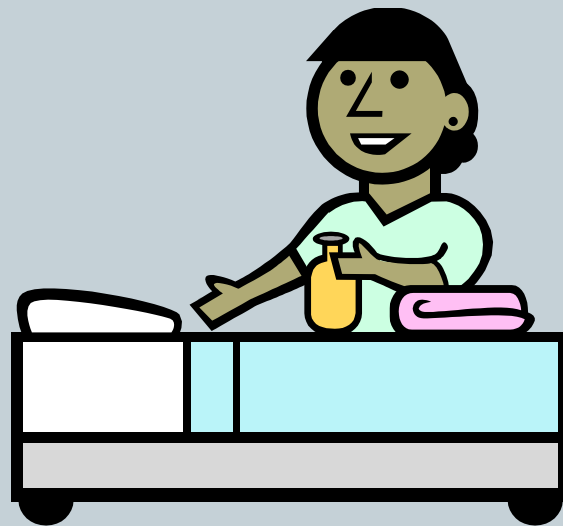
# 護理勞工當作"真正的工作"

## Care Labor as "Real Work"



- 居家護理工作者關心的主要問題之一是缺乏認識和他們的工作地位很低  
One of the main concerns of homecare workers is the lack of recognition and the low status of their job.
- 工作條件(低工資, 不能預測的工作時間表, 福利差, 體力工作)導致缺乏尊重

Working conditions (low wages, unpredictable schedules, poor benefits, physical work) contributes to this lack of respect.





- 因為護理勞工不被視為"真正的工作",所以居家護理工作者沒有和其他受到勞動法保護的工作者一樣得到充分的法律地位

Since care labor has not been treated as “real work”, homecare workers don’t get full legal status as workers who are protected under labor law.

- 通過承認我們的老齡化社會的現實和迅速增長的服務業,護理勞工應該得到更多的認可作為必要勞動 - “真正的工作”

Care labor should get more recognition as necessary labor - “real work”, by recognizing the realities of our aging society and rapidly growing service industry.



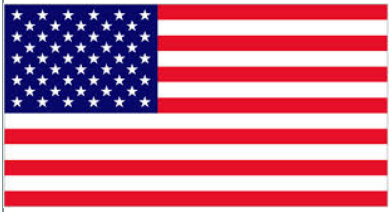
# 主題五 Topic 5



- 居家護理工作者組織的歷史

## History of Organizing Homecare Workers

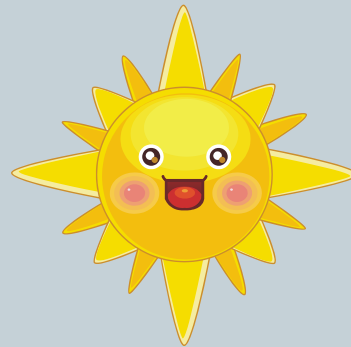




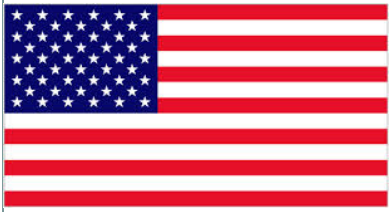
# 最近美國居家護理工作者和家庭工作者組織的歷史 Recent U.S Organizing History of Homecare Workers and Domestic Workers



- 1993: 人道移民權利聯盟  
1993: Coalition for Humane Immigrant Rights of Los Angeles
- 2000: 家庭工作者團結  
2000: Domestic Workers United (DWU) (New York)
- 2007: 家庭工作者聯盟  
2007: National Domestic Workers Alliance
- 2009: 國際家庭工作者網絡  
2009: International Domestic Workers Network (ILO)





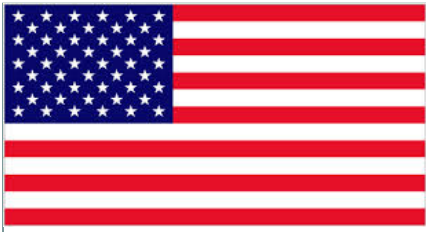


# 成功的活動

## Successful Campaigns



- 在紐約實現“家庭工人權利法案”的歷史性勝利 (2010)
- Historical victory of achieving “**the Domestic Workers Bill of Rights**” in New York (2010)
- 然而，家庭護理工人再次因為“看護豁免”被排除在外
- However, homecare workers were excluded again because of “companion exemption.”

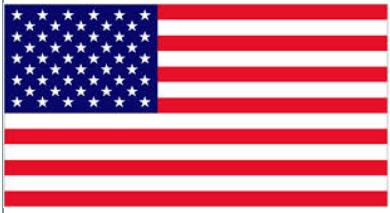


# 居家護理工作者工會 Homecare Worker Unions



- **UHW:**加利福尼亞州居家護理工作者團結
- **UHW :** California United Homecare Workers
- **SEIU- ULTCW:**  
(服務業僱員國際聯盟和聯合國的長期護理工作者) 在加利福尼亞州
- **SEIU- ULTCW** (Service Employees International Union- United Long Term Care Workers) in California





# SEIU的成功案例

## Successful Case of SEIU



- 加利福尼亞州的家庭支持服務(IHSS)系統成立於1973年  
California's In-Home Supportive Services (IHSS) system established in 1973.
- 在加利福尼亞州，  
超過200000名**有色**和移民的婦女是居家護理工作者  
In California, over 200,000 women of color and immigrants are working as homecare workers.
- 在20世紀80年代和90年代,SEIU成功組織家庭護理工人成為工會會員，並開展活動以保障工作者（例如，更好的工資和醫療福利）  
SEIU successfully organized homecare workers as union members, carried out campaigns to protect workers (e.g., better wages and medical benefits) in the 1980s and 1990s.

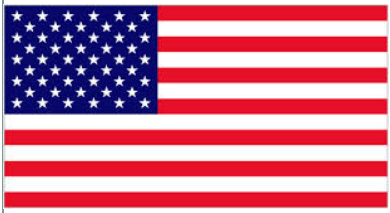




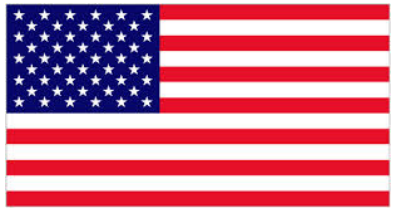
# SEIU ULTCW



United Long Term Care Workers®

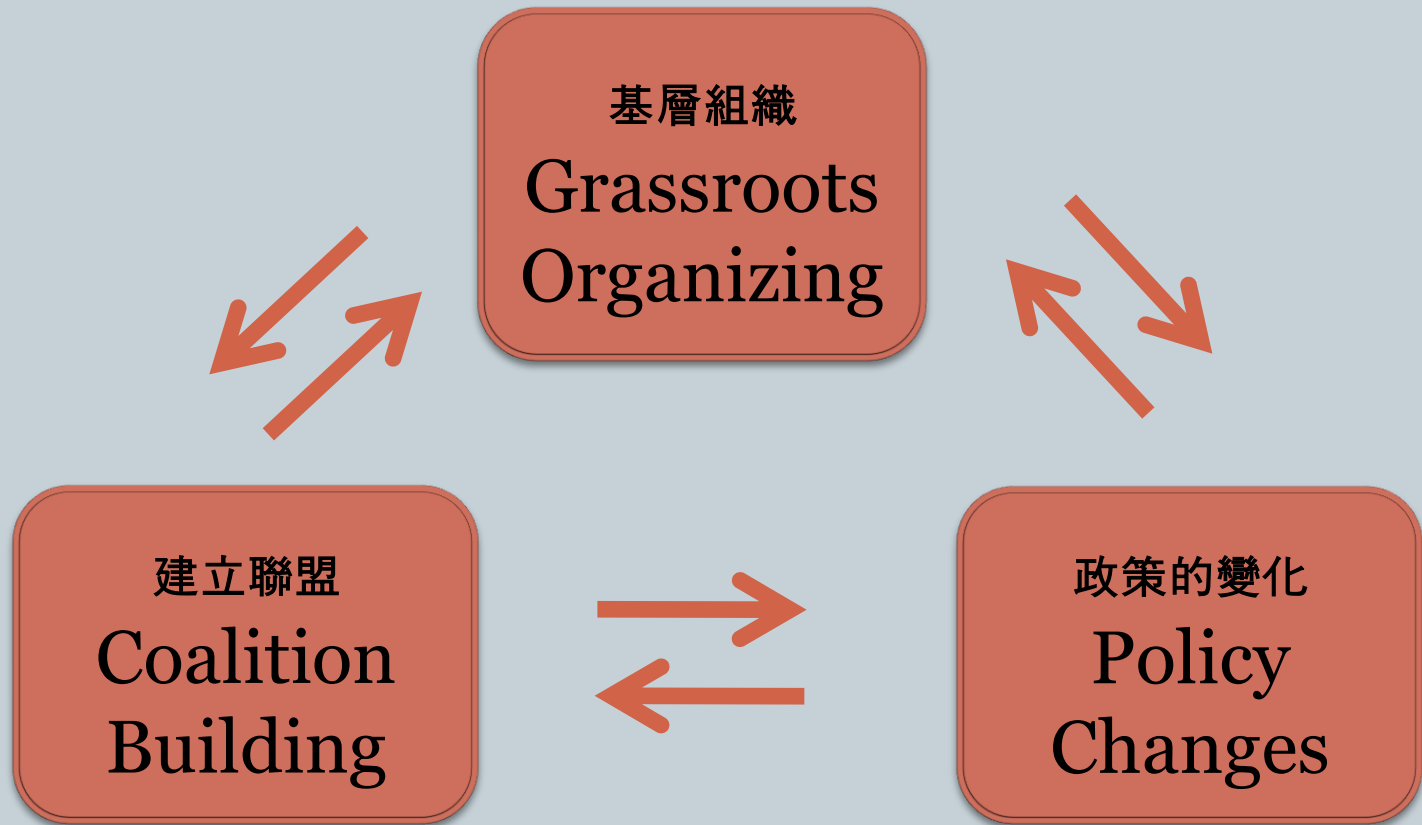


- **基層組織**和政治動員圍繞工作者日常的問題;這成為所有組織工作的基礎  
**Grassroots organizing** and political mobilization around day-to-day worker issues; this became the foundation of all organizing work.
- **政策的變化**以便在重組系統, 有利於工人的同時提供更好的服務給消費者, 這些成為了為實現變革的工具  
**Policy changes** aimed at restructuring the system to benefit workers while delivering better care to consumers; these became the tools for accomplishing change.
- 工人, 消費者和倡導者之間**建立聯盟**, 成為主張的輿論壓力, 影響組織目標的手段  
**Coalition building** between workers, consumers, and advocates; this became the means for asserting public pressure to effect the organizing goals.



# 工會的策略

## The Union's Strategies



(from Delp and Quan, 2002)



# 加拿大的居家護理工人組織

## Organizing Homecare Workers in Canada



### 概要/Overview:

- 主要是婦女和移民

Mainly women and immigrants

- 當有工會組織的居家護理工作者有更高的工資和更好的福利的同時，大部分以家庭為基礎的居家護理工作者是沒有工會組織和享有很少福利的

While unionized HCWs have higher wages and better benefits, the majority of home-based HCWs are non-unionized, with few benefits.

- 在組織困難：高營業額，分散的小工作單位（不可見），和語言的多樣性

Difficulties to organizing: high turnover, dispersed small work units (invisible), and language diversity.



# 韓國的居家護理工人組織

## Organize Homecare Workers in South Korea

### 概要/Overview:

- 長期護理系統成立於2008年  
The long-term care system was established in 2008.
- 老人的居家護理工作者和個人的支持工作者（給殘疾人）在2008年推出和制度化  
Elderly homecare workers and personal support workers (for the disabled) also introduced and institutionalized in 2008.
- 主要是四十多歲和五大多歲的女性  
Mainly women in their 40-50s.
- 整體56500名居家護理工作者  
Overall 56,500 homecare workers.
- 相對來說是歷史很短的居家護理工作(只有5年)，但組織發展非常迅速和激進  
Comparatively very short history of homecare work (5 years) but very rapidly and militantly organized.







# 韓國的居家護理工人組織

## Organize Homecare Workers in South Korea

- 2008 韓國保健工作者協會 (KCA)  
2008 Korean Care Workers Association (KCA)
- 2008 個人支持工作者協會 (PSWA)  
2008 Personal Support Workers Association (PSWA)
- 2009  
在KCA組織的示威和法律監督後，居家護理工人在根據勞動法的保護下得到認可為“工作者”
- 2009 After KCA picketed and organized legal monitoring, home workers got recognition as “workers” who are protected under labor law.
- 2011 在PSWA遊說，糾察，並提出投訴後，個人支持工人得到認可為“工作者”
- 2011 After the PSWA lobbied, picketed, and filed a complaint, personal support workers got recognition as “workers.”

2009, homecare workers rally in Seoul



workers got



- 2012 在韓國工會聯合會成為護理工作者工會的成員 (KCTU)  
2012 Become a member of care workers union under the Korean Confederation of Trade Unions (KCTU)
- 2013 3月.全國個人支持工作者工會  
2013. March. National Personal Support Workers Union
- 2013 3月.推出居家護理工作者津貼 (每月\$100)  
2013. March. Homecare worker allowance is introduced. (Monthly \$100)



2012. Homecare workers rally in front of the Ministry of Health and Welfare in Seoul

# 有問題嗎？ Questions?





# 謝謝你！ **Thank you!!**

這個項目是亞裔移民婦女促進社專門為你設計的。

This project was specially designed for you by  
Asian Immigrant Women Associates.

