Quote Matrix

	Document group=Brokers (N=14)	Document group=Employers (N=4)	Document group=Interpreters (N=4)	Document group=MOL Taiwan & Country Attaches (N=5)	Document group=NGO/Unions/CBO (N=6)	Document group=Workers (N=46)
health issues	Ms. X: Even this new job I have with a different agency in Kaoshiung(not company X) where I am working as an interpreter, they give me a dormitory to live in, but I have to live with two other workers in the same room. My base salary is about 35,000NT + additional opportunities to earn money. It is Ok living in the dormitory, safe. They separate men and women, where I live the two others are the same gender, but it is still not comfortable because the space is so cramped. So the workers have to pay 2,000NT/ Month not including water and electricity. I do not pay, but even still it is not very comfortable with no privacy. It is like living in a three person student dormitory. The			There are many different types of employers; which small and medium sized businesses have good relationship with us. Approximately a little over 17,300 Thai workers across the different sectors but it did not specify if those workers were Southerners. In 2559 (2016) there were approximately 16,000 workers and this number has increased over a thousand more as the workers could extend their contracts. We tried to request the agents to focus on acquiring new workers rather than focus on getting more fees from the workers that have been working there. When we inspect the factories, most of the places recognize us, and		I am also in favor of upgrading the health system but I think there is no need to have mobile clinic anymore. Workers\F10-Factory_4Aug2019: 28 - 28 (0) If we get sick, our broker does not help us. Just like when I fell unconscious, my employer did not do anything to help me and left me as is. Workers\F12-Inshore Fisherman_3Aug2019: 35 - 35 (0) I2: For living condition in the boat, do they think there is a need to improve anything? I1: Do you think that your living place at boat

good thing is that the building is new and clean. The other thing about the current job I do not like is that there is not a lot of safety regarding the quarantine of workers who are sick. For example the sick worker I saw who is Filipino was put in a different area of the dormitory and told not to go to work for 14 days, but we do not know if the person was tested for Corona or not. The other employees are not given any clear information if we are living with someone who tested positive or not, but I can just see he was very very sick. Secondly, the workers were not even given masks by the agency. I was exposed to the person without a mask because I did not even know I was going to be around someone who was that sick or in quarantine. Now I feel like I have the flu. With Company X, I was not living in the dormitory,

in vice versa. We could only inspect the accommodation but not the conditions of the working site. In regards to working and living conditions, there was a problem with bad odor in the workers' rooms therefore we requested that they improved the conditions so that our workers have better health conditions.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 22 - 22 (0)

In comparison to workers immigrating to other countries, the worker ages here are higher as there is no limit to the age that one can work.

Some that came here relocated back and forth between Taiwan and Israel. Regarding the health conditions of old workers in comparison to other countries, the statistic accumulated shows that each year

is enough? Is there anything should be improved?
R: Enough
I1: Enough, for this time? There is no need for improvement?
R: It should be wider, only half meter
I1: My room is just half meter.
I1: How many persons are there?
R: Four persons
I1: Four people live inside. Hope it is big more a little. It is small and narrow hahahaha…
I2: Then you have to turn your body at the same time
I1: If you move up
I2: Then the bottom moves as well
I1: After that the boat is moved too. Yeah….
I2: When you got a boat sickness?
I1: Do you feel upchuck?
R: If the blower is off and it's hot, that is sure
I1: If the blower machine is stuck, there is no air conditioner, hot weather,
I2: How often does this happen like this?

but living outside so the exposure to cramped conditions with lots of people or sick people was not an issue the way it is now. Brokers\TA1- recruiter Thai workers: 50 - 50 (0)		there were about 30 males with heart attacks. There are about over 60,000 migrant workers in Taiwan. Of these 30 were people with severe health conditions or over drinking alcohol. For female workers, if they were impregnated, they would be deported back to Thailand. Once this occurred, we tried to cooperate with the hospital NGOs as the obstetric fees in Taiwan is very high. We gathered about 10% of about 100,000 to provide as cost as in Taiwan the workers are require to pay 10% of medical fees. For normal sicknesses the health insurance covers generally but for more complex operations and admissions 10% of the medical fees is needed. There are not many cases of complex operations but it got very tiring for us if this occurred. Some were fortunate and assisted by the employer, some	I1: How many times did it happen? R: How many times…. I1: Is it once in a week? R: It has been two days I1: For now, the blower has stopped for two days. We cannot sleep well I2: How long will you be at port? I1: How long are you at this port? R: One month and half I1: Haven't you been on the sea? R: From Korea, we came here five days. The boat embarked from Korea. We depart from Korea and the boat shipped here. I1: So, you don't enter from Taiwan, but from Korea? R: No I1: Who handled you were a Taiwanese? R: There is an agency from Korea, but who give the job is from Taiwan I1: So, the job giver is Taiwan person, but the boat was from Korea and in five days you arrived at Taiwan's port.

were not assisted by the employers, some if sick outside of work reluctant by the agents or employers to send the workers back to Thailand.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 23 - 24 (0)

You change your job there?
R: Yes
I2: Do you know there is little problem in here?
R: They are hired by a Taiwanese agency, but they are coming from airport in Korea. One and half months ago plus five days, they arrived in Korea. After that, they go to port in Korea and got into the ship, and they change their work. After that, in five days they were coming to Taiwan.

Workers\ IW2 Fisherman Shorthaul w/ IW3_3Aug2019: 406 - 441 (0)

Quotes from Document group=NGO/Unions/CBO (N=6) ONLY

Q1 Think if you can make any recommendation for the report for changes in policy?

Q2 He said he could prepare a report to reflect these opinions to the government, hoping they could make improvements.
A. Actually, our government isn't naive; they all know this. But it goes back to the previous question because they're held hostage by conglomerates. Improving this only increases their costs.
Q2 But because, if you ask them to pay more to give insurance and then it costs more. So it goes back to the previous and previous question about the structure of like corruption and everything like that.

A: Yes, there are many problems, because we need to look at these problems from a sociological perspective. These problems occur as a period, a process, an inevitable part of progress. So, looking back now, ten or twenty years ago, we've actually improved a lot. We're still working on it. And, as I'm telling you, the government and these ship

owners aren't idiots. This process is inevitable. Sometimes we're more realistic, even a little cruel, to see these problems happening. This is an inevitable process; there will inevitably be some sacrifices. This is reality. This is our experience dealing with the aftermath, and it's quite frustrating.
NGO/Unions/CBO\NGOT03Stella_3Aug2019: 259 - 263 (0)

Q2 They have to go through health check, so for the sex transmitted disease not so much, but usually...

A. Furthermore, HIV transmission requires the exchange of bodily fluids. On a ship, unless sexual intercourse occurs, otherwise...
Q2 And because it's a sex transmitted disease, It has to be transmitted through sexual intercourse. So only is that they have sex relationships, like intercourse on ships.

A is alright too.
Q1 It happens, right?

Q2 Will this still happen?

A Because...even if someone with HIV works on a ship, it won't have any impact, so of course we wouldn't know.
Q1 When they come to port, sometimes they visit people with HIV.

A: However, HIV isn't a very serious disease. Although there's no cure, its transmission route...

Q2: That's all. .Because the path of transmission is very specific, so it's not a big problem for them and also all the fishermen they need to go through health check.

Q1 I want to know if they're deported, if they get...

Q2 If they really have HIV, will they be deported?
A I don't know the answer to that question, so I actually think...
Q1 But the most serious one is injury, or they'd get a cut...

Q2. If they are injured, drowned, or have a fracture, etc., it's likely due to a police officer.
A. Yes, or a temporary illness, such as a cold or fever.
Q1 what kind of cause? Scurvy, vitamin c deficiency?

Q2. Not enough Vitamin C?

A. That's okay, for example, a toothache.

Q2 like toothache and this kind of thing.

A. Toothache, cold, severe cold.

Q2. Severe cold. Like, catch a cold or flu.

Q1 pneumonia? Cause you can die if pneumonia.

Q2 Pneumonia.

A Then there were also encounters with dialysis patients, meaning things like acute renal failure.

Q2 kidney problem, like... kidney failure.

Q1 Not enough drinking water?

Q2 Is it because he didn't drink enough water, or what?
A I don't think so. If it were due to not drinking enough water, then everyone on the boat would have been affected. It's more likely that person was inherently weaker.

Q2 Just some case.

Q1 Lack of clean water disease?

A is because of the lack of clean drinking water…?
Q1 Stomachache, dissipation,constipation...

Q2 Possibly some dysentery, or from drinking unclean water.

A That should be less common now, because the chefs also eat and drink the same things.
Q2 Because even like the chef and everyone working on the ship, they drink from the same water resources and they eat the same food so..., ok, 16-B?

Q1 Yeah.

Q2 So, what is the relationship between the center here and nearby clinics or institutions and labor unions? Is it because there are some language barriers, so sometimes there are interpreters or dormitories? Supervisors, they don't want to take migrant workers to see doctors or some health resources or medical resource issues.].

A I think most of them will take care of themselves, but a few of them, one or two, are the kind of contract workers from agency companies who should be eliminated. Their management is not that good. So at this time, the fishermen came to us for help. , for example, one of us was bitten by a dog or had toothache, so we took him to see a doctor nearby. He was fine, it was just a minor illness. I think the bigger problem is that, for example When acute renal failure or some serious illness occurs on a ship, usually the shipping company will not actively help treat them, but actively send them back without treatment, which will become more serious.].

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 401 - 439 (0)

1. Hospital and clinics not sure how they are involved.
2. If the worker is injured, then the worker is forced to pay back employers and agency who pay their hospital bills.
3. T: 1) will inform the worker about what is covered by law; 2) we will visit worker to see if the employer is doing their obligations for the hospital coverage; 3) will help worker demand their rights and their coverage by their wages they will go to MOL- Labor Bureau / insurance office is separate/ many times we need to go to labor court---
4. Agencies pressure workers to go back before case is completed, T will continue.
5. T attorneys are from Fa Liu Jing Jing Hue- is the lawyer organization --- individual attorneys who do pro-bono
6. 10 T staff… United Way;
7.

NGO/Unions/CBO\NGOT01TIWA_23March2020: 31 - 36 (0)

Q: In addition of experience that you see the doctor, is there any examples of seeing a doctor? Or is there any specific health issues?

A: No. Now I get accustomed to the weather in Taiwan.

Quotes below from Document group=Workers (N=46)

Conversation in Chinese 1.46.30-1.46.35
Q: Did you bring any medicine from Indonesia?
A: Now? No because I get accustomed to the weather in Taiwan.

Workers\IW4 factory_July2019: 275 - 279 (0)

Are your passports, ARCs and health insurance cards also with you?
Is he uncomfortable? Oh electric fan 1:08:30~1:18:31 The interviewee was uncomfortable and turned on the air conditioner to solve the problem
He's like, let's turn this off. He doesn't seem to be feeling well.
ID is helping me and telling me ***, what do they say?
ID
It seems like I need to call and tell you
R

Did they fight?
ID
Yes, I didn't know about it later (in Indonesian)
ID
That Tiwa told him to film his September salary and famous dramas to collect some evidence, and then asked him to go to Taipei to find them in early October.
R
Oh okay, so is he going? In October
ID
He could speak (Indonesian) and he said he would go during the Double Ten Festival. When it was a holiday, he asked if they would be open?
R
Oh, do you need to call me first to tell me that he is going up?
ID
Tell him he will go
R
ID, ask them if they want to have a meal after they finish? Because I want to treat them to a meal 1:11:30~1:12:25
ID
He said he was tired from work, he said he was sore
R
ID, you tell them that they need to pay attention because the flu has started again, and it is different from ordinary colds.
ID
He said he was definitely tired from work
R
Tired, do freezing
ID
He works in the freezer
R
So what do they wear to work?
I
Jacket, thick jacket
R
So what is their job content?
(in translation)

Workers\IW5 factory (w/6, 7)_ July2019: 892 - 930 (0)

Did they get sick or feel uncomfortable while they were working in Taiwan? It doesn't matter if they are big or small, but they just felt uncomfortable.
I

He has been to the hospital
R
Has anyone else been to the hospital?
I
Lack of salt (Taiwanese), he has been to the hospital, but sometimes our bodies may lack salt.
R
Owing salt (Taiwanese)??
ID
What he means is that there is not enough water.
R
I was dehydrated. Did I have any symptoms at that time?
translate
will be paralyzed
R
It will be paralyzed, so serious
I
hospitalized
R
You were hospitalized. How many days did you stay? Why is it so serious?
ID
Kidneys dried up
R
So you didn’t drink water while working?
(Dialogue in Indonesia)
ID
He said he would drink while working
(Someone comes in)
He would drink two bottles (he said he drank two bottles, but he had to add Shupao or Shupao to the water. He said the doctor told him to add salt or Shupao. Will the factory be very hot? Will the temperature be very hot? Or the temperature Very high, he said the temperature was very high because they were an iron factory - 1:45:00 - Someone came in and couldn't hear clearly -)
R
When did that happen?
ID
last year
R
So how long did you stay in the hospital?
ID

Four days, around this time
R
The doctor said what's wrong with you?
ID
He said his kidneys were about to rot, and then he was dehydrated. The doctor said he was dehydrated.
I
He said he spent most of his working time standing
R
There was also too little time to drink water. Maybe it was hot inside and it was summer.

Workers\IW5 factory (w/6, 7)_ July2019: 1301 - 1346 (0)

R: Are your parents still working?
M: My father is sick. It's been a long time since I've had a job.
R: You said he has been sick for a long time?
M: It’s been a long time.
R:How long has he been sick?
M: Almost, I forgot...11 years.
R:11 years! Oh, why took so long?
M:Yes. in...
I: He has many, many illnesses. I have a bad heart and many diseases.
M: There are a lot of illnesses.
I: High blood pressure.
M: I have high blood pressure.
I: It should be that one, only boys have that...
R:Prostate! My dad used to have them too. Just take medicine and you'll be fine.
M: That!….
I: He has had surgery three times.
M: My body is different, so taking medicine is not the best.
R: Oh, taking medicine doesn’t help.

(11:27)
R: So how old is your dad now?
M: Almost eighty-nine years old.
R:Wow!
M:Yes.
R: But you are... No, you said you have two brothers. How old is your brother?

I: Fifty years old and fifty-five years old.
R: That's a lot different.
M:Yes. Much different.
R:Yes.

Workers\IW8 factory_ 23July2019: 157 - 184 (0)

R: So what did dad get sick for the first time?
M: It's the heart.
I: Heart disease.
M: Heart, heart disease is not good.
I: I have a bad heart.
R: Were you hospitalized?
M: Same, I am hospitalized.
I: The doctor said his heart didn't have any power. She said his heart didn't have power.
R: Can you help him put that one? Because that's what my husband is doing.
M: Well, my father was hospitalized in 2016 for a month.
R: So the heart has no strength.
M: Yes, I have no strength.
R: Then they didn't help him pretend?
M: I don't have any money.
R: Oh, because... doesn't Indonesia have health insurance?
M: It's different.
R: There is no such thing. Put it in.
M: It's different. It's from Taiwan. It's really hard. What's wrong with Indonesia? It's all about money. What is money?
R: Because my husband said that renting in Taiwan is very expensive if you don't have health insurance.
M: This is very expensive.
R: Do you have health insurance now?
I: There is no health insurance in Indonesia. The health insurance is for relatively inexpensive medical treatment. You can only use the health insurance. Otherwise, you have to pay for it out of pocket. And he is very aware that not every hospital can use health insurance, and some will not accept it.
R: It just depends on the hospital.

Workers\IW8 factory_ 23July2019: 728 - 750 (0)

Q: Have you ever experience any sickness or illness in Taiwan? Even the smallest one?

A: Thank God, I never have severe sickness but sometimes I have cough, cold, or fever while the weather is changing.

Q: How do you deal with it?

A: I directly go to pharmacy to buy the medicine using my own money, not using the money which my boss given for buying daily necessities.

Q: So, where is the pharmacy?

A: Near by the 7-11.

Q: Have you met a doctor in Taiwan?

A: I went to see the doctor once. At that time I bought medicine from the pharmacy but probably it is not suitable for me, so I was recommended to see the doctor in the clinic nearby here.

Workers\IW13 carework_ July2019: 178 - 185 (0)

A: Thank God, I am always healthy.

Q: Do you have any difficulties in communicating with the physicians?

A: It seems like no. The doctor said, “Hello, miss. What would you need?” “I got a cold,” said I. “The taking care work is heavy, isn’t it?” said she. I told the doctor that I got a cold because the weather in Indonesia and Taiwan is different because here it sometimes very cold or very hot. Then she asked me to prefer an injection or not. For me if my cold is getting worse, I prefer the injection. But if it can be solve by eating medicine, so I prefer the medicine.

Q: Do you know anyone or friends of friends who got pregnant in Taiwan during her working time?

A: No, never.

Workers\IW13 carework_ July2019: 187 - 191 (0)

Q: Because this sessions is about the service or policy you consider is important. Do you have any suggestion for changing the policy like provided interpreter in hospital?

A:Even if there’s no Indonesian service, for me, it’s free because now Indonesians in here are quite smart speaking in Chinese.

Q:Chinese and Bahasa Indonesia are both important, right?

A:That's right. Moreover, when we are sick, doctors and (someone) all understand it. This place is good!

Workers\IW13 carework_ July2019: 220 - 223 (0)

2) Current Taiwan based agency:

I know my agency is a big agency, that is what the workers know. This construction company has so many different construction sites. Sometimes we get sent to several different sites and other workers sent to our work site.

When I first arrived in Taiwan, they took me to do a health check, then immediately they took us to the work-site dormitory.

100 Baht for in Taiwan, but I had to pay for it. I do not know for what.

ARC- paid in Taiwan.

Health check- I also had to get another one and pay in Taiwan.

Good:

Bad:

I have never changed my agency, but after my contract was over in 2017

I had to return to Thailand to restart my contract and pay the placement fee again. I returned in 2019.

My agency does not give me good service; when sick I get charged mooney, 1,300NT for each trip that takes only 20mins to drive to. I have headaches and cannot feel one side. Sometime I get charged 1,700NT for transportation to the hospital. Why is it necessary to pay this amount of gas money, it is too much. The interpreter said that because his ailment was not directly related to work injuries, so there was extra costs fot taking him to the hospitals. I do not know if this kind of sickness is due to work or other things. I work in the full heat and sunlight.

Do you think you might have stroke symptoms?

I do not know too. But I do not know. But this is the thing I really do not like, I already pay 1,800NT per month that first year and now I paid 1,700NT. Why do I have to pay more for transportation to the hospital? It is necessary for me to go, why do I have to pay extra. I do not think it is fair.

3) Current interpreter: My interpreter charges me gas money, 1,300NT each time to hospital; but he charged every single time. But I have never complained to the agency about this, but I just pay it. I really feel it is unfair, but feel I cannot complain.

40:59min

Workers\TW2 Construction Worker_10May2020: 17 - 17 (0)

After the first and second year there were some good stories as many workers requested to go back more often therefore the supervisor had become softened and scolded me less. Regarding my health condition, partially I was sick due to stress back at home then later here in Taiwan I got problem with my backbone during the beginning of the second contract then again recently. The first time that I got sick from this the pain disappeared without me taking any medicine. Then I have not received any pain form this for almost two years then the pain has returned again last year. I have been in pain for about three months and hospitalized thrice until now. Regarding communication with the doctors, I was able to understand some of the language however the interpreter was unable to help me out communicating with the doctors all the times as they made the excuses that they were not available. This caused some barriers for me to communicate with the doctors. When I asked the interpreter if he/she could escort me to the hospital they told me to go another day instead. I think that they are quite responsible at a certain level but sometimes they were irresponsible. I do not know where the interpreters live. When I am sick, I have to inform my supervisor so that she could fetch the interpreter to escort me to the hospital. If I could not endure the pain any longer, I would go to the hospital myself and acquired the medication needed. In Taoyuan, I went to see the doctors thrice.

In Tong Lee, I went there twice therefore there were a total of five visits to the doctor. Each time I had to use the health insurance card with an additional fee of 200, followed by 150 for each following visit respectively. Regarding the work condition, due to the nature of my work sitting and sowing all the time, the pain received from this is considered mild and could be relieved from muscle relaxants or warm water. I have to pay for my own annual health check to the agent at the amount of 2,000 in which the employer would get the agent to escort me to the hospital. The health check involves the regular blood, pressure, urine and stool tests including X-Ray. If a friend got pregnant, we have to inform the agent to escort her to the hospital. Recently there was a worker who got pregnant for five months and she decided to go back to her country. It depends on the employers whether to terminate contracts of pregnant workers but in all cases if workers are pregnant then they have to go back to their country.

From what I read and understood from the Taiwanese law, pregnant workers are eligible to give birth here but from what I have seen they mostly returned back to their originating countries to give birth. There are birth controls, equipment, family planning and contraceptives available at the clinics or accesses at local pharmacies without any problem.

Workers\TW4 Factory Worker_28July2019: 28 - 29 (0)

The status which I enter is as a migrant worker to assist their industrial needs and not as a resident who marries a local. If I have stayed here for 12 years then I would like my children to come visit me but I would not want them to work here in Taiwan. This also depends to them of what they want to do here. I want to stay here until retirement but I would probably stay here until I'm a little over 50. There are workers who also retired before they have turned 60 as they have had many years of work already. If I am sick then I would have to see the doctors.

I have pain with my back and my legs so I went to the doctor to get the muscle relaxant injection for a cure. I do not know what the doctor injected me with. The agent brought me to the doctor the first time then I had to visit the doctor by myself after that. The clinic does not have interpreters as they use translation application on the computer instead. I have never tried using the hotline 1955 for an interpreter as I asked another junior worker who could speak Chinese to communicate with the doctor. The clinic is not far away from the factory and it is approximately 2 km away but the hospital is quite further away into the town and I have to write proper documentation prior to having an interpreter escort me there. I mostly get headache from all the lights and I do not use glasses as I am still able to clearly see. If it's dark I am able to request the supervisor to add more lights.

Workers\TW5 Factory Worker_4Aug2019: 28 - 29 (0)

I think that each worker has different agent from different companies. But are the workers working here legitimately? I think that, if possible, the agent fees should decrease but I think the agents would not consort to having no interpreters as most of the new workers still need reliance on the interpreters to help them with errands, communication and commute to the hospitals. Even if I can speak some Chinese it is difficult for me to understand all the terminologies used by the doctors as all the terms are specific and fixated to the different types of medications and clinical procedures.

Workers\TW9 Factory Worker_4Aug2019: 23 - 23 (0)

Regarding health, sometimes I got cold fever and fatigue from work.

The living complex has windows and I think that it is adequate as my factory is a large factory. For his company he had to clean everything by themselves but for my company all had to be maintained as there were frequent inspection by the office of public health.

Workers\TW9 Factory Worker_4Aug2019: 26 - 27 (0)

Interviewee: Still not heavy.

Interviewer: Yes.
Interviewee: What is normal and normal?
Interviewer: Yes, do you have any health problems?
Interviewee: Not much. Is a normal cold and fever
Interviewer: Yes, but what diseases do you have?
Miss Nam: No
Interviewer: Yes, and it's a woman. Menstruation time Is it difficult when you work?
Interviewee: There are some.
Interviewer: Yes.
Nam Khun: It was the time of the car, she was going to push the car (46.17)
Interviewer: Yes.
Nam Khun: There will be some because the cars are big (46.20)
Interviewer: Yes.
Interviewee: It's fine.
Interviewer: Is it possible to take a leave from work and have a stomachache unable to go to work?
Interviewee: Most of the time, this kind of thing doesn't get much goodbye. Unless the pain is very painful, will leave.
Interviewer: Yes.
Interviewee: I can't go, I will leave.
Interviewer: Yes.
Mr. Nam: Goodbye
Interviewer: Yes, and at our office. And when the woman is Are the workers all women? Or have men too
Nam: Men are Indo
Interviewer: Yes.
Interviewee: Thai women Women also have Thai people.
Interviewer: There are no Thai men at all.
Interviewee: There are Thai people, but they are in the department.
Interviewer: I am in different departments. May I ask if it is a woman? If pregnant workers can still work?
Interviewee: You can do this if you don't know.
Interviewer: Yes.
Interviewee: If the stomach has not grown If the stomach is already growing, he will not do it.
Interviewer: Yes.
Interviewee: Just had to see Just returned in a month ... (47.23)
Interviewer: Yes.
You water: Five, six months pregnant.
Interviewer: Yes.
Interviewee: He sent back, he gave back.

Interviewer: Where people, Indonesian people or Thai people?
Ms. Nam: Titanium people.
Interviewer: Thai people in this area, right?
Interviewee: Well, come to the younger ones to check. Go to have a disease exam at the hospital
Interviewer: Yes.
Interviewee: He rarely checks the urine.
Interviewer: Yes.
Interviewee: He rarely examines anything, he just asks if he is pregnant and does a regular check, but the doctor in Thailand has all checked
Interviewer: Yes, it depends on where.
Interviewee: Yes, it depends on where you are confused.
Interviewer: Yes, and I don't check. How do you know if you're pregnant?
Interviewee: Yes, I said.
Interviewer: Yes.
Interviewee: To reach, just to interview that Are you pregnant or not?
Interviewer: Yes.
Interviewee: How will he answer if he or she doesn't have a urine test?
Interviewer: Yes.
Interviewee: I said there was no one.
Interviewer: Yes.
Interviewee: Like wrong, but we're not all wrong.
Interviewer: Yes, if he asks first then he answers no. And went to have a urine exam
Interviewee: Yes, we asked the doctor. The doctor said that he was not pregnant.
Interviewer: Yes, but I didn't check the urine.
Interviewee: I haven't checked at all.
Interviewer: Yes.
Interviewee: When you went to check the disease
Interviewer: Yes, then I don't know at all.
Nam: Yes
Interviewer: If you say you are not pregnant, you will not have any problems.
Interviewee: None.
Interviewer: Yes, and the person with whom he has a girlfriend, what does he have to find contraceptives? The drug control pills injected like this Does he use it?
Interviewee: He should have taken it from our home.
Interviewer: Yes.
Interviewee: Then sprayed on the bag to deliver.
Interviewer: Yes.
Interviewee: Let the sisters send them to you.
Interviewer: And he doesn't buy it around here at the pharmacy?

That it cannot be bought
Interviewee: Most of Jek's items are probably not able to eat.
Interviewer: Yes.
Interviewee: Jek's stuff is stronger than that of Thai people.
Interviewer: (laughs)
Interviewee: Because you never eat.
Interviewer: Not hyung, just want to know Because it's a woman Women have pregnant He might want to get pregnant Or if he controls it and it mistakenly or not, we don't know.
Interviewee: Missed
Interviewer: But most of the time, they go and look for each other. Those pills like this
Interviewee: He has to control, but what it has is a mistake, I think

Workers\TW10 Factory Worker_4Aug2019: 1142 - 1225 (0)

health care needs neglected	Interviewer: Yes, are the workers complaining that they rarely use the agency's interpreter but they have to pay a fee? Are they complaining? TI1: This one has Interviewer: A thousand eight, a thousand seven, a thousand five, something like this. TI1: Yes, but hey, maybe he took me for a checkup. Interviewer: Yes. TI1: Let's say you're sick and take him to the hospital. Interviewer: Yes. TI1: The agent will also collect the car fare. Interviewer: Yes. TI1: But for these things, I think the agent has the right to collect. Interviewer: Yes. TI1: Because we will renew the contract. is that we don't have to go back	Q2 Because even like the chef and everyone working on the ship, they drink from the same water resources and they eat the same food so..., ok, 16-B? Q1 Yeah. Q2 So, what is the relationship between the center here and nearby clinics or institutions and labor unions? Is it because there are some language barriers, so sometimes there are interpreters or dormitories? Supervisors, they don't want to take migrant workers to see doctors or some health resources or medical resource issues.]. A I think most of them will take care of themselves, but a few of them, one or two, are the kind of contract	AJ: did he go to Indonesian embassy in Taiwan? E: do you have ever go to KBRI, Indonesian office in Taiwan A: no never E: Have you ever get sick? What kind of sick? A: I got flu, because of the different weather condition. We stay in the sea for 6 until 7 months. In the land, there is a rain, I got sick E: do you have problem with the sleep? A: no, usually we sleep for 7 hours, if there is no much fish, we can sleep more, but its depend on individual E: if you are sick, they give you medicine A: yes, they give us medicine E: He never experiences

Interviewer: Yes.
TI1: You can continue here. And we don't have to pay for the contract.
Interviewer: Yes.
TI1: And now the agent relies on time, then that's fine. That is, when she goes for a diagnosis, she goes to the doctor.
Interviewer: Yes.
TI1: If the company calls for the agent to pick it up, it's pay for the car he came
Interviewer: Yes.
TI1: But if the clinic around here is not required to take you, that's it.
Interviewer: Yes, but it is, but if the agent takes it, it means
TI1: You have to pay for the car.
Interviewer: You have to pay for the car.
TI1: Yes.
Interviewer: Agent.

workers from agency companies who should be eliminated. Their management is not that good. So at this time, the fishermen came to us for help. , for example, one of us was bitten by a dog or had toothache, so we took him to see a doctor nearby. He was fine, it was just a minor illness. I think the bigger problem is that, for example When acute renal failure or some serious illness occurs on a ship, usually the shipping company will not actively help treat them, but actively send them back without treatment, which will become more serious.].

NGO/Unions/CBO\NGOT03 Stella_3Aug2019: 401 - 439 (0)

Workers\ IW1 Fisherman Longshore_3Aug2019: 196 - 205 (0)

I2: How about the health issue? Do they have problem?

I1: Does your life run well?
R: Hahaha…it is ok
I1: Do you go to the beach? How about girl? What do you do?
R: I don’t think about it. No money, no travelling
I1: Because they are single. They do not think about this.
I2: In the boat, if someone is sick, what do they do?
I1: If someone is sick, how is it?
R: Medicines are available.
I1: Who give it?
R: From boat
I1: We have the medicine box. Inside there are medicines. If someone is sick, the medicines are given to them.

TI1: This one is different.
Interviewer: This is it.
TI1: This is, this is what it is. I pay for the service every month. So why do I have to pay? Why do you have to pay for this?
Interviewer: Yes.
TI1: I said that this one is. it's like
Interviewer: Yes.
TI1: He can keep it.
Interviewer: Yes, and did the workers complain that Paying a thousand eight, seven thousand, five thousand before calling each time before coming here late Do you have anything like this?
TI1: This one has
Interviewer: Yes.
TI1: But I had to explain to him.
Interviewer: Yes.

I1: Still, the underwear is not changed. Crazy people…
I2: Who choose the medicine?
R: Hahaha…
I1: Crazy Java
R: Finish brother?
I2: I ask who decide the medicines that this is for these and this is for those.
I1: Who give the medicine? That this medicine is for him, this medicine is for that.
R: Captain
I2: Oh… the captain. Captain is being the doctor in the boat.
I1: Being a doctor is ok, being a captain is ok. Cooking is ok
R: Cooking is no

Workers\ IW2 Fisherman Shorthaul w/ IW3_3Aug2019: 367 - 389 (0)

ID

Because he said that his working environment was iron-clad, and then he worked -

	TI1: But we can't say that we're taking sides with the agents. Interviewer: Yes. TI1: We have to explain. Let's say she goes to the doctor. Interviewer: Yes. TI1: Maybe his agent is over there and he has our information. Interviewer: Yes. TI1: I'll go, he'll go like, go, as if registering for us to see a doctor. Interviewer: Yes. TI1: He'll make an appointment for us first. Interviewer: Yes. TI1: It's like making a reservation. Interviewer: Yes, because it doesn't. TI1: Because as soon as you arrive, you can go to the doctor. Interviewer: Yes. TI1: He has already booked the queue so he	1:47:50~1:48:00 cannot be heard clearly (talking at the same time) R So did you wear gloves? I have R Do you have earplugs in your ears? ID Yes, the factory asked him to wear it, but he rarely wears it. R No, you tell him to wear it, because it will affect his ears in the future, and it will hurt him. If it is uncomfortable, he should still wear it. (in translation) R So the factory issued him these earplugs, but did you tell them why he should wear them? I It was explained that there will be noise in the environment here R If he doesn't wear it, will his team leader ask him to wear it? ID

	will come back to pick us up. Interviewer: Yes. TI1: Our queue can be faster. Interviewer: Yes. TI1: Otherwise we will have to wait a long time. Interviewer: Yes. TI1: This one has to have some complaints. It's normal. Interviewer: Yes. TI1: Mostly if it's our factory, the only thing they complain about is going to the doctor. Interviewer: Yes, complain about going to the doctor. TI1: Yes, but then he's really sick, so I'll ask. Because if he is sick, then he must report to the chief and the chief will tell the government. Interviewer: Yes. TI1: Then the administration asked	Yes, the team leader will ask him to wear it, but he says he will be very uncomfortable with it. R But this is very important, because yes, because he is still young now, but it will be very important in the future. (in translation) R So he would work immediately after being discharged from the hospital or would he have rest? ID Have a rest in the dormitory R Did Zhong Zhong provide him with assistance at that time? Or was it the boss? ID Boss, there is no agency, but the boss has assistance R What kind of assistance did the boss provide him? ID He said he was given money and told him to buy food.

	him to ask what was the cause of this sickness? Interviewer: Yes. TI1: And will he go to the doctor? If that's the case then I have to ask, she's not feeling well and she'll go to the doctor. Will you go to the clinic or go to the big hospital? Interviewer: Yes. TI1: If you go to the clinic, I'll take you. But if you go to the big hospital, you have to wait for the agent. Interviewer: Yes. TI1: It's not that she called ten minutes and the agent arrived, it was impossible. I mean, how far is it? Interviewer: Yes. TI1: Well, the problem is like this. Interviewer: Well, some people get sick and become impatient. TI1: Yes.	R He actually has that, because they have labor insurance, maybe? (in translation) R Do they all know that they have labor insurance? (in translation) ID they know R Then they know that because they have a labor insurance relationship, for example, how many days of sick leave he has every year, his salary cannot be deducted. Let me check the number of days. Do they know? I They didn't know, he only knew now R Now let me check how many days it is, and they know that because they have labor insurance, they can take a few days off every year, which is called annual leave, but the boss still has to pay them a salary.

Interviewer: Five minutes, ten minutes is a long time.
TI1: This is that if we compare ourselves to being sick, we would like to see a doctor soon.
Interviewer: Yes.
TI1: I'll be honest, I ate it once.
Interviewer: Yes.
TI1: Since then, I've been scared.
Interviewer: Yes.
TI1: Well, I'm scared, it's not that. Well, I feel that I'm sorry.
Interviewer: Yes.
TI1: It's, it's sick.
Interviewer: Yes.
TI1: At that time, I didn't have this right.
Interviewer: Yes.
TI1: Well, she's sick, we can't take her to the doctor. We don't have this right.
Interviewer: Yes.

Workers\IW5 factory (w/6, 7)_ July2019: 1347 - 1396 (0)

Q: What do you mean by just soso?

A: I mean if there is medical check-up or extend the ARC, I just call the agency.

Q: Beside medical check-up or extend the ARC, does your agency provide any other service?

A: They helped me when I came here at the first time because I didn’t know anything here. They also informed us about the rules in workplace that we can not use our cellphone during working hours.

TI1: But we were still new here before.
Interviewer: Yes.
TI1: Three years ago.
Interviewer: Yes.
TI1: I came to Taiwan. Well, he's sick, he's in a lot of pain. he has appendicitis We didn't know he was sick.
Interviewer: Yes.
TI1: He told us to call the agent. We told you how to call the agent. It's now 3am, 4am, 5am.
Interviewer: Yes.
TI1: It's three, it's four.
Interviewer: Yes.
TI1: Take me to the doctor. We didn't dare to take it because he didn't give us that much rights.
Interviewer: Yes.
TI1: Because during that time I was also a guard.
Interviewer: Yes.
TI1: At that time I was also a guard.
Interviewer: Yes.

Q: How about if you were sick? Did your agency help you?

A: No, because the agency is far in Taipei.

Workers\IW9 factory_ July2019: 78 - 83 (0)

After the first and second year there were some good stories as many workers requested to go back more often therefore the supervisor had become softened and scolded me less. Regarding my health condition, partially I was sick due to stress back at home then later here in Taiwan I got problem with my backbone during the beginning of the second contract then again recently. The first time that I got sick from this the pain disappeared without me taking any medicine. Then I have not received any pain form this for almost two years then

	TI1: At 3 am, he came down. and don't know what to do, call the agent If calling a taxi, I don't know how they will communicate again. Interviewer: Yes. Mr. Guang: So I called another friend who speaks Chinese. Interviewer: Yes. TI1: So let that person take him to the doctor. and later found out that he had appendicitis This made me feel that I was very hungry. Interviewer: Kinnaeng TI1: Well, why do we? Interviewer: It's good that the appendix didn't rupture. TI1: That's right. Then come to me. If someone is sick, I will take you immediately. Interviewer: Yes. TI1: But we have to ask permission from his leader.	the pain has returned again last year. I have been in pain for about three months and hospitalized thrice until now. Regarding communication with the doctors, I was able to understand some of the language however the interpreter was unable to help me out communicating with the doctors all the times as they made the excuses that they were not available. This caused some barriers for me to communicate with the doctors. When I asked the interpreter if he/she could escort me to the hospital they told me to go another day instead. I think that they are quite responsible at a certain level but sometimes they were irresponsible. I do not know where the interpreters live. When I am sick, I have to inform my supervisor so that she could fetch the interpreter to escort me to the hospital. If I could not endure the pain any

	Interviewer: Yes, but sometimes, we don't know. TI1: It's not because I ate it. because we are not feeling well Interviewer: Yes. TI1: And it hurts? Interviewer: Yes. TI1: We said yes. show that when he Shows that when this person is sick, he will Interviewer: Yes. TI1: It feels like us right now. Interviewer: Yes, because sometimes we Some people are sick and want to see a doctor. TI1: yes Interviewer: Five minutes is a long time, ten minutes is a long time. TI1: Yes. Interviewer: Half an hour is a long time. If it's	longer, I would go to the hospital myself and acquired the medication needed. In Taoyuan, I went to see the doctors thrice. In Tong Lee, I went there twice therefore there were a total of five visits to the doctor. Each time I had to use the health insurance card with an additional fee of 200, followed by 150 for each following visit respectively. Regarding the work condition, due to the nature of my work sitting and sowing all the time, the pain received from this is considered mild and could be relieved from muscle relaxants or warm water. I have to pay for my own annual health check to the agent at the amount of 2,000 in which the employer would get the agent to escort me to the hospital. The health check involves the regular blood, pressure, urine and stool tests

	usually half an hour or an hour, it's fine. TI1: If at a big meeting, I have to tell Thai people that if you're sick, you can call me. Interviewer: Yes. TI1: But you have to choose whether you go to the clinic or go to the big hospital. Interviewer: Yes. TI1: If you go to the clinic Interviewer: If you go to the clinic, I take you. TI1: Yes. Interviewer: (laughs) TI1: This is for a moment and we can go. Interviewer: Yes, it's not far from the factory. TI1: It's not far from here. Interviewer: Oh. Interviewee: Not far. Interviewer: Not far. Do we have a car? Or how do we take it?		including X-Ray. If a friend got pregnant, we have to inform the agent to escort her to the hospital. Recently there was a worker who got pregnant for five months and she decided to go back to her country. It depends on the employers whether to terminate contracts of pregnant workers but in all cases if workers are pregnant then they have to go back to their country. From what I read and understood from the Taiwanese law, pregnant workers are eligible to give birth here but from what I have seen they mostly returned back to their originating countries to give birth. There are birth controls, equipment, family planning and contraceptives available at the clinics or accesses at local pharmacies without any problem.

	TI1: The company will let us drive. Interviewer: Oh, can we drive? TI1: Yes. Interviewer: TI1: If not then Sometimes we will ask him to take the car to deliver because the parking lot is hard to find. Interviewer: Yes. TI1: We accidentally parked and got fined again. Interviewer: (laughs) Interpreters\TI1 Thai Interpreter_29July2019: 1159 - 1309 (0)	Workers\TW4 Factory Worker_28July2019: 28 - 29 (0)

Quotes below are Document group=Workers (N=46)

I want them to diminish the interpreter agencies as I think that they are useless as they are in actuality working for the employers therefore there is no reason to pay the interpreters while it is the responsibility of the employers to cover all the costs for the workers. The interpreters are not really helping us with anything. Even when we are sick, we still have to wait for them to escort us. In the three year of the contract working here I hardly see the interpreters. If the interpreters' task is only picking and dropping us off at the airports then it is obsolete to pay the interpreters but using taxis instead would have been better. I want the interpreters to see the importance of immigrants working here. They should at least check on us at least once a month for any updates, follow ups, or jobs-related problems instead of waiting for the workers to request for assistances. In regard to the working conditions, sometimes I wanted them to interpret what I want with the employers but they did not interpret what I requested but rather interpreted the verbal scold the employer or what the employers' needs instead.

Workers\TW4 Factory Worker_28July2019: 32 - 32 (0)

When we requested the agents, who are interpreters to escort us to the hospitals they showed up later or saying that they were not available. In severe cases, the director assistant is the one taking the workers to the hospital as the agents always claimed that they were not available and told us to wait. The interpreters working for the agents are Thais with vehicles to come and pick us.

20:12

The agents also have escort services. About three years when I was sick, the agents escorted me everywhere and they did not charge any additional fees. I have used the service about three years ago to have them escorted me to have my nerves checked.

Workers\TW5 Factory Worker_4Aug2019: 14 - 16 (0)

Interviewee: Still not heavy.

Interviewer: Yes.
Interviewee: What is normal and normal?
Interviewer: Yes, do you have any health problems?
Interviewee: Not much. Is a normal cold and fever
Interviewer: Yes, but what diseases do you have?
Miss Nam: No
Interviewer: Yes, and it's a woman. Menstruation time Is it difficult when you work?
Interviewee: There are some.
Interviewer: Yes.
Nam Khun: It was the time of the car, she was going to push the car (46.17)
Interviewer: Yes.
Nam Khun: There will be some because the cars are big (46.20)
Interviewer: Yes.
Interviewee: It's fine.
Interviewer: Is it possible to take a leave from work and have a stomachache unable to go to work?
Interviewee: Most of the time, this kind of thing doesn't get much goodbye. Unless the pain is very painful, will leave.
Interviewer: Yes.
Interviewee: I can't go, I will leave.
Interviewer: Yes.
Mr. Nam: Goodbye
Interviewer: Yes, and at our office. And when the woman is Are the workers all women? Or have men too
Nam: Men are Indo
Interviewer: Yes.

Interviewee: Thai women Women also have Thai people.
Interviewer: There are no Thai men at all.
Interviewee: There are Thai people, but they are in the department.
Interviewer: I am in different departments. May I ask if it is a woman? If pregnant workers can still work?
Interviewee: You can do this if you don't know.
Interviewer: Yes.
Interviewee: If the stomach has not grown If the stomach is already growing, he will not do it.
Interviewer: Yes.
Interviewee: Just had to see Just returned in a month ... (47.23)
Interviewer: Yes.
You water: Five, six months pregnant.
Interviewer: Yes.
Interviewee: He sent back, he gave back.
Interviewer: Where people, Indonesian people or Thai people?
Ms. Nam: Titanium people.
Interviewer: Thai people in this area, right?
Interviewee: Well, come to the younger ones to check. Go to have a disease exam at the hospital
Interviewer: Yes.
Interviewee: He rarely checks the urine.
Interviewer: Yes.
Interviewee: He rarely examines anything, he just asks if he is pregnant and does a regular check, but the doctor in Thailand has all checked
Interviewer: Yes, it depends on where.
Interviewee: Yes, it depends on where you are confused.
Interviewer: Yes, and I don't check. How do you know if you're pregnant?
Interviewee: Yes, I said.
Interviewer: Yes.
Interviewee: To reach, just to interview that Are you pregnant or not?
Interviewer: Yes.
Interviewee: How will he answer if he or she doesn't have a urine test?
Interviewer: Yes.
Interviewee: I said there was no one.
Interviewer: Yes.
Interviewee: Like wrong, but we're not all wrong.
Interviewer: Yes, if he asks first then he answers no. And went to have a urine exam
Interviewee: Yes, we asked the doctor. The doctor said that he was not pregnant.
Interviewer: Yes, but I didn't check the urine.
Interviewee: I haven't checked at all.

Interviewer: Yes.
Interviewee: When you went to check the disease
Interviewer: Yes, then I don't know at all.
Nam: Yes
Interviewer: If you say you are not pregnant, you will not have any problems.
Interviewee: None.
Interviewer: Yes, and the person with whom he has a girlfriend, what does he have to find contraceptives? The drug control pills injected like this Does he use it?
Interviewee: He should have taken it from our home.
Interviewer: Yes.
Interviewee: Then sprayed on the bag to deliver.
Interviewer: Yes.
Interviewee: Let the sisters send them to you.
Interviewer: And he doesn't buy it around here at the pharmacy?
That it cannot be bought
Interviewee: Most of Jek's items are probably not able to eat.
Interviewer: Yes.
Interviewee: Jek's stuff is stronger than that of Thai people.
Interviewer: (laughs)
Interviewee: Because you never eat.
Interviewer: Not hyung, just want to know Because it's a woman Women have pregnant He might want to get pregnant Or if he controls it and it mistakenly or not, we don't know.
Interviewee: Missed
Interviewer: But most of the time, they go and look for each other. Those pills like this
Interviewee: He has to control, but what it has is a mistake, I think

Workers\TW10 Factory Worker_4Aug2019: 1142 - 1225 (0)

A: If anyone got a severe injury, we would call the supervisors or our team leader to take that one to the hospital. The broker just arrived to handle the procedures after we came back from the hospital.

N: Was this one Vietnamese or Taiwanese?

A: Vietnamese.

Workers\VW2 Factory Worker_30July2019: 184 - 186 (0)

access to health care, coverage, insurance (+)		Q: I think that the most difficult condition is the language barrier, the health issue about the language whether they can explain the illness and they feel uncomfortable and what you want to tell the doctor tell him about the health issue A: About this problem, I will be take care of my own work, I will keep this touch in the Line with The Line Internet, I say it to them, I'm 24 hours for your teacher as your teacher interpreter if you necessary to connect me even your family in Indonesian or your family in the Philippine have the problem you need to be stayed with me the truth, I will be helping you to resolve	Under the Taiwanese law for retirement, if the workers were born before 2505 (1962) then they could retire at 60 but if they were born after 2505 (1962) then they are eligible to retire at 65 years old. There are cases like this every week in which we have to process documents to ensure that the retiree receives the retirement benefits. For instance, 100,000 TWD into his account. They have to receive this at the labor insurance fund department at the ministry of labor in Thailand. In emergency cases, such as accident the workers may be reimbursed for the expenses here, but if they are sick due to health issues, then they could use the health insurance fund in Taiwan. These are the two things that employers have to pay in Taiwan. But these kind of benefits are not available in Thailand[it is	I give you an example of prohibiting locals to associate with the undocumented--- This Taiwan worker has 2 kids with an undocumented Indonesian woman worker; they had a home birth and no money; the Taiwan worker got a 10,000NT fine for being undocumented per person; with possible 5-6 years in prison; NGO/Unions/CBO\NGOT01 TIWA_23March2020: 25 - 25 (0) Hospital and clinics not sure how they are involved. If the worker is injured, then the worker is forced to pay back employers and agency who pay their hospital bills. T: 1) will inform the worker about what is covered by law; 2) we will visit worker to see if	My present employer is very kind to me. If I am sick, they usually ask me to go to the hospital. I am already working for them for almost three years and since the beginning they treat me well. When I got sick, they gave me money to go to the hospital but I do not always go because they also give me medicine. They gave me 1000nt when my back hurt. I paid 2000nt and 1000nt was my employer's share. Workers\F01-Caretaker_9July2019: 49 - 49 (0) I did not experience any serious illness. I had influenza before but it was not that serious and I get well because I had it checked up right away. However, there was a time that I was confined at the hospital because of back pain due to the heavy weight of my employer. But if I have fever, I just take

all your problem because I think I'm your mothers in here, your near mothers, not your mum at least I am mom gosh, okay, because if you not stay in the truth with me how I can solve all your problem, how I can know who you are, how I can help you, you are see even you have the boyfriend, even you are become the hawker you get money is OK for me there is nothing, not my problem but I want you know I'm your heart and be honest, if you lie add to me once I give up that is my nurture, is the truth.
Q: You know that for the Thai worker, sometimes they have a problem if they go to see the doctor and they cannot communicate.

not part of our system], but hopefully there would be soon. The advantage of Taiwan is that workers are provided with social security funds which is in the amount of five months of their salary, if they stay in Taiwan for five years--- this is not severance pay, but retirement labor that takes the form of social security benefits. This is similar to Thailand's social security funds but in Taiwan it is called the retiree funds. For Taiwan, if the workers are 60 years they could request for this fund as a labor benefit under the social, something like that.

MOL Taiwan & Country Attaches\MOLThai1_5AUG 2019: 73 - 73 (0)

In comparison to workers immigrating to other countries, the worker ages here are higher as there is no

the employer is doing their obligations for the hospital coverage; 3) will help worker demand their rights and their coverage by their wages they will go to MOL- Labor Bureau / insurance office is separate/ many times we need to go to labor court---
Agencies pressure workers to go back before case is completed, T will continue.
T attorneys are from Fa Liu Jing Jing Hue- is the lawyer organization --- individual attorneys who do pro-bono
T staff… United Way;
NGO/Unions/CBO\NGOT01 TIWA_23March2020: 31 - 36 (0)

The Alien Resident Card system is complicated and especially health

water therapy and if I have colds, cough, and headache, I get well by taking water and vinegar, there's really no need for a doctor. I just put vinegar on my head when I have a headache.

Workers\F01-Caretaker_9July2019: 67 - 67 (0)

I think I do not have any assistance that I get from my broker and employer. Because before when I had a miscarriage here in Taiwan, I did not receive any assistance from them. I had the miscarriage last 2003 because I believed that it was a sign given to me by my child that my partner was cheating on me. I had the miscarriage at 4 months into the pregnancy. My broker did not help me and instead he wanted me to go home right away. I had the D and C procedure in August and

A: I say it before, if you go to see the doctor, please call me, say it mam, I want to see the doctor about 15 minutes I will be arriving doctor after that when you arriving doctor you call me, I will know and number, I will be in there, how many longer you will be with the doctor, when he arrived I will be asked her what list is order again helping her with communication with the doctor with the Line.

Interpreters\II1 Indonesian Interpreter_3Aug2019: 131 - 134 (0)

Q: Yeah but I think that we need to compromise the view and if they pay what is the benefit they get the complaint is that only sometimes they called the interpreter but the interpreter just said that they are not available right now maybe in the next few days they will come they not come

limit to the age that one can work.

Some that came here relocated back and forth between Taiwan and Israel. Regarding the health conditions of old workers in comparison to other countries, the statistic accumulated shows that each year there were about 30 males with heart attacks. There are about over 60,000 migrant workers in Taiwan. Of these 30 were people with severe health conditions or over drinking alcohol. For female workers, if they were impregnated, they would be deported back to Thailand. Once this occurred, we tried to cooperate with the hospital NGOs as the obstetric fees in Taiwan is very high. We gathered about 10% of about 100,000 to provide as cost as in Taiwan the workers are require to pay 10% of medical fees. For normal sicknesses the

problem or the pregnancy.

But I think most of our cases regarding health concerns are cancer cases are biggest problem, second to occupational accidents… It is hard to say if the cancer is from work or their own health pre-existing prior conditions.

For the past 3 years, so many workers who are Filipino have cancer, both women and men factory workers in a particular industrial park district… It is quite common for these factor workers to develop cancer.

In contrast, the other health concern are occupational injuries. Most of them break or cut of part of their leg or fingers… These are the most common occupational injuries.

Among workers who tend to get these kind o

my broker asked me to go home to the Philippines because my contract will end in May. I went back to Taiwan immediately and then I got pregnant with my second child but I gave birth in the Philippines.

Workers\F01-Caretaker_9July2019: 69 - 69 (0)

I also believe that the health service here in Taiwan is okay that's why it is also okay if there's none.

Workers\F01-Caretaker_9July2019: 77 - 77 (0)

I think it would be better if workers like me will have licenses. It's also nice to have labor rights education. It's nice to have a language training center. It's would be better to have APP where everything can be accessed easily.

	immediately when they getting ill, you know that the people want to go to see the doctor immediately because they feel that they are a very serious condition but no one helped them they pay for the broker fee you know that for the interpreter fee, agent fee but they still not get the service A: This time case you need to see both sides, sometimes the worker is just nothing how do you say it, the second is usually you do this one another worker when the worker is really sick, the agency said after, just being spoiled about that they didn't have this case before because I have this problem, I say today this worker is very heavy smoker, what was he saying, the agency said do you know this worker, I just bring him to the hospital two days ago, how would be saying like this, it's very bad, the doctor said it's	health insurance covers generally but for more complex operations and admissions 10% of the medical fees is needed. There are not many cases of complex operations but it got very tiring for us if this occurred. Some were fortunate and assisted by the employer, some were not assisted by the employers, some if sick outside of work reluctant by the agents or employers to send the workers back to Thailand. MOL Taiwan & Country Attaches\MOLThai2_30July2019: 23 - 24 (0) In intense cases, the ministry had requested to send them back for hospitalization but the ministry told us from interfering too much with the workers' welfares. If we did not interfere then how would we send the workers back. When we made arrangement for	of injuries, it is mostly Vietnamese migrant workers. In addition, migrant worker deaths are most serious… It is because factories work is dangerous. These are traditional factories with old equipment, old bosses who do not use safety standards… workers do not use the safety tools or masks if workers use safety equipement/tools, they buy themself employers do not provide nor teach safety, some of them do not know the safety standard themselves Taiwan there is also very little safety enforcement, the MOL have too little staff to check all the traditional factories and work places NGO/Unions/CBO\NGOT02HWC31July2019: 14 - 22 (0) Construction workers tend to be Thai and	It is better if the workers will have deeper knowledge about different cultures of the migrants here in Taiwan. There is also an urgent need to have a group for the abused women here so they will not feel alone. The health system in Taiwan is okay. It would also be nice to have a lot of translators here in Taiwan. Caretakers can usually go out only on Sundays that's why it

nothing, do you understand what I mean, he said I don't know, sometimes we are just become the interpreter we didn't see the place it's real, because they change, they chance, they change the translation because one agency not be safe become translation with them but if they need to call you. If you don't have time, they call the others. One company, one factory if you not be used everyday the same interpreter the same translation is mean that translation is no use

Interpreters\II1 Indonesian Interpreter_3Aug2019: 147 - 148 (0)

Interviewer: There are both agency interpreters. and factory interpreter

TI1: The agent's interpreter will work on the workers the employers and agents were trying to avoid giving us the fees, therefore we tried to seek supports from external NGO stakeholders such as EVA Air to support us of a little over 30,000. Thai Airways Foundation first avoided the support but as one of the cases was reported on the news, we requested the GM here and it was corresponded to the highest c-level in Thailand and they decided to reduce the travel fees of around 170,000 or 160,000 down to 110,000 baht. We reported of their assistances on the news via different channels including the ministry website. This was the case conducted called "Tan Hoi, Chat Chai". The ministry and the minister insisted us that we ought to try all possible means to send them back to Thailand for hospitalization. However, we tried to

Vietnamese… In the construction sector, we have a hard time accessing them. Because it is not simple to get into construction site. If we try, the employer does not let us inside. We will be exposed to construction workers only when they are injured in the hospital.

NGO/Unions/CBO\NGOT02 HWC31July2019: 51 - 51 (0)

would be better to have clinics open on Sundays. It would be nice to have alcohol and drugs education. If there's an APP where all the laws are there, it would be nice so that workers will know their rights.

Workers\F02- Caretaker_30July2019: 20 - 21 (0)

There are times that we meet minor accidents which can still be cured through medications.

Workers\F03- Construction Worker_28July2019: 16 - 16 (0)

If we get sick and it's urgent, our broker comes to see us. But if we can take care of ourselves, we do that on our own, especially since there's also medicine.

the sick side. or contact anything
Interviewer: Yes.
TI1: Because he doesn't allow me to take the workers far away. like a clinic near here
Interviewer: Yes.
TI1: But if you go, because there are no big hospitals in this area.
Interviewer: Yes.
Mr. Guang: If there is, then there, Zhong Liyuan.
Interviewer: Yes.
TI1: If that's the case, then let the agent take you.
Interviewer: Yes, Kuang is in charge of internal translation. What's the main problem in the factory?
TI1: Yes, for example, when receiving salary, OT is not right or anything like that.
Interviewer: Yes.

make is as transparent as possible by providing all the fees raised to the workers and gratitude for all stakeholders that were involved in assisting us.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 25 - 25 (0)

50:20

The special funding is to be provided in the last resort under the executive order in to help the workers as they have got to got to repay for the debts they owe to the employers or the brokers. There are laws which cover health insurance for the workers but the mentioned was the case which occurred outside of work. Accidents outside from driving are not covered by the insurance as the contracts were temporally. About 800 local workers are trying to flee the contracts.

Workers\F03- Construction Worker_28July2019: 18 - 18 (0)

It would be better if there are clinics that will open on Sundays since the workers have their day offs on Sundays. It would be nice to have seminars regarding drugs and alcohol.

Workers\F03- Construction Worker_28July2019: 21 - 21 (0)

I was brought to the hospital when I got sick.

I haven't heard of anyone getting pregnant at work that's why I don't know.

Workers\F05- Factory_3Aug2019: 26 - 27 (0)

I experienced going to a hospital here in Taiwan. But since I do not have an ID, the agency of my Indonesian co-worker

TI1: Yes.
Interviewer: This is our main job. But if you can take me to a nearby clinic
TI1: Yes.
Interviewer: But if you take it far away, it's the agent's job.
TI1: Yes.

Interpreters\TI1 Thai Interpreter_29July2019: 262 - 279 (0)

Interviewer: Yes, are the workers complaining that they rarely use the agency's interpreter but they have to pay a fee? Are they complaining?

TI1: This one has
Interviewer: A thousand eight, a thousand seven, a thousand five, something like this.
TI1: Yes, but hey, maybe he took me for a checkup.
Interviewer: Yes.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 26 - 27 (0)

What motivates them to work here? Admittedly Taiwan is a good labor market. Ok. Compare to other countries in Taiwan, employers are more compliant than other countries like the Middle East. Even in some countries particularly in Europe. Taiwan has lagged behind then, thus it is now catching up. Besides, it has good labor regulations and the salary is attractive to Filipino workers. Right now the minimum wage is 23,100NTD. And I think every year it has increment reasons why Filipino workers are enticed to land a job here. Therefore, it is very encouraging for the workers since the wage is higher than in other countries. Secondly, there are benefits included like health

helped me. I paid 700nt including the medicine.

Workers\F06- Offshore Fisherman_31July2019: 75 - 80 (0)

28:53 I brought some medicines with me from the Philippines. I just feel homesick because I have a family that I left home. I miss my child and wife, but I need to persevere.

29:22 I haven't gone to a hospital here in Taiwan.

Workers\F07- Offshore Fisherman_3Aug2019: 39 - 40 (0)

Because we are exposed to chemicals, it's difficult to breathe and there are also times that I have fever. I just take a rest because they do not bring me to the hospital. I went directly to the agency, I did not seek the assistance of the Employment Center. Before, I called up 1955 when they were picking

	TI1: Let's say you're sick and take him to the hospital. Interviewer: Yes. TI1: The agent will also collect the car fare. Interviewer: Yes. TI1: But for these things, I think the agent has the right to collect. Interviewer: Yes. TI1: Because we will renew the contract. is that we don't have to go back Interviewer: Yes. TI1: You can continue here. And we don't have to pay for the contract. Interviewer: Yes. TI1: And now the agent relies on time, then that's fine. That is, when she goes for a diagnosis, she goes to the doctor. Interviewer: Yes. TI1: If the company calls for the agent to pick it up, it's pay for the car he came	insurance, labor insurance, and compulsory health insurance. They are also covered by labor standard law. In the case of hospitalization or occupational accident, they are entitled to certain benefits. This particular law in Taiwan that grants benefits to our people enticed the Philippine government to allow them to get a job in Taiwan. These two agencies such as Philippine Overseas Labor Office (POLO) in Taipei and POEA that care about the welfare of the migrant workers see to it that there are health insurance, accident insurance, and the minimum wage, should be higher than they receive in our homeland or equivalent to the minimum wage of the host country. Those are mandated factors to observe in order to deploy manpower from the Philippines. So that is it.	on me and my friends also guided me on what to do. There are times that I really want to give up but I just try my best to be strong because of my family. Workers\F08-Factory_4Aug2019: 21 - 22 (0) 50:24 I got injured and had a suture while I was slicing meat. I just arrived here in Taiwan and my health card was not yet active because I just got transferred. The good thing that happened was that my employer shouldered all the hospital expenses. I have not experienced any form of verbal or physical abuse from my ward and employer. I also haven’t experienced being threatened of being deported because of my debts.

Interviewer: Yes.
TI1: But if the clinic around here is not required to take you, that's it.
Interviewer: Yes, but it is, but if the agent takes it, it means
TI1: You have to pay for the car.
Interviewer: You have to pay for the car.
TI1: Yes.
Interviewer: Agent.
TI1: This one is different.
Interviewer: This is it.
TI1: This is, this is what it is. I pay for the service every month. So why do I have to pay? Why do you have to pay for this?
Interviewer: Yes.
TI1: I said that this one is. it's like
Interviewer: Yes.
TI1: He can keep it.
Interviewer: Yes, and did the workers

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 32 - 32 (0)

LABA4 -MECO 2019 Dec11- Taichung Interview Part 2

Kenzi: How do migrant workers access from different sectors of the government? For instance, Could they join a union group and secure health insurance?

LABA4 : The Philippines sent its Philippine Overseas Labor Office (POLO) in Taipei to ensure the rights of workers to have mandatory health insurance from Taiwan's government and also protect the rights of the workers in any form. All employers are mandated to secure each worker under their supervision to a National Health

Workers\F09-Caretaker_27July2019: 25 - 26 (0)

Not anymore, because the health system here in Taiwan is already okay. It would be okay to have many translators. APP is okay if it’s legal so that access to employment and attending to complaints will be faster. I want my knowledge in Taiwanese to broaden, it’s okay not have every Sunday clinic. Education on alcohol and drugs is also okay. It’s nice if there are problems regarding empowerment, support system for women would be okay, as well as free space.

Workers\F09-Caretaker_27July2019: 36 - 36 (0)

In my first 3 months in the company, I had an accident where a foam fell over me and I almost lost my hand. It

complain that Paying a thousand eight, seven thousand, five thousand before calling each time before coming here late Do you have anything like this?
TI1: This one has
Interviewer: Yes.
TI1: But I had to explain to him.
Interviewer: Yes.
TI1: But we can't say that we're taking sides with the agents.
Interviewer: Yes.
TI1: We have to explain. Let's say she goes to the doctor.
Interviewer: Yes.
TI1: Maybe his agent is over there and he has our information.
Interviewer: Yes.
TI1: I'll go, he'll go like, go, as if registering for us to see a doctor.
Interviewer: Yes.
TI1: He'll make an appointment for us first.

Insurance Company. Workers are entitled to National Health Insurance and employers are mandated to enroll them for their medical protection.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 65 - 67 (0)

Philippine Labor Office POLO is composed of

OWWA, POEA, and DOLE. POLO manages the OWWA. If you notice right now, we have 8 personnel including the three locals in-charge of more than 150,000 workers in Taiwan.

Although in Taoyuan there is around 35,000. If for instance, 100 workers out of 35,000. Some of them encountered trouble like an accident, being hospitalized, abused, runaway. from the employer, These few

got swollen but the company was able to attend to my needs well, they sent me to the clinic and I had an x-ray. I was given 1 week and 3 days to rest so I can recover and I can come back fit to work. I think this company is okay. I have not experienced any delay in my salary yet.

Workers\F10-Factory_4Aug2019: 22 - 22 (0)

It is also a challenge not to have a Health Insurance because medical expenses are too costly.

Workers\F11-Restaurant_28July2019: 24 - 24 (0)

If we are at the port and I am sick, I inform my employer and he accompanies me to the health center. I just present my Health Insurance Card. But if

Interviewer: Yes.
TI1: It's like making a reservation.
Interviewer: Yes, because it doesn't.
TI1: Because as soon as you arrive, you can go to the doctor.
Interviewer: Yes.
TI1: He has already booked the queue so he will come back to pick us up.
Interviewer: Yes.
TI1: Our queue can be faster.
Interviewer: Yes.
TI1: Otherwise we will have to wait a long time.
Interviewer: Yes.
TI1: This one has to have some complaints. It's normal.
Interviewer: Yes.
TI1: Mostly if it's our factory, the only thing they complain about is going to the doctor.

personnel are not able to immediately assist them. The broker plays an important part somehow to immediately address the problem and report what has happened to anyone of them. These are the advantages that the brokers can do with the workers. Given a certain problem arises during employment. Period. In case that any workers need an assistant to go to the hospital or head to the police station if there is a threat in their lives. The POEA staff are not easy to move and aid help, but with brokers, they can freely assist right away whoever is in trouble.

MOL Taiwan & Country Attaches\MOLPhil1_7AUG 2019: 35 - 37 (0)

you are at sea and got sick, it becomes difficult because you are helpless and no medicine is available. You will be forced to just work. Rain or shine, you need to work otherwise you will be yelled at and cursed by your employer.

Workers\F12-Inshore Fisherman_3Aug2019: 43 - 43 (0)

Even if the work is really difficult and there's almost no time to rest, even if you are sick, we need to work. I never thought of becoming an undocumented worker because it will become too complicated for me if I will be in that situation and I don't want to give my family something to worry about.

Workers\F12-Inshore Fisherman_3Aug2019: 48 - 48 (0)

Interviewer: Yes, complain about going to the doctor.
TI1: Yes, but then he's really sick, so I'll ask. Because if he is sick, then he must report to the chief and the chief will tell the government.
Interviewer: Yes.
TI1: Then the administration asked him to ask what was the cause of this sickness?
Interviewer: Yes.
TI1: And will he go to the doctor? If that's the case then I have to ask, she's not feeling well and she'll go to the doctor. Will you go to the clinic or go to the big hospital?
Interviewer: Yes.
TI1: If you go to the clinic, I'll take you. But if you go to the big hospital, you have to wait for the agent.
Interviewer: Yes.

28c) free or affordable health services: No

***** mobile clinic: YES

Workers\F12-Inshore Fisherman_3Aug2019: 55 - 56 (0)

28d) services in your native language: YES

Workers\F12-Inshore Fisherman_3Aug2019: 57 - 57 (0)

I do not know any NGOs or any groups here in Taiwan. I also do not know about MECO and I have not visited it yet. I really do not have any idea. For this reason, I am only depending on my friends. I ask them for advice on what to do about my situation. I do not know where to ask for help because my broker will not be able to help me. I am very thankful that I haven’t been seriously sick and that I have not been sent to the hospital. If I

TI1: It's not that she called ten minutes and the agent arrived, it was impossible. I mean, how far is it?
Interviewer: Yes.
TI1: Well, the problem is like this.
Interviewer: Well, some people get sick and become impatient.
TI1: Yes.
Interviewer: Five minutes, ten minutes is a long time.
TI1: This is that if we compare ourselves to being sick, we would like to see a doctor soon.
Interviewer: Yes.
TI1: I'll be honest, I ate it once.
Interviewer: Yes.
TI1: Since then, I've been scared.
Interviewer: Yes.
TI1: Well, I'm scared, it's not that. Well, I feel that I'm sorry.

am sick, even low grade fever, I just drink medicine. I take care of myself and do not depend on others.

Workers\F13- Inshore Fisherman_3Aug2019: 22 - 22 (0)

E: what document that you bring?

A: passport and seaman’s book bring by captain

AJ: so passport and seaman’s book keep by captain. Philippine they have passport and seaman’s book keep by captain.

A: before we finish in eight months, but now Philippine finish in 6 months, new regulation

E: is there any document than bring by agency?

E: is there any insurance of health

Interviewer: Yes.
TI1: It's, it's sick.
Interviewer: Yes.
TI1: At that time, I didn't have this right.
Interviewer: Yes.
TI1: Well, she's sick, we can't take her to the doctor. We don't have this right.
Interviewer: Yes.
TI1: But we were still new here before.
Interviewer: Yes.
TI1: Three years ago.
Interviewer: Yes.
TI1: I came to Taiwan. Well, he's sick, he's in a lot of pain. he has appendicitis We didn't know he was sick.
Interviewer: Yes.
TI1: He told us to call the agent. We told you how to call the agent. It's now 3am, 4am, 5am.
Interviewer: Yes.
TI1: It's three, it's four.
Interviewer: Yes.

A: if we are in the land, if I am sick, I just talk to the owner of the ship, they will bring to hospital

E: how about if you are sick in the sea

A: we talk to captain, we got sick, and captain will give us medicine.

AJ: because the passport and seaman's book keep by passport, if you need to sign, do you sign by yourselves

Workers\ IW1 Fisherman Longshore_3Aug2019: 113 - 122 (0)

E: this is your opinion, is it important to educate about language, example conghuan? Language or anything that need to learn

A: actually is important, but the language in the ship and in the land little bit different, the language.

TI1: Take me to the doctor. We didn't dare to take it because he didn't give us that much rights.
Interviewer: Yes.
TI1: Because during that time I was also a guard.
Interviewer: Yes.
TI1: At that time I was also a guard.
Interviewer: Yes.
TI1: At 3 am, he came down. and don't know what to do, call the agent If calling a taxi, I don't know how they will communicate again.
Interviewer: Yes.
Mr. Guang: So I called another friend who speaks Chinese.
Interviewer: Yes.
TI1: So let that person take him to the doctor. and later found out that he had appendicitis This made me feel that I was very hungry.
Interviewer: Kinnaeng

E: about the health service, free to have access for health.

A: important, but for us in here, if we are sick and talk to the boss, in the morning, in the evening they will bring us to the hospital.

E: about the laguage services, if there is a laguage servisesin Bahasa Indonesia, is it iportant or not?

A: important, because mostly the owner ofthe ship they speak only in mandarin.

Workers\ IW1 Fisherman Longshore_3Aug2019: 232 - 237 (0)

I2: How about the health issue? Do they have problem?

I1: Does your life run well?
R: Hahaha…it is ok
I1: Do you go to the beach? How about girl? What do you do?

	TI1: Well, why do we? Interviewer: It's good that the appendix didn't rupture. TI1: That's right. Then come to me. If someone is sick, I will take you immediately. Interviewer: Yes. TI1: But we have to ask permission from his leader. Interviewer: Yes, but sometimes, we don't know. TI1: It's not because I ate it. because we are not feeling well Interviewer: Yes. TI1: And it hurts? Interviewer: Yes. TI1: We said yes. show that when he Shows that when this person is sick, he will Interviewer: Yes. TI1: It feels like us right now. Interviewer: Yes, because sometimes we	R: I don’t think about it. No money, no travelling I1: Because they are single. They do not think about this. I2: In the boat, if someone is sick, what do they do? I1: If someone is sick, how is it? R: Medicines are available. I1: Who give it? R: From boat I1: We have the medicine box. Inside there are medicines. If someone is sick, the medicines are given to them. I1: Still, the underwear is not changed. Crazy people… I2: Who choose the medicine? R: Hahaha… I1: Crazy Java R: Finish brother? I2: I ask who decide the medicines that this is for these and this is for those. I1: Who give the medicine? That this medicine is for him, this medicine is for that. R: Captain

Some people are sick and want to see a doctor.
TI1: yes
Interviewer: Five minutes is a long time, ten minutes is a long time.
TI1: Yes.
Interviewer: Half an hour is a long time. If it's usually half an hour or an hour, it's fine.
TI1: If at a big meeting, I have to tell Thai people that if you're sick, you can call me.
Interviewer: Yes.
TI1: But you have to choose whether you go to the clinic or go to the big hospital.
Interviewer: Yes.
TI1: If you go to the clinic
Interviewer: If you go to the clinic, I take you.
TI1: Yes.
Interviewer: (laughs)

I2: Oh… the captain. Captain is being the doctor in the boat.
I1: Being a doctor is ok, being a captain is ok. Cooking is ok
R: Cooking is no

Workers\ IW2 Fisherman Shorthaul w/ IW3_3Aug2019: 367 - 389 (0)

I2: How about the health issue? Do they have problem?

I1: Does your life run well?
R: Hahaha…it is ok
I1: Do you go to the beach? How about girl? What do you do?
R: I don’t think about it. No money, no travelling
I1: Because they are single. They do not think about this.
I2: In the boat, if someone is sick, what do they do?
I1: If someone is sick, how is it?
R: Medicines are available.
I1: Who give it?

TI1: This is for a moment and we can go.
Interviewer: Yes, it's not far from the factory.
TI1: It's not far from here.
Interviewer: Oh.
Interviewee: Not far.
Interviewer: Not far. Do we have a car? Or how do we take it?
TI1: The company will let us drive.
Interviewer: Oh, can we drive?
TI1: Yes.
Interviewer:
TI1: If not then Sometimes we will ask him to take the car to deliver because the parking lot is hard to find.
Interviewer: Yes.
TI1: We accidentally parked and got fined again.
Interviewer: (laughs)

R: From boat
I1: We have the medicine box. Inside there are medicines. If someone is sick, the medicines are given to them.
I1: Still, the underwear is not changed. Crazy people…
I2: Who choose the medicine?
R: Hahaha…
I1: Crazy Java
R: Finish brother?
I2: I ask who decide the medicines that this is for these and this is for those.
I1: Who give the medicine? That this medicine is for him, this medicine is for that.
R: Captain

Workers\IW3 Fisherman Shorthaul w/ IW2_3Aug2019: 357 - 376 (0)

Q: How is your relationship with the agency in Taiwan?

A: Just so so there is nothing. If I have a

	Interpreters\TI1 Thai Interpreter_29July2019: 1159 - 1309 (0) However, there had been no out of control situations in which I could not mediate. Some of the more severe cases involved me helping out the workers who got drunk or those using illicit drugs and got themselves into fights. I have got know the kind of problems I had to deal with on site and reflects the mediation based upon the situations occurred. I was working for 3 years as an interpreter for a company manufacturing vehicle parts such as doors, roofs, 24:29 kraba, tires… There are interpreters from different agencies therefore some of which had verbally scolded the workers for getting themselves into troubles. I have got to know which kind of problems I had to deal	problem, sometimes I called the agency but if they can't help I just told the boss. Q: What do you mean by just soso? A: I mean if there is medical check-up or extend the ARC, I just call the agency. Q: Beside medical check-up or extend the ARC, does your agency provide any other service? A: They helped me when I came here at the first time because I didn't know anything here. They also informed us about the rules in workplace that we can not use our cellphone during working hours.

	with prior to mediating for each situation. For instant, if the workers got into a situation because they were using illicit drugs then I had got to deal with it so that it does not escalate the situation. Some of the agents were mean to the workers using verbal scolds but I was trying to be subtle and tried to ask the workers nicely what went wrong with them. For instance, there was a case in which a worker got sick so I asked him/her nicely on what went wrong with him and asked if he wanted some food. If you are subtle with them, they would tell you what was wrong. He said that he had been sick for the past 3 days so I took the time to mediate with him and the agent and told him to eat whatever he wanted to prior to escorting him to the doctor. 27:14-27:45: Interruption. There		Q: How about if you were sick? Did your agency help you? A: No, because the agency is far in Taipei. (Chinese conversation in 29.18 to 29.43) Q: You mentioned early that your agency has interpreter, right? Have you met the interpreter? A: Yes, I have met them. Sometimes, the interpreter with the person from the agency will come to take dormitory fee. Q: How about your relationship with the interpreter? A: Just so so. I just speak to them if I need some help.

were also cases of the workers who got involved with illicit drugs but I had got to be as subtle with them as much as possible so that they are not feeling tense talking with me. For the guy aforementioned, I also told him to take stronger medication as the one he acquired was not efficient enough. People could get angry when they are hungry therefore, I told him to eat whatever he wanted first prior to telling me about what happened. I also suggested him to take a urine and blood test to ensure that there were not additional health issues which he might have gotten. 30:00

Interpreters\TI2 Thai Interpreter_3Aug2019: 24 - 26 (0)

The medical technical terms are not that difficult to me but for emergency cases it was

Q: Can you provide any example when you are asking for some help to the interpreter?

A: For example like if there is a problem in work, the interpreter help me to inform it to the agency. Also, I asked how much the cost of the dormitory is. (32')

(Conversation in Chinese 33.17 to 33.45)

Q: How often does the agency come to meet you?

A: Once in a month.

Workers\IW4 factory_July2019: 77 - 94 (0)

September, so why is there this 700 yuan every month? Have you seen a doctor?

A

	quite difficult as the doctor would ask whether the workers are allergic to anything, wearing any artificial teeth or had any operation prior to the proper check up by the doctor. The doctor would also ask if the workers had got any relatives they could be connect with. It was not that difficult interpreting between the workers and the doctors. Sometimes the terms that I used might have been incorrect as there are different terms for each medical problem such as liver, stomach or patients with high blood pressure. I did not even finish the 4th grade but I came here and tried to learn everything by myself and no employers had dismissed me from work yet. There has not been much pressure for me as the employers would provide me with the job trainings regarding the different name of the	I don't understand either. What is this? R This is very strange. This means you go to the doctor. Have you ever gone to the doctor? A Yes yes (in translation) R Every month? Every month. Every month I get sick and go to the doctor. R Yes, once in September, once in August, both. This is once in August, and I also got sick in September. I not every month R Yes, yes, once in September and once in August. How come it happens every month? (Dialogue in Indonesia) R This was one in August, this was one in September, so you were both sick? B That's not written correctly

machine, or the vocabulary for the cloth iron or the different vocabularies for different machine parts. I had switched 3 to 4 companies therefore every time that I started a new position with a company my base salary started all over again. And If I have stayed here for over 20 years then I would acquire the retirement sum. I would have gotten the retirement sum from the company as well if I had not changed company.

Interpreters\TI2 Thai Interpreter_3Aug2019: 27 - 27 (0)

Q: Including communicating with the employers and caretakers and negotiating problems between them?

A: Yes, it is not really difficult for me. It would be okay if we had time

R
I wrote it wrong. Is this the same month? Oh yes, do you have the receipt from the hospital? Are you sure it is 700 yuan?
I
Because I gave it to an agent
R
Because you have it, ask the agent to give him the receipt the next time you go to the doctor.
(in translation)
R
Because I only know how much it is, because he has health insurance
(in translation)
R
It shouldn't be that much, but I still need to see the receipt
(in translation)
R
Although he has health insurance, he still has to pay for it himself, but I don’t know if he needs to pay this much.
(in translation)
R
Which hospital do you go to?
A

	to negotiate with the employers and caretakers. First of all, if either the employer or caretaker complained anything, I as an interpreter should investigate the case and know exactly what was happening. When I knew what the problem was, I would start from there and deal with it. Q: Because your agency has more than 100 Vietnamese caretakers, what are your relationships with them? Do you know each other so well? A: Our relationships are quite good. Q: Are you close to each other? A: We are quite close. Q: Do you know each worker's situation? A: Yes. There is a Vietnamese caretaker	fraternity R Why don't you feel comfortable going to the doctor? (in translation) I He had a cough and a cold, so his blood was drawn R Ah, got it I Maybe a blood test? R The blood test should be free of charge. It usually requires a prescription, and then there will be a small fee for the medicine, but next time you still have to remember to give the agent the receipt. (in translation) I Sometimes when they want something, or when they feel uncomfortable, he will say that he will go by himself, go by himself. R Yes, but because larger hospitals charge more money,

	living behind this building. Q: If the caretakers did not have any complaints, would you guys usually contact each other? A: Normally, we do not contact usually. They would occasionally send me a greeting message. Otherwise, if they did not understand or wanted to ask anything, they would text me or call me for an explanation. Sometimes, if they were sick, I would take them to the hospital. Interpreters\VI01 Vietnamese Interpreter_10Aug2019: 77 - 86 (0)	Workers\IW5 factory (w/6, 7)_ July2019: 560 - 616 (0))

Quotes from Document group=Workers (N=46)

Did they get sick or feel uncomfortable while they were working in Taiwan? It doesn't matter if they are big or small, but they just felt uncomfortable.

I He has been to the hospital
R Has anyone else been to the hospital?
I Lack of salt (Taiwanese), he has been to the hospital, but sometimes our bodies may lack salt.
R Owing salt (Taiwanese)??
ID What he means is that there is not enough water.
R I was dehydrated. Did I have any symptoms at that time?

Translate will be paralyzed
R It will be paralyzed, so serious
I hospitalized
R You were hospitalized. How many days did you stay? Why is it so serious?
ID Kidneys dried up
R So you didn’t drink water while working?
(Dialogue in Indonesia)
ID He said he would drink while working
He would drink two bottles (he said he drank two bottles, but he had to add Shupao or Shupao to the water. He said the doctor told him to add salt or Shupao. Will the factory be very hot? Will the temperature be very hot? Or the temperature Very high, he said the temperature was very high because they were an iron factory - 1:45:00 - Someone came in and couldn't hear clearly -)
R When did that happen?
ID last year
R So how long did you stay in the hospital?
ID Four days, around this time
R The doctor said what's wrong with you?
ID He said his kidneys were about to rot, and then he was dehydrated. The doctor said he was dehydrated.
I He said he spent most of his working time standing
R There was also too little time to drink water. Maybe it was hot inside and it was summer.
Workers\IW5 factory (w/6, 7)_ July2019: 1301 - 1346 (0)

ID

Because he said that his working environment was iron-clad, and then he worked - 1:47:50~1:48:00 cannot be heard clearly (talking at the same time)
R So did you wear gloves?
I have
R Do you have earplugs in your ears?
ID Yes, the factory asked him to wear it, but he rarely wears it.
R No, you tell him to wear it, because it will affect his ears in the future, and it will hurt him. If it is uncomfortable, he should still wear it.
(in translation)
R So the factory issued him these earplugs, but did you tell them why he should wear them?
I It was explained that there will be noise in the environment here
R If he doesn't wear it, will his team leader ask him to wear it?
ID Yes, the team leader will ask him to wear it, but he says he will be very uncomfortable with it.
R But this is very important, because yes, because he is still young now, but it will be very important in the future.
(in translation)
R So he would work immediately after being discharged from the hospital or would he have rest?

ID Have a rest in the dormitory
R Did Zhong Zhong provide him with assistance at that time? Or was it the boss?
ID Boss, there is no agency, but the boss has assistance
R What kind of assistance did the boss provide him?
ID He said he was given money and told him to buy food.
R He actually has that, because they have labor insurance, maybe?
(in translation)
R Do they all know that they have labor insurance?
(in translation)
ID they know
R Then they know that because they have a labor insurance relationship, for example, how many days of sick leave he has every year, his salary cannot be deducted. Let me check the number of days. Do they know?
I They didn't know, he only knew now
R Now let me check how many days it is, and they know that because they have labor insurance, they can take a few days off every year, which is called annual leave, but the boss still has to pay them a salary.

Workers\IW5 factory (w/6, 7)_ July2019: 1347 - 1396 (0)

Q: What do you mean by just so so?
A: I mean if there is medical check-up or extend the ARC, I just call the agency.
Q: Beside medical check-up or extend the ARC, does your agency provide any other service?
A: They helped me when I came here at the first time because I didn’t know anything here. They also informed us about the rules in workplace that we can not use our cellphone during working hours.
Q: How about if you were sick? Did your agency help you?
A: No, because the agency is far in Taipei.

Workers\IW9 factory_ July2019: 78 - 83 (0)

Q: Do you keep your passport by yourself?
A: My boss kept it because she afraid if we escaped from the work. Long time ago, there was a Vietnamese who run away from work because s/he keep her/his own passport. So, my boss keeps my passport to prevent similar case.
Q: Since when did your boss keep your passport?
A: My boss keeps my passport since I came here for the first time.
Q: Have you ever asked your boss about your passport?
A: Yes, she explained that the passport is saved with her. If I went for vacation, she automatically gave the passport to me.
Q: How about your ARC?

A: I hold my ARC and health insurance.

Workers\IW9 factory_ July2019: 156 - 163 (0)

Q: You mentioned that you went to see the doctor, at that time what's the problem by the time?
A: I was sick because of the weather was changed.
Q: Is it because the weather is different from Indonesia?
A: Yes. At the first time I came here the weather is unstable, sometimes cold and sometimes hot.
Q: Did you experience any difference of seeing the doctor?
A: No, it's same but I can't speak any Chinese at that time.
Conversation in Chinese 1.45.13-1.45.30
Q: In addition of experience that you see the doctor, is there any examples of seeing a doctor? Or is there any specific health issues?
A: No. Now I get accustomed to the weather in Taiwan.
Conversation in Chinese 1.46.30-1.46.35
Q: Did you bring any medicine from Indonesia?
A: Now? No because I get accustomed to the weather in Taiwan.

Workers\IW9 factory_ July2019: 267 - 278 (0)

Interviewer

What would you do if you have a backache?
A: I will use Salonpas (a kind of pain relief patch) or massage myself.
Interviewer
You said that you massage yourself, am I right?
A: YEs.
Interpreter
And use pain relief patches, Salonpas.
Interviewer
Would it be better?
A: Yes, it will be better.

Interviewer
So you don't have (backache) recently.
A: Yes, much better.

Interviewer

Do you see a doctor?
A: No.
Interviewer
Have you ever seen a doctor in Taiwan?
A: I just went to see a dentist because of toothache one day.

Interviewer
So you just went to see a dentist when you had toothache. Have you ever seen other doctors?
A: No.
Interviewer
Wow, that's impressive that you have seen other doctors. You have been in Taiwan for such a long time!
A: I would not see a doctor when I got a cold.

Interpreter
A: She didn't see a doctor when she got a cold.
I ate ginger soup.
Interviewer
Made by yourself?

Interpreter
Just that ginger soup!
Interviewer
So you didn't go to see a doctor even if you have a cold.
A: No, I didn't. It just a small cold, I will recover in a short time.

Interviewer
So you had not seen any doctors except for dentist since you came to Taiwan?
A: Yes.

Interviewer
Is your teeth okay right now?
A: Yes, it was removed because it had holes on it.
Interviewer
Is it because of cavity?
A: Yes, exactly.
Interviewer
Did s/he get your tooth filled?

A: No, it is because the tooth behind is useless. I mean that it's crooked.
Interviewer
Is that the last tooth, wisdom tooth?
A: Yes.
Interviewer
Except for backache, do you have any pain or hurt caused by your work?
(Interpreter)
A: No.
Interviewer
Really? It is because it (waist protect) suit the people working in factories more because sometimes there're some chemicals or machines in their working place. Okay, last time you mentioned that your salary is sent by your agent, right?
A: Yes.

Interviewer
I checked it yesterday, it is no problem. Overtime pay is different sometimes because some months have four weeks and some have five.
A: Yes, Yes!
Interviewer
Yes, so he has both. The health insurance deducted 300 yuan, and you mentioned the one where you don't have time off, which is when you go home, he'll give it to you all at once, right?
Yes, so s/he pays you both. And then 300 NTD will be deducted from it for the health insurance. And at the time when you go back s/he would give you the payment that you earn by not taking a day off. Is that right?
A: Yes.

Workers\IW10_ July2019: 33 - 97 (0)

Interviewer

Since you have worked in Taiwan for such a long time, have you ever met some friends working here and then become pregnant? Or people you have known.
Yes, I think. She seemed to have had abortion with a Thai.

Interviewer
And then she went to…?
(Translating)
Interpreter
She said, her friend was in the relationship with the Thai, and then she became pregnant. So she had abortion then.

Interviewer
In Taiwan? Do you know where can perform it?
I don't know.

Interviewer
So is she okay right now?
She is okay right now.

Interviewer
I mean how about her body.
I seldom connect with her. Furthermore, when I connected with her last time, she and I just had a short talk. And then I…

Interpreter
She worried about her, but her friend considered that she tried to open her old wounds. So she left her gradually, it seems that she doesn't want to connect with her.

Interviewer
Got it. So is she still working in Taiwan?
She is.

Interviewer
Do you know other situations like this? Are there some people banned from their works by managers because of their pregnancy?

No.

Interviewer
Well, I heard it from UMI just a few days before. I don't know whether she was a caregiver or a worker in a factory. Because she had a baby, the agent sent her back. I should ask her more about it.

Interpreter
UMI She should ask UMI.

Interviewer
Yes, it is because agents can't send her back in theory.

Interpreter
No, no. She could be sent back if the boss doesn't want her.

Interviewer
Yes, but she was still under the three years working limit that time.

Interpreter
But she broke the regulation!

Interviewer
No, it is because Taiwan had canceled the limitation to pregnancy.

Interpreter
Really? But the agent…?

Interviewer
S/he “thought”, but she didn’t break the law, actually.

Interpreter
I don’t know whether the law has changed or not. But it was said before that we cannot become pregnant during our working years. If we get pregnant, we break the regulation.

Interviewer
That is made by agents clandestinely. However, based on the law in Taiwan, she didn’t against it.

Interpreter
She didn’t?
Interviewer
No, she didn’t, absolutely.

Interpreter
But why…why every time he checks our body he…

Interviewer
Oh, they cannot check it now.

Interpreter
Really?

Interviewer
Yes, now pregnancy check is forbidden. Because there were lots of migrant groups claimed at that time, saying that people doing works will not be affected while getting pregnant.

Interpreter
But it doesn't make sense that becoming pregnant will not affect works like caregiving! Caregivers need to carry heavy. If you become pregnant, how you do that! That will affect.
Interviewer
So, just like Taiwanese working here, we think that employers should adjust their jobs.

Interpreter
That's unfair.

Interviewer
Their employers should help them and adjust their jobs.

Interpreter
That's unfair! The regulation is too loose. If that, what should we do to children born in Taiwan? If migrant workers give birth in Taiwan, they can't bring them to Indonesia. Who should take care of them? Taiwanese?

Interviewer
Yes.

Interpreter
But that's unfair.

Interviewer
Why?

Interpreter (I don't really get it!!)
I believe that if our own Taiwanese children, like my own children, are facing difficulties, Taiwanese people won't help us. If that's the case, then it's even less likely that migrant workers' children would receive such treatment. Well, I mean that the Taiwanese children like ours now, it's a little bit hard to take care of them. Taiwanese would not help us, let alone children from migrant workers.

Interviewer

I understand it. But this is more sophisticated.

Interpreter
Yeah, it just like the example I met yesterday. I attended a lecture regarding education yesterday; they thought that parents like us should stay at home no matter how so that we can help our children learn mother languages. But Taiwan doesn't give us a chance.
Interviewer
They don't value it.

Interpreter
Yes, you look down on us, why we should look up to you.

Interviewer
But the government values it more now, hoping that the society is varied.
Interpreter
A: It seems to me that the reason that they continually persuaded us to do that is because of the election. They wanted to draw foreigners like us.
Interviewer
You mean that lecture?
Interpreter
A: Yeah, I mean the lecture yesterday. I think this is important. You came here just only for the election. You tried to draw us in because you wanted us to stand by you. I think it is…
Interviewer
Yes, she was angry.
Interpreter
A: It is unfair. And when we reach you for help in usual time you refuse us.
Interviewer
Yes, it isn't right to do that only when elections hold.
What s/he did yesterday didn't add his point but rather deducted it.
Interpreter
A: Yeah, that hurt him very much.

Workers\IW10_ July2019: 283 - 384 (0)

Interviewer

Have you ever seen a doctor in Taiwan?

I just went to see a dentist because of toothache one day.

Interviewer
So you just went to see a dentist when you had toothache. Have you ever seen other doctors?

Interpreter
No.

Wow, that's impressive that you have seen other doctors. You have been in Taiwan for such a long time!

I would see a doctor when I got a cold.

Interpreter
She didn't see a doctor when she got a cold.

I ate ginger soup.

Interviewer
Made by yourself?

Interpreter
Just that ginger soup!

Interviewer
So you didn't go to see a doctor even if you have a cold.

No, I didn't.
It just a small cold, I will recover in a short time.

Interviewer
So you had not seen any doctors except for dentist since you came to Taiwan?

Yes.

Interviewer
Is your teeth okay right now?

Yes, it was removed because it had holes on it.

Interviewer
Is it because of cavity?
Yes, exactly.

Interviewer
Did s/he get your tooth filled?
No, it is because the tooth behind is useless. I mean that it's crooked.

Interviewer
Is that the last tooth, wisdom tooth?

Yes.

Interviewer
Except for backache, do you have any pain or hurt caused by your work?

(Interpreter)

No.

Workers\IW11 careworker_ Nov2019: 53 - 90 (0)

Yes, so s/he pays you both. And then 300 NTD will be deducted from it for the health insurance. And at the time when you go back s/he would give you the payment that you earn by not taking a day off. Is that right?

Yes.

Workers\IW11 careworker_ Nov2019: 98 - 99 (0)

Interviewer

Okay. And then s/he wants to ask, no matter when you go and see a doctor, or when the Taiwanese government wants to provide some relevant information, do you think is it important to provide Bahasa Indonesia service?

Interpreter
It's important.

Interviewer
Yes, and also we have to pay for our NHI card every month. I'm just wondering why the Physical examination is so expensive. It's cost a lot.

Interpreter
She thinks it doesn't make sense.

Interviewer
Just why the charge of Physical examination is two thousand NTD? I saw it on it before. It costs two thousand NTD for one time. It's a little bit expensive.

Interpreter
Since it only has…

Interviewer
And because you have health insurance…

Interpreter
It just includes a urinalysis, blood tests, and an X-ray, nothing more. So why does it costs two thousand NTD?

Interviewer
Do your friends spend two thousand NTD, too?
Yeah, most of them

Interpreter
They all spend two thousand NTD.

And we also need to pay for our A.R.C. once a year. It costs one thousand NTD.

Interviewer
Oh, you need to apply for A.R.C.

Interpreter
It still remains one thousand NTD nowadays.

Interviewer
And as for the Physical examination, you have to do it several times, don't you? Once in six months.

Interpreter
Once in half year.

Interviewer
Yes, almost once in 3-4 months.

(Someone was getting a word in.)

Workers\IW11 careworker_ Nov2019: 590 - 622 (0)

Q: Have you ever experience any sickness or illness in Taiwan? Even the smallest one?

A: Thank God, I never have severe sickness but sometimes I have cough, cold, or fever while the weather is changing.

Q: How do you deal with it?

A: I directly go to pharmacy to buy the medicine using my own money, not using the money which my boss given for buying daily necessities.

Q: So, where is the pharmacy?

A: Near by the 7-11.

Q: Have you met a doctor in Taiwan?

A: I went to see the doctor once. At that time I bought medicine from the pharmacy but probably it is not suitable for me, so I was recommended to see the doctor in the clinic nearby here.

Workers\IW13 carework_ July2019: 178 - 185 (0)

A: Thank God, I am always healthy.

Q: Do you have any difficulties in communicating with the physicians?

A: It seems like no. The doctor said, “Hello, miss. What would you need?” “I got a cold,” said I. “The taking care work is heavy, isn’t it?” said she. I told the doctor that I got a cold because the weather in Indonesia and Taiwan is different because here it sometimes very cold or very hot. Then she asked me to prefer an injection or not. For me if my cold is getting worse, I prefer the injection. But if it can be solve by eating medicine, so I prefer the medicine.

Q: Do you know anyone or friends of friends who got pregnant in Taiwan during her working time?

A: No, never.

Workers\IW13 carework_ July2019: 187 - 191 (0)

Q: Because this sessions is about the service or policy you consider is important. Do you have any suggestion for changing the policy like provided interpreter in hospital?

A:Even if there’s no Indonesian service, for me, it’s free because now Indonesians in here are quite smart speaking in Chinese.

Q:Chinese and Bahasa Indonesia are both important, right?

A:That’s right. Moreover, when we are sick, doctors and (someone) all understand it. This place is good!

Workers\IW13 carework_ July2019: 220 - 223 (0)

R: Do they have any other people that he knows about, that is, he knows what the money was deducted for, or they just don’t know, and... uh... because of his basic salary, does he, does he know what his original basic salary is? ? Or does he only know when he sees it every month?

I: No, they only said... uh... their... salary was more than 23,000, and then it was deducted to 21,000... eh, 21,500, and then there was that... just paying that... administrative fee. That's it, and then they say, uh... Now they heard the news and said, uh... it will increase by 700 in the future. Yes, good.

R: Then...they...let me see how to put it better...have their documents and contracts been taken away?

I: When I first arrived in Taiwan... (under questioning), the boss got...their IDs and then...their, uh, health insurance cards came out. Then, the boss asked for the health insurance cards and other IDs, including passports. What should I give them back?

R: Did they borrow money from anyone? in Taiwan.

I: Yes, I borrowed it from Zhong and the boss.

R: Did you borrow it from the boss? Why? Why borrow?

I: Because they said... (during the conversation), because he said, uh... the money has been sent back, but, uh... they keep it for themselves, some, some, but sometimes it is not enough, so he will tell him first Boss, let me do this. Hey, because I have to wait for that, uh... bonus from the boss, sometimes there is, sometimes there is not, so I have to borrow this from the boss.

Workers\IW15 fisheries w/ IW16_ July2019: 68 - 75 (0)

R: Then... what will he do if he gets injured while working? Do you take medicine yourself or something?

I: He has that... medical... medicine box on the ship, so he just takes care of it by himself, and then goes to see a doctor when he gets ashore.

Workers\IW15 fisheries w/ IW16_ July2019: 136 - 137 (0)

R: Okay, what if it is to provide free... medical services or medical services that he can afford?

I: Yes, it’s very helpful.

R: Okay, then...what if it's a traveling medical vehicle?

I: OK, he said OK, hey.

Workers\IW15 fisheries w/ IW16_ July2019: 202 - 205 (0)

R: Do they have any other people that he knows about, that is, he knows what the money was deducted for, or they just don't know, and... uh... because of his basic salary, does he, does he know what his original basic salary is? ? Or does he only know when he sees it every month?

I: No, they only said... uh... their... salary was more than 23,000, and then it was deducted to 21,000... eh, 21,500, and then there was that... just paying that... administrative fee. That's it, and then they say, uh... Now they heard the news and said, uh... it will increase by 700 in the future. Yes, good.

R: Then...they...let me see how to put it better...have their documents and contracts been taken away?

I: When I first arrived in Taiwan... (under questioning), the boss got...their IDs and then...their, uh, health insurance cards came out. Then, the boss asked for the health insurance cards and other IDs, including passports. What should I give them back?

R: Did they borrow money from anyone? in Taiwan.

I: Yes, I borrowed it from Zhong and the boss.

Workers\IW16 fisheries w/ IW15_ July2019: 69 - 74 (0)

R: Okay, what if it is to provide free... medical services or medical services that he can afford?

I: Yes, it's very helpful.

R: Okay, then...what if it's a traveling medical vehicle?

I: OK, he said OK, hey.

Workers\IW16 fisheries w/ IW15_ July2019: 203 - 206 (0)

Arrived in Zhongli at around 2:30 and went to the HWC to meet up with AK. We went via motor bike to the Longtan Military Hospital, quite far about 30 min ride via motorbike from the HWC. When we arrived, we went directly to the 3rd floor to the long-term patients. Here they are allowed to have a family member stay with the bed ridden- 24 hours, setting up a bed cot next to the patient.

Workers\TW1 Construction Worker_10Feb2020: 3 - 3 (0)

KP had worked in construction in the past. His current job, he has been with for ten or so years, but officially, it documents him being with the current employer in 2015. The company, Sangyo builds construction cranes at construction sites. It is a medium sized company that sends both foreign and Taiwanese workers directly to construction sites to build cranes. Working with heavy steel palates and long beams, he said that if it is one person they usually carry about 30kg, but if it is more they usually have two persons. In his case, he is very experienced and a site supervisor for Thai people. His Chinese language is rather good, at least good enough for the work site and to supervise Thai workers. He gets about 4,000NT extra per month on top of a minimum wage 24,000 salary (check current 2019 legal min wage), plus over time when there is overtime. AK believed his salary to be about 32-35,000NT typically.

But in July 2019, that day of the accident, he lost grip of the steel palate he was carrying, which was on a crane and it swung from the beam back onto his chest. He could not get away because on the ground between him were a pile of beams and the wall, so he took the blow to the chest. There was nobody there that saw what happened to him and nobody there to help him. He was knocked down and winded, he sat down for a moment to recover--- catching his breath and recuperating from the chest pain. Only an older Taiwanese co-worker saw him and asked if he was ok, he said he was. He thought that nothing was wrong and he went back to work thinking he would just work it off and get off of work soon anyway at 5pm. However, when he returned to the dormitory he started to bleed when he went to go to the bathroom and was coughing up blood, not able to stand. At that time, he got another Thai worker to take him to the hospital. He did not contact the agency, and decided to go on his own.

It turned out he was suffering from internal bleeding that tore through his upper intestines. They had to operate, but this first operation in July 2019 was not successful and the repairs on the intestine was not successful. He has been bedridden since that time, unable to eat any foods or urinate on his own. He can move his arms, hands, legs, feet, but he cannot and is not allowed to sit up at all because the doctors are trying to wait for his body to recover before they attempt the second operation. KP is in a very serious state, looking extremely thin given that he cannot eat solids and has been on liquids and saline bag since last summer--- it has been 7 months.

At some point, the employer and agent came earlier on. KP said his relationship with the employer was very good, like brothers before the accident. However, he barely visits him unless he is paying the bill. By Taiwan law, employers are suppose to report any workplace accidents to the Ministry of Labor, but this employer had not… and it was two days left until the 6 month period after the accident. By Taiwan labor law, if the worker reports workplace accidents within 6 months, they have a right to workman's compensation and the employer undergoes investigation by MOL.

Even though KP was a supervisor and had been in Taiwan for about 20 years, and he knew that the employer should pay for his medical bills and his salary while he was bedridden and hospitalized, he did not know what to do if the employer did not follow labor law.

M had traveled to oversee his father's recovery in July 2019 thinking it was only going to be for two months, but it has been over 6 months. He left his wife and 2 kids to work and support his father's recovery--- he had been working on his wife's parent's pig farm in Khorat Province. The money used to support his taking care of his father is from his father's savings because the employer has not paid him salary during his recovery period in the hospital. It also is not clear if the agency is still deducting creating a negative balance due for their monthly service fee given that the employer is no longer paying salary.

According to AK, the relatives of migrant workers are allowed to have a long-term hospital assistant visa for their relatives, but are not allowed to work. And they do not qualify nor receive any social welfare assistance so any expenses incurred are paid out of pocket. The only way that such cost will be recuperated is only after filing for the civil labor and criminal case to pressure the employer to pay for loss of income from the son and cost of living while taking care of his father. In Taiwan both civil labor and criminal charges can be filed at the same time. AK said that without the criminal case, employers are usually not willing to pay for compensation.

Workers\TW1 Construction Worker_10Feb2020: 12 - 18 (0)

2) Current Taiwan based agency:

I know my agency is a big agency, that is what the workers know. This construction company has so many different construction sites. Sometimes we get sent to several different sites and other workers sent to our work site.

When I first arrived in Taiwan, they took me to do a health check, then immediately they took us to the work-site dormitory.

100 Baht for in Taiwan, but I had to pay for it. I do not know for what.

ARC- paid in Taiwan.

Health check- I also had to get another one and pay in Taiwan.

Good:

Bad:

I have never changed my agency, but after my contract was over in 2017

I had to return to Thailand to restart my contract and pay the placement fee again. I returned in 2019.

My agency does not give me good service; when sick I get charged mooney, 1,300NT for each trip that takes only 20mins to drive to. I have headaches and cannot feel one side. Sometime I get charged 1,700NT for transportation to the hospital. Why is it necessary to pay this amount of gas money, it is too much. The interpreter said that because his ailment was not directly related to work injuries, so there was extra costs fot taking him to the hospitals. I do not know if this kind of sickness is due to work or other things. I work in the full heat and sunlight.

Do you think you might have stroke symptoms?

I do not know too. But I do not know. But this is the thing I really do not like, I already pay 1,800NT per month that first year and now I paid 1,700NT. Why do I have to pay more for transportation to the hospital? It is necessary for me to go, why do I have to pay extra. I do not think it is fair.

3) Current interpreter: My interpreter charges me gas money, 1,300NT each time to hospital; but he charged every single time. But I have never complained to the agency about this, but I just pay it. I really feel it is unfair, but feel I cannot complain.

40:59min

Workers\TW2 Construction Worker_10May2020: 17 - 17 (0)

My agency does not give me good service; when sick I get charged mooney, 1,300NT for each trip that takes only 20mins to drive to. I have headaches and cannot feel one side. Sometime I get charged 1,700NT for transportation to the hospital. Why is it necessary to pay this amount of gas money, it is too much. The interpreter said that because his ailment was not directly related to work injuries, so there was extra costs fot taking him to the hospitals. I do not know if this kind of sickness is due to work or other things. I work in the full heat and sunlight. I also have vision blurry problems. [visible film on his eyes], I do not get it checked because I want to go back home to get it checked eventhough I have health insurance here.

Workers\TW2 Construction Worker_10May2020: 17 - 17 (0)

Please discuss your experience with language issues with the interpreter(s), listing each experience- via current work location, sector(s). Probe: conflict with boss, payment problem, workplace safety, sexual harassment, hospital visit, ect.

Best scenario:

Safety- Taiwan is better, and work in Thailand

Steel rod foundations for binding and bending only.

Crane work, not a lot of physical.

Covid buy on my own.

Workers\TW3 Construction Worker_10May2020: 14 - 14 (0)

25a) If there is a problemis problem can you ask the boss or supervisor for help? (support mechanism).

Employer's interpreter helps take to hospital if injured and if injured. I am also afraid of getting hurt and must pay attention.

There is a breathlizer for alcohol level.

I heard that three workers three months ago fell into the water from construction site. The interpreter agency sent a line video with this and said we all have to be safe.

Workers\TW3 Construction Worker_10May2020: 14 - 14 (0)

The monthly slip deducts 2500 for food, 1800 for interpreters (1700 monthly for the second year and 1500 for the third year), 360 approximately for social security and 460 approximately for the health insurance fees. There are also 1300 baht deducted for income taxes which is returned of not exceeding 16,000 per year. When I get sick and go to the hospital, they would deduct the hours that I went to the hospital.

Workers\TW4 Factory Worker_28July2019: 16 - 16 (0)

After the first and second year there were some good stories as many workers requested to go back more often therefore the supervisor had become softened and scolded me less. Regarding my health condition, partially I was sick due to stress back at home then later here in Taiwan I got problem with my backbone during the beginning of the second contract then again recently. The first time that I got sick from this the pain disappeared without me taking any medicine. Then I have not received any pain form this for almost two years then the pain has returned again last year. I have been in pain for about three months and hospitalized thrice until now. Regarding communication with

the doctors, I was able to understand some of the language however the interpreter was unable to help me out communicating with the doctors all the times as they made the excuses that they were not available. This caused some barriers for me to communicate with the doctors. When I asked the interpreter if he/she could escort me to the hospital they told me to go another day instead. I think that they are quite responsible at a certain level but sometimes they were irresponsible. I do not know where the interpreters live. When I am sick, I have to inform my supervisor so that she could fetch the interpreter to escort me to the hospital. If I could not endure the pain any longer, I would go to the hospital myself and acquired the medication needed. In Taoyuan, I went to see the doctors thrice.

In Tong Lee, I went there twice therefore there were a total of five visits to the doctor. Each time I had to use the health insurance card with an additional fee of 200, followed by 150 for each following visit respectively. Regarding the work condition, due to the nature of my work sitting and sowing all the time, the pain received from this is considered mild and could be relieved from muscle relaxants or warm water. I have to pay for my own annual health check to the agent at the amount of 2,000 in which the employer would get the agent to escort me to the hospital. The health check involves the regular blood, pressure, urine and stool tests including X-Ray. If a friend got pregnant, we have to inform the agent to escort her to the hospital. Recently there was a worker who got pregnant for five months and she decided to go back to her country. It depends on the employers whether to terminate contracts of pregnant workers but in all cases if workers are pregnant then they have to go back to their country. From what I read and understood from the Taiwanese law, pregnant workers are eligible to give birth here but from what I have seen they mostly returned back to their originating countries to give birth. There are birth controls, equipment, family planning and contraceptives available at the clinics or accesses at local pharmacies without any problem.

Workers\TW4 Factory Worker_28July2019: 28 - 29 (0)

I want them to diminish the interpreter agencies as I think that they are useless as they are in actuality working for the employers therefore there is no reason to pay the interpreters while it is the responsibility of the employers to cover all the costs for the workers. The interpreters are not really helping us with anything. Even when we are sick, we still have to wait for them to escort us. In the three year of the contract working here I hardly see the interpreters. If the interpreters' task is only picking and dropping us off at the airports then it is obsolete to pay the interpreters but using taxis instead would have been better. I want the interpreters to see the importance of immigrants working here. They should at least check on us at least once a month for any updates, follow ups, or jobs-related problems instead of waiting for the workers to request for assistances. In regard to the working conditions, sometimes I wanted them to interpret what I want with the employers but they did not interpret what I requested but rather interpreted the verbal scold the employer or what the employers' needs instead.

Workers\TW4 Factory Worker_28July2019: 32 - 32 (0)

When we requested the agents, who are interpreters to escort us to the hospitals they showed up later or saying that they were not available. In severe cases, the director assistant is the one taking the workers to the hospital as the agents always claimed that they were not available and told us to wait. The interpreters working for the agents are Thais with vehicles to come and pick us.

20:12

The agents also have escort services. About three years when I was sick, the agents escorted me everywhere and they did not charge any additional fees. I have used the service about three years ago to have them escorted me to have my nerves checked.

Workers\TW5 Factory Worker_4Aug2019: 14 - 16 (0)

Currently they do not charge any additional fees as well as my contract does not finish yet. If I extend my contract, the agent would detail the services fees for the different costs which I have to pay accordingly to each services such as health checks at small or large clinics and passport fees. The health insurance fee is about 400 or 600 per month. Each month, the slip would detail the fees and services such as social securities which were deducted from the monthly salary.

Workers\TW5 Factory Worker_4Aug2019: 16 - 16 (0)

The status which I enter is as a migrant worker to assist their industrial needs and not as a resident who marries a local. If I have stayed here for 12 years then I would like my children to come visit me but I would not want them to work here in Taiwan. This also depends to them of what they want to do here. I want to stay here until retirement but I would probably stay here until I'm a little over 50. There are workers who also retired before they have turned 60 as they have had many years of work already. If I am sick then I would have to see the doctors.

I have pain with my back and my legs so I went to the doctor to get the muscle relaxant injection for a cure. I do not know what the doctor injected me with. The agent brought me to the doctor the first time then I had to visit the doctor by myself after that. The clinic does not have interpreters as they use translation application on the computer instead. I have never tried using the hotline 1955 for an interpreter as I asked another junior worker who could speak Chinese to communicate with the doctor. The clinic is not far away from the factory and it is approximately 2 km away but the hospital is quite further away into the town and I have to write proper documentation prior to having an interpreter escort me there. I mostly get headache from all the lights and I do not use glasses as I am still able to clearly see. If it's dark I am able to request the supervisor to add more lights.

Workers\TW5 Factory Worker_4Aug2019: 28 - 29 (0

26a) Can you describe a past health problem or issue? what were the causes? (flu, too tired, lack of sleep, occupational hazards)---

A: When we get sick, It is usually a cold or the flu and we go to the clinic. If it is serious the interpreter takes us to the hospital. Another guy in my factory broke his leg. The interpreter took him to the hospital, but he paid for his own hospital services for the cost not covered by the health insurance. Then the agency either sent him home or he went home on his own. I never saw him again and I do not keep in touch with him, so I do not know what happened to him.

26b) How did you deal with it (ignore, take the medicine brought from home, buy the medicine nearby, go to the hospital), and why did you decide the way to deal with it?--- can you describe what your employer or broker agency did for you?

A: Whenever I get sick, I usually just take the electric bike and go to the nearby clinic.

Reproductive Health
26c) If a worker got pregnant, how did this person access assistance regarding pregnancy? Probe who pays (worker, employer, or agent or ?):
DID NOT ASK.

Did you employer or broker agency or your country's labor attaché to provide support?
I have never got in touch with the Thai labor offices.

Did the employer or agency threaten the worker's job security or ask that you to go back home?
No, but I do not know about other people.

26f) How did your broker agency or employer assists you in sending your child baby home to your family in your home country? N/A

Workers\TW8 Factory Worker_4Aug2019: 9 - 9 (0)

We normally do not see the interpreters and we only get to see them if we were sick then they would take us to see the doctors. My interpreter is a make interpreter. I have seen interpreters coming here to coordinate errands but in most of the cases they come when workers are asking to go back home. This is the case for my factory.

Workers\TW9 Factory Worker_4Aug2019: 16 - 16 (0)

Normally I do not have to pay the additional fees if I continue working in the same factory. Over here when the contract is finished, I would have to pay 23,000 to extend my contract but I change to another factory then I have to pay two months payment of approximately 46,000. Normally the agencies request for approximately 20,000 additionally when a worker extends a contract. This is the payment in cases that the agency has already familiarized with the workers. Some Indonesians or Filipinos might need to pay up to 90,000 for a new contract. Generally, the workers do not need to pay additional fees as stated by law but only a payment of 1,000 to extend the Kama fees. I only have the Kama document and 2 health insurance cards with me but not my passport.

Workers\TW9 Factory Worker_4Aug2019: 20 - 20 (0)

I think that each worker has different agent from different companies. But are the workers working here legitimately? I think that, if possible, the agent fees should decrease but I think the agents would not consort to having no interpreters as most of the new workers still need reliance on the interpreters to help them with errands, communication and commute to the hospitals. Even if I can speak some Chinese it is difficult for me to understand all the terminologies used by the doctors as all the terms are specific and fixated to the different types of medications and clinical procedures.

Workers\TW9 Factory Worker_4Aug2019: 23 - 23 (0)

Interviewer: Can translate, can you explain? Do we pay for the service? Or that we can go to a clinic that can use our insurance card

Interviewee: I have a card, I have a card, I have a hospital card.
Interviewer: Yes, I have a card, we use that card.
Nam: Yes
Interviewer: Take the card and go in.
Interviewee: Sometimes a hundred and two hundred.
Interviewer: Yes, one hundred service, right? Maybe it's a hundred and fifty
Interviewee: Hundred Fifty is an injection clinic.
Interviewer: Oh, this one.
Interviewee: If you don't inject one hundred.
Interviewer: If taking this normal medicine
Interviewee: At least one hundred and fifty.
Interviewer: Yes.
Interviewee: Most of the time, it's not that much.
Interviewer: Yes.
Interviewee: What is your fever?
Interviewer: Yes.
Interviewee: Go to the clinic.
Interviewer: And then does he complain? Does the matter of interpreters when sick and sick can help us a lot? Call it late like this?
Interviewee: Yes, there is. I see him talking about each other.
Interviewer: Yes.
Interviewee: But you haven't met.
Interviewer: Yes.
Interviewee: Because I rarely call it.
Interviewer: Yes, and sometimes he'll say that when people are sick and sick. Contact an interpreter than an interpreter will come. We were almost dead until we arrived. Sometimes my friends come to the hospital before they arrive. Have you ever heard of this at work?
Interviewee: Most of them have heard of it, but it comes late.
Interviewer: Yes.
Interviewee: Come late, get busy and have an interpreter for Vietnamese.
Interviewer: Yes.
Interviewee: Take something like this.
Interviewer: And the Vietnamese interpreter, can he listen to Thai?
Ms. Nam: No
Interviewer: (laughs)
Interviewee: But here they talk to a lot of people.

Interviewer: Yes.
Interviewee: That the Thai interpreter provided
Interviewer: Yes.
Interviewee: Indo interpreter for delivery

Workers\TW10 Factory Worker_4Aug2019: 949 - 986 (0)

Interviewee: Still not heavy.

Interviewer: Yes.
Interviewee: What is normal and normal?
Interviewer: Yes, do you have any health problems?
Interviewee: Not much. Is a normal cold and fever
Interviewer: Yes, but what diseases do you have?
Miss Nam: No
Interviewer: Yes, and it's a woman. Menstruation time Is it difficult when you work?
Interviewee: There are some.
Interviewer: Yes.
Nam Khun: It was the time of the car, she was going to push the car (46.17)
Interviewer: Yes.
Nam Khun: There will be some because the cars are big (46.20)
Interviewer: Yes.
Interviewee: It's fine.
Interviewer: Is it possible to take a leave from work and have a stomachache unable to go to work?
Interviewee: Most of the time, this kind of thing doesn't get much goodbye. Unless the pain is very painful, will leave.
Interviewer: Yes.
Interviewee: I can't go, I will leave.
Interviewer: Yes.
Mr. Nam: Goodbye
Interviewer: Yes, and at our office. And when the woman is Are the workers all women? Or have men too
Nam: Men are Indo
Interviewer: Yes.
Interviewee: Thai women Women also have Thai people.
Interviewer: There are no Thai men at all.
Interviewee: There are Thai people, but they are in the department.
Interviewer: I am in different departments. May I ask if it is a woman? If pregnant workers can still work?
Interviewee: You can do this if you don't know.

Interviewer: Yes.
Interviewee: If the stomach has not grown If the stomach is already growing, he will not do it.
Interviewer: Yes.
Interviewee: Just had to see Just returned in a month ... (47.23)
Interviewer: Yes.
You water: Five, six months pregnant.
Interviewer: Yes.
Interviewee: He sent back, he gave back.
Interviewer: Where people, Indonesian people or Thai people?
Ms. Nam: Titanium people.
Interviewer: Thai people in this area, right?
Interviewee: Well, come to the younger ones to check. Go to have a disease exam at the hospital
Interviewer: Yes.
Interviewee: He rarely checks the urine.
Interviewer: Yes.
Interviewee: He rarely examines anything, he just asks if he is pregnant and does a regular check, but the doctor in Thailand has all checked
Interviewer: Yes, it depends on where.
Interviewee: Yes, it depends on where you are confused.
Interviewer: Yes, and I don't check. How do you know if you're pregnant?
Interviewee: Yes, I said.
Interviewer: Yes.
Interviewee: To reach, just to interview that Are you pregnant or not?
Interviewer: Yes.
Interviewee: How will he answer if he or she doesn't have a urine test?
Interviewer: Yes.
Interviewee: I said there was no one.
Interviewer: Yes.
Interviewee: Like wrong, but we're not all wrong.
Interviewer: Yes, if he asks first then he answers no. And went to have a urine exam
Interviewee: Yes, we asked the doctor. The doctor said that he was not pregnant.
Interviewer: Yes, but I didn't check the urine.
Interviewee: I haven't checked at all.
Interviewer: Yes.
Interviewee: When you went to check the disease
Interviewer: Yes, then I don't know at all.
Nam: Yes
Interviewer: If you say you are not pregnant, you will not have any problems.

Interviewee: None.
Interviewer: Yes, and the person with whom he has a girlfriend, what does he have to find contraceptives? The drug control pills injected like this Does he use it?
Interviewee: He should have taken it from our home.
Interviewer: Yes.
Interviewee: Then sprayed on the bag to deliver.
Interviewer: Yes.
Interviewee: Let the sisters send them to you.
Interviewer: And he doesn't buy it around here at the pharmacy?
That it cannot be bought
Interviewee: Most of Jek's items are probably not able to eat.
Interviewer: Yes.
Interviewee: Jek's stuff is stronger than that of Thai people.
Interviewer: (laughs)
Interviewee: Because you never eat.
Interviewer: Not hyung, just want to know Because it's a woman Women have pregnant He might want to get pregnant Or if he controls it and it mistakenly or not, we don't know.
Interviewee: Missed
Interviewer: But most of the time, they go and look for each other. Those pills like this
Interviewee: He has to control, but what it has is a mistake, I think

Workers\TW10 Factory Worker_4Aug2019: 1142 - 1225 (0)

Q: Do you think that it is necessary to provide free or affordable health services?

A: I think we need free health services. Workers’ salaries are not enough to go to hospitals.

Workers\VW1 undocumendted worker_28July2019: 535 - 536 (0)

Q: Do you think the health services in Taiwan expensive?

A: I think the health care costs in Taiwan are cheap. The service is also better than it is in Vietnam.

Workers\VW2 Factory Worker_30July2019: 281 - 282 (0)

A: Sometimes I went to some clinics in Xinfeng towship by myself.

Q: Have you experienced any inconvenience in communication while going to the clinics?

A: Some clinics provide Vietnamese description, so we can describe our aches.

Q: Which clinic do you often go to?

A: The eye clinic in Xinfeng opposite to the Xinfeng train station.

Q: If you got flu or some sundry diseases, do other clinics provide Vietnamese description?

A: A lot of clinic on the same street also provide Vietnamese description.

Workers\VW3 Factory Worker_29Sept2019: 228 - 234 (0)

A: When it comes to health issues, regularly, big companies would require workers to go to the hospital. Workers must provide their medical certificate to get some days off. Otherwise, we can call our agencies or brokers to take us to the hospital. But the agencies merely show up. Small factories like my factory would let me break for 1 or 2 days if I got sick.

Workers\VW4 factory Worker_28Sept2019: 233 - 233 (0)

AD/Bn: What if you are sick or what happened?

AD/Bn: Will be called agent?
VW/Bn: I talk to the Chief Nursing Officer or the employer. They are no time. The agent will take me there.
AD/Bn: If you let your employer take to there,you need pay to employer.
VW/Bn: No, just pay for doctor.
AD/Bn: if was take by an agency?
VW/Bn:I don’t know. All is employers took us to.
AD/Bn: Does anyone else?
Boon:No, all is employers took us to.
AD:Employers took to. Employer is very kind.

Workers\VW5 Eldercare worker_21Feb2020: 155 - 164 (0)

2nd health check up fee in Taiwan

However, there had been no out of control situations in which I could not mediate. Some of the more severe cases involved me helping out the workers who got drunk or those using illicit drugs and got themselves into fights. I have got know the kind of problems I had to deal with on site and reflects the mediation based upon the situations occurred. I was working for 3 years as an interpreter for a company manufacturing vehicle parts such as doors, roofs, 24:29 kraba, tires… There are interpreters from different agencies therefore some of which had verbally scolded the workers for getting themselves into troubles. I have got to know which kind of problems I had to deal with prior to mediating for each situation. For instant, if the workers got into a situation because they were using illicit drugs then I had got to deal with it so that it does not escalate the situation.

Some of the agents were mean to the workers using verbal scolds but I was trying to be subtle and tried to ask the workers nicely what went wrong with them. For instance, there was a case in which a worker got sick so I asked him/her nicely on what went wrong with him and asked if he wanted some food. If you are subtle with them, they would tell you what was wrong. He said that he had been sick for the past 3 days so I took the time to mediate with him and the agent and told him to eat whatever he wanted to prior to escorting him to the doctor. 27:14-27:45: Interruption. There were also cases of the workers who got involved with illicit drugs but I had got to be as subtle with them as much as possible so that they are not feeling tense talking with me. For the guy aforementioned, I also told him to take stronger medication as the one he acquired was not efficient enough. People could get angry when they are hungry therefore, I told him to eat whatever he wanted first prior to telling me about what happened. I also suggested him to take a urine and blood test to ensure that there were not additional health issues which he might have gotten.
30:00

Interpreters\TI2 Thai Interpreter_3Aug2019: 24 - 26 (0)

E: sometimes agency said if you need to go to check medical

A: yes, we have, when we are in the land, we did medical check-up.

E: so, once a year when you are in the land.

I: Have agency ask the passport or seaman’s book?

A: no, never, because if we are in the land, we never keep the book.

Workers\ IW1 Fisherman Longshore_3Aug2019: 123 - 127 (0)

Interviewer

Okay. And then s/he wants to ask, no matter when you go and see a doctor, or when the Taiwanese government wants to provide some relevant information, do you think is it important to provide Bahasa Indonesia service?

Interpreter
It's important.

Interviewer
Yes, and also we have to pay for our NHI card every month. I'm just wondering why the Physical examination is so expensive. It's cost a lot.

Interpreter
She thinks it doesn't make sense.

Interviewer
Just why the charge of Physical examination is two thousand NTD? I saw it on it before. It costs two thousand NTD for one time. It's a little bit expensive.

Interpreter
Since it only has…

Interviewer
And because you have health insurance…

Interpreter
It just includes a urinalysis, blood tests, and an X-ray, nothing more. So why does it costs two thousand NTD?

Interviewer
Do your friends spend two thousand NTD, too?
Yeah, most of them

Interpreter
They all spend two thousand NTD.

And we also need to pay for our A.R.C. once a year. It costs one thousand NTD.

Interviewer
Oh, you need to apply for A.R.C.

Interpreter
It still remains one thousand NTD nowadays.

Interviewer
And as for the Physical examination, you have to do it several times, don't you? Once in six months.

Interpreter
Once in half year.

Interviewer
Yes, almost once in 3-4 months.

(Someone was getting a word in.)

Workers\IW11 careworker_ Nov2019: 590 - 622 (0)

R: Do they have any other people that he knows about, that is, he knows what the money was deducted for, or they just don't know, and... uh... because of his basic salary, does he, does he know what his original basic salary is? ? Or does he only know when he sees it every month?

I: No, they only said... uh... their... salary was more than 23,000, and then it was deducted to 21,000... eh, 21,500, and then there was that... just paying that... administrative fee. That's it, and then they say, uh... Now they heard the news and said, uh... it will increase by 700 in the future. Yes, good.

R: Then...they...let me see how to put it better...have their documents and contracts been taken away?

I: When I first arrived in Taiwan... (under questioning), the boss got...their IDs and then...their, uh, health insurance cards came out. Then, the boss asked for the health insurance cards and other IDs, including passports. What should I give them back?

R: Did they borrow money from anyone? in Taiwan.

I: Yes, I borrowed it from Zhong and the boss.

R: Did you borrow it from the boss? Why? Why borrow?

I: Because they said... (during the conversation), because he said, uh... the money has been sent back, but, uh... they keep it for themselves, some, some, but sometimes it is not enough, so he will tell him first Boss, let me do this. Hey, because I have to wait for that, uh... bonus from the boss, sometimes there is, sometimes there is not, so I have to borrow this from the boss.

Workers\IW15 fisheries w/ IW16_ July2019: 68 - 75 (0)

1st health check up fees- Home and Taiwan
4) document services (providing translations of contracts, ARC registrations, health check up documentation);

Brokers\TA1- recruiter Thai workers: 49 - 49 (0)

E: sometimes agency said if you need to go to check medical

A: yes, we have, when we are in the land, we did medical check-up.

E: so, once a year when you are in the land.

I: Have agency ask the passport or seaman's book?

A: no, never, because if we are in the land, we never keep the book.

Workers\ IW1 Fisherman Longshore_3Aug2019: 123 - 127 (0)

Regarding the agent fees in Thailand, in the beginning it was hard for me back at home to find the job therefore I paid the broker in Thailand approximately 10,000 to the company and another 10,000 to an employment agent who helped find me a job. This was the additional costs which they wanted in addition to the 60,000 that I had to pay. In total, I had to pay approximately 80,000 excluding all the documents needed, which was another 5,000. The health check and flight costs were covered in this cost. The company which I applied was in Bangkok and there was only about 3 people recruiting and selecting large amounts of workers at the same time. In other places there are over 10 people.

Workers\TW5 Factory Worker_4Aug2019: 11 - 11 (0)

pregnancy

In comparison to workers immigrating to other countries, the worker ages here are higher as there is no limit to the age that one can work.

Some that came here relocated back and forth between Taiwan and Israel. Regarding the health conditions of old workers in comparison to other countries, the statistic accumulated shows that each year there were about 30 males with heart attacks. There are about over 60,000 migrant workers in Taiwan. Of these 30 were people with severe health conditions or over drinking alcohol. For female workers, if they were impregnated, they would be deported back to Thailand. Once this occurred, we tried to cooperate with the hospital NGOs as the obstetric fees in Taiwan is very high. We gathered about 10% of about 100,000 to provide as cost as in Taiwan the workers are require to pay 10% of medical fees. For normal sicknesses the health insurance covers generally but for more complex operations and admissions 10% of the medical fees is needed. There are not many cases of complex operations but it got very tiring for us if this occurred. Some were fortunate and assisted by the employer, some were not assisted by the employers, some if sick outside of work reluctant by the agents or employers to send the workers back to Thailand.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 23 - 24 (0)

1. I give you an example of prohibiting locals to associate with the undocumented--- This Taiwan worker has 2 kids with an undocumented Indonesian woman worker; they had a home birth and no money; the Taiwan worker got a 10,000NT fine for being undocumented per person; with possible 5-6 years in prison;
2.
3. NGO/Unions/CBO\NGOT01TIWA_23March2020: 25 - 25 (0)
4.
5. The Alien Resident Card system is complicated and especially health problem or the pregnancy.

But I think most of our cases regarding health concerns are cancer cases are biggest problem, second to occupational accidents… It is hard to say if the cancer is from work or their own health pre-existing prior conditions.

For the past 3 years, so many workers who are Filipino have cancer, both women and men factory workers in a particular industrial park district… It is quite common for these factor workers to develop cancer.

In contrast, the other health concern are occupational injuries. Most of them break or cut of part of their leg or fingers… These are the most common occupational injuries.

Among workers who tend to get these kind o of injuries, it is mostly Vietnamese migrant workers. In addition, migrant worker deaths are most serious… It is because factories work is dangerous. These are traditional factories with old equipment, old bosses who do not use safety standards…

1. workers do not use the safety tools or masks
2. if workers use safety equipement/tools, they buy themself
3. employers do not provide nor teach safety, some of them do not know the safety standard themselves
4. Taiwan there is also very little safety enforcement, the MOL have too little staff to check all the traditional factories and work places
5.
6. NGO/Unions/CBO\NGOT02HWC31July2019: 14 - 22 (0)

My terrible experience with my broker was when he/she immediately sent me home to the Philippines in 2004. But the good thing about it was that even if I was sent home because I was pregnant,

Workers\F01- Caretaker_9July2019: 38 - 38 (0)

I think I do not have any assistance that I get from my broker and employer. Because before when I had a miscarriage here in Taiwan, I did not receive any assistance from them. I had the miscarriage last 2003 because I believed that it was a sign given to me by my child that my partner was cheating on me. I had the miscarriage at 4 months into the pregnancy. My broker did not help me and instead he wanted me to go home right away. I had the D and C procedure in August and my broker asked me to go home to the Philippines because my contract will end in May. I went back to Taiwan immediately and then I got pregnant with my second child but I gave birth in the Philippines.

Workers\F01- Caretaker_9July2019: 69 - 69 (0)

It's stressful to take care of my ward who has dementia especially if you do not have enough sleep because you really have to monitor him and also he doesn't know how to listen. If I cannot endure it anymore, I go to the hospital but if it's a simple concern, we have medicine here in the house. I haven't heard of someone getting pregnant here. What I know, if you are a caretaker, you must be single because employers do not want pregnant workers because you cannot perform your work if you're pregnant.

Workers\F02- Caretaker_30July2019: 18 - 18 (0)

54:16
I already got pregnant with my husband's child here in Taiwan. I met my husband in the Philippines and after we got married, we decided to work here in Taiwan. I was able to get a job at a factory and he got a job as a fisherman. While we were here, I got pregnant. When I got pregnant in 2010, my leaders and supervisor understood my situation and transferred me to another department which does not require using machines because they told me that using the machines will be bad for the baby. Upon learning of my pregnancy, I also immediately informed the HR. Then my broker asked me to sign an extension of one year in my contract but I decided to go back home. I signed the extension for my contract in April and it was in the month of May that I learned that I was pregnant. Since I had a delicate pregnancy, I decided to go home. I also got scared that if I continue to work, they might ask me to pay for break contract.
57:37

I also thought of running away, that's my last option. Because I learned that undocumented workers have bigger salaries and this might be the solution to my problems so I can already pay my debts immediately.

Workers\F09-Caretaker_27July2019: 29 - 32 (0)

Interviewer

The reason s/he asked these questions is that some NGOs think your right to becoming pregnant is protected, even you just come here for work. Thus s/he wanted to know whether you have such resources. You can get some help no matter you want to have a baby or not. They can bring their children back to Indonesia, but a process was needed.

Interpreter
A(summarized by Interpreter): But the process needs a full guarantee. Her problem is that she didn't have it. It's okay to bring baby home if she didn't have a husband. It's no problem. But most people coming here have been married. If they bring children home, they bring nothing but trouble.

Workers\IW10_ July2019: 385 - 388 (0)

Interviewer

Since you have worked in Taiwan for such a long time, have you ever met some friends working here and then become pregnant? Or people you have known.
Yes, I think. She seemed to have had abortion with a Thai.

Interviewer
And then she went to…?
(Translating)
Interpreter
She said, her friend was in the relationship with the Thai, and then she became pregnant. So she had abortion then.

Interviewer
In Taiwan? Do you know where can perform it?
I don't know.

Interviewer
So is she okay right now?

She is okay right now.

Interviewer
I mean how about her body.
I seldom connect with her. Furthermore, when I connected with her last time, she and I just had a short talk. And then I…

Interpreter
She worried about her, but her friend considered that she tried to open her old wounds. So she left her gradually, it seems that she doesn't want to connect with her.

Interviewer
Got it. So is she still working in Taiwan?
She is.

Workers\IW11 careworker_ Nov2019: 296 - 317 (0)

Interviewer

Do you know other situations like this? Are there some people banned from their works by managers because of their pregnancy?

No.

Interviewer
Well, I heard it from UMI just a few days before. I don't know whether she was a caregiver or a worker in a factory. Because she had a baby, the agent sent her back. I should ask her more about it.

Interpreter
UMI She should ask UMI.

Interviewer
Yes, it is because agents can't send her back in theory.

Interpreter
No, no. She could be sent back if the boss doesn't want her.

Interviewer
Yes, but she was still under the three years working limit that time.

Interpreter
But she broke the regulation!

Interviewer
No, it is because Taiwan had canceled the limitation to pregnancy.

Interpreter
Really? But the agent…?

Interviewer
S/he “thought”, but she didn’t break the law, actually.

Interpreter
I don’t know whether the law has changed or not. But it was said before that we cannot become pregnant during our working years. If we get pregnant, we break the regulation.

Interviewer
That is made by agents clandestinely. However, based on the law in Taiwan, she didn’t against it.

Interpreter
She didn’t?
Interviewer
No, she didn’t, absolutely.

Interpreter
But why…why every time he checks our body he…

Interviewer
Oh, they cannot check it now.

Interpreter
Really?
Interviewer
Yes, now pregnancy check is forbidden. Because there were lots of migrant groups claimed at that time, saying that people doing works will not be affected while getting pregnant.

Interpreter
But it doesn't make sense that becoming pregnant will not affect works like caregiving! Caregivers need to carry heavy. If you become pregnant, how you do that! That will affect.
Interviewer
So, just like Taiwanese working here, we think that employers should adjust their jobs.

Interpreter
That's unfair.

Interviewer
Their employers should help them and adjust their jobs.

Interpreter
That's unfair! The regulation is too loose. If that, what should we do to children born in Taiwan? If migrant workers give birth in Taiwan, they can't bring them to Indonesia. Who should take care of them? Taiwanese?

Interviewer
Yes.

Workers\IW11 careworker_ Nov2019: 318 - 366 (0)

Interviewer

The reason s/he asked these questions is that some NGOs think your right to becoming pregnant is protected, even you just come here for work. Thus s/he wanted to know whether you have such resources. You can get some help no matter you want to have a baby or not. They can bring their children back to Indonesia, but a process was needed.

Interpreter
But the process needs a full guarantee. Her problem is that she didn't have it. It's okay to bring baby home if she didn't have a husband. It's no problem. But most people coming here have been married. If they bring children home, they bring nothing but trouble.

Interviewer
So yes, it's crucial to teach the importance of contraception.

Interpreter
And I heard it before that if we want to bring them home, I don't mean it is certain, I mean that we can take planes even if we are 2-3 months pregnant, right?

Interviewer
Yes.

Interpreter
But after she went back to Indonesia, she didn't go straight home but stay other places such as her friends' home or somewhere. After she gave birth, she just abandoned her child. Cases like this have happened lots of times before. The friends happened to know her family, and then her family knew that she got pregnant in Taiwan.

Interviewer
Yes, it's important to publicize these, or it may cause lots of problems needed to deal with. So do you know some missing migrant workers, Reni? I mean people who run away. It isn't called fleeing workers now but missing.

Interpreter
No.

Interviewer
Are they few in Hualien?

Yes.

Workers\IW11 careworker_ Nov2019: 398 - 416 (0)

After the first and second year there were some good stories as many workers requested to go back more often therefore the supervisor had become softened and scolded me less. Regarding my health condition, partially I was sick due to stress back at home then later here in Taiwan I got problem with my backbone during the beginning of the second contract then again recently. The first time that I got sick from this the pain disappeared without me taking any medicine. Then I have not received any pain form this for almost two years then the pain has returned again last year. I have been in pain for about three months and hospitalized thrice until now. Regarding communication with the doctors, I was able to understand some of the language however the interpreter was unable to help me out communicating with the doctors all the times as they made the excuses that they were not available. This caused some barriers for me to communicate with the doctors. When I asked the interpreter if he/she could escort me to the hospital they told me to go another day instead. I think that they are quite responsible at a certain level but sometimes they were irresponsible. I do not know where the interpreters live. When I am sick, I have to inform my supervisor so that she could fetch the interpreter to escort me to the hospital. If I could not endure the pain any longer, I would go to the hospital myself and acquired the medication needed. In Taoyuan, I went to see the doctors thrice.

In Tong Lee, I went there twice therefore there were a total of five visits to the doctor. Each time I had to use the health insurance card with an additional fee of 200, followed by 150 for each following visit respectively. Regarding the work condition, due to the nature of my work sitting and sowing all the time, the pain received from this is considered mild and could be relieved from muscle relaxants or warm water. I have to pay for my own annual health check to the agent at the amount of 2,000 in which the employer would get the agent to escort me to the hospital. The health check involves the regular blood, pressure, urine and stool tests including X-Ray. If a friend got pregnant, we have to inform the agent to escort her to the hospital. Recently there was a worker who got pregnant for five months and she decided to go back to her

country. It depends on the employers whether to terminate contracts of pregnant workers but in all cases if workers are pregnant then they have to go back to their country. From what I read and understood from the Taiwanese law, pregnant workers are eligible to give birth here but from what I have seen they mostly returned back to their originating countries to give birth. There are birth controls, equipment, family planning and contraceptives available at the clinics or accesses at local pharmacies without any problem.

Workers\TW4 Factory Worker_28July2019: 28 - 29 (0)

Regarding the ministry of labor in Kaohsiung or Thailand, I have contacted them here to help me out. For hospitality I only informed via the 1955 hotline and at the center to escort me to the labor office to help me clear things with the employer but they have not assisted me in finding a new job. Partially I don't know much about anything prior to coming here. All I know is what they suggested me of what to do and who to contact in case of a problem. I was aware of the center here at the church from a Filipino friend who came here every Sunday but I didn't know that the church was also a center. The Filipino friends sometimes helped me out with the coordination needed here at the center. At the moment, I use the money I saved up from working as previously I did not have to spend much money while working. The spending for toothbrushes, pastes and others are aided by the center. There are no Thai worker left at the companied I worked as most people had already left back to their country, and another Thai worker had left because she was pregnant, leaving alone at the factory. I thought that I would be the first to leave the company but it turned out I was the last person and the only one left at the company despite being scolded by the supervisor since the first day.

Workers\TW4 Factory Worker_28July2019: 31 - 31 (0)

Interviewee: Still not heavy.

Interviewer: Yes.
Interviewee: What is normal and normal?
Interviewer: Yes, do you have any health problems?
Interviewee: Not much. Is a normal cold and fever
Interviewer: Yes, but what diseases do you have?
Miss Nam: No
Interviewer: Yes, and it's a woman. Menstruation time Is it difficult when you work?
Interviewee: There are some.
Interviewer: Yes.
Nam Khun: It was the time of the car, she was going to push the car (46.17)
Interviewer: Yes.
Nam Khun: There will be some because the cars are big (46.20)
Interviewer: Yes.
Interviewee: It's fine.
Interviewer: Is it possible to take a leave from work and have a stomachache unable to go to work?
Interviewee: Most of the time, this kind of thing doesn't get much goodbye. Unless the pain is very painful, will leave.

Interviewer: Yes.
Interviewee: I can't go, I will leave.
Interviewer: Yes.
Mr. Nam: Goodbye
Interviewer: Yes, and at our office. And when the woman is Are the workers all women? Or have men too
Nam: Men are Indo
Interviewer: Yes.
Interviewee: Thai women Women also have Thai people.
Interviewer: There are no Thai men at all.
Interviewee: There are Thai people, but they are in the department.
Interviewer: I am in different departments. May I ask if it is a woman? If pregnant workers can still work?
Interviewee: You can do this if you don't know.
Interviewer: Yes.
Interviewee: If the stomach has not grown If the stomach is already growing, he will not do it.
Interviewer: Yes.
Interviewee: Just had to see Just returned in a month ... (47.23)
Interviewer: Yes.
You water: Five, six months pregnant.
Interviewer: Yes.
Interviewee: He sent back, he gave back.
Interviewer: Where people, Indonesian people or Thai people?
Ms. Nam: Titanium people.
Interviewer: Thai people in this area, right?
Interviewee: Well, come to the younger ones to check. Go to have a disease exam at the hospital
Interviewer: Yes.
Interviewee: He rarely checks the urine.
Interviewer: Yes.
Interviewee: He rarely examines anything, he just asks if he is pregnant and does a regular check, but the doctor in Thailand has all checked
Interviewer: Yes, it depends on where.
Interviewee: Yes, it depends on where you are confused.
Interviewer: Yes, and I don't check. How do you know if you're pregnant?
Interviewee: Yes, I said.
Interviewer: Yes.
Interviewee: To reach, just to interview that Are you pregnant or not?
Interviewer: Yes.
Interviewee: How will he answer if he or she doesn't have a urine test?
Interviewer: Yes.

Interviewee: I said there was no one.
Interviewer: Yes.
Interviewee: Like wrong, but we're not all wrong.
Interviewer: Yes, if he asks first then he answers no. And went to have a urine exam
Interviewee: Yes, we asked the doctor. The doctor said that he was not pregnant.
Interviewer: Yes, but I didn't check the urine.
Interviewee: I haven't checked at all.
Interviewer: Yes.
Interviewee: When you went to check the disease
Interviewer: Yes, then I don't know at all.
Nam: Yes
Interviewer: If you say you are not pregnant, you will not have any problems.
Interviewee: None.
Interviewer: Yes, and the person with whom he has a girlfriend, what does he have to find contraceptives? The drug control pills injected like this Does he use it?
Interviewee: He should have taken it from our home.
Interviewer: Yes.
Interviewee: Then sprayed on the bag to deliver.
Interviewer: Yes.
Interviewee: Let the sisters send them to you.
Interviewer: And he doesn't buy it around here at the pharmacy?
That it cannot be bought
Interviewee: Most of Jek's items are probably not able to eat.
Interviewer: Yes.
Interviewee: Jek's stuff is stronger than that of Thai people.
Interviewer: (laughs)
Interviewee: Because you never eat.
Interviewer: Not hyung, just want to know Because it's a woman Women have pregnant He might want to get pregnant Or if he controls it and it mistakenly or not, we don't know.
Interviewee: Missed
Interviewer: But most of the time, they go and look for each other. Those pills like this
Interviewee: He has to control, but what it has is a mistake, I think

Workers\TW10 Factory Worker_4Aug2019: 1142 - 1225 (0)

W: In the past, if a female worker got pregnant, she must come back home immediately. But now, the factories allow them to stay until the sixth month of pregnancy. Because the seventh-month pregnant women cannot take a flight. After giving birth, she can come back to Taiwan. But some agencies would not allow her to come back.

Q: Do you know someone who got pregnant?

W: Yes. There is a male worker, his wife works in Taoyuan. Then she got pregnant and come back to Vietnam. After the baby turned 3 months old, she came back to Taiwan and works in the same factory.

Workers\VW3 Factory Worker_29Sept2019: 237 - 239 (0)

mental health: breakdowns, suicide, depression
When I asked about worker death in the southern regions, he said that there were a couple last year. The most recent was a suicide case, one in which there were a lot of personal problems with his family and wife/partner back in the home country--- and he did not know if some of it involved stress issues over debt. It is difficult, the only way is to get statistics from the Thai government.

Brokers\TA1- recruiter Thai workers: 14 - 14 (0)

Thai workers are hard drinkers and it was found that 40% of all migrant workers were convicted of riding electric-powered bicycle under the influence of alcohol. If they were riding motorbikes they would be fined more if they do not have licenses. However, if the police see that their maneuvering skills are not steady, they would arrest them without giving the drunk test. Some of these workers are adored by their employers but in cases of drunk driving they would be fined heavily in Taiwan, of up to 70,000 baht. If they are able to pay the fines then they would not be imprisoned but if they do not have the bailing fees then their cases would be referred to the judge, then the ministry of labor would dismiss them from work and deported them back to Thailand without affecting the criminal status in Thailand. Some were arrested for three months and the employer hired him/her back and this was considered to be fortunate that their cases were not informed to the Taiwanese ministry of labor.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 5 - 5 (0)

R3: It's the second largest Indonesian migrant workers in Central Java. The first largest is Kebumen. We have a branch to in Kebumen. The second is Wonosobo. What DESBUMI does in Wonosobo is they have a group of children of migrant workers to assist their homework, they can learn together, do extra curriculum like dancing. Because they feel missing space because of one of their parents go to overseas. What happens in Lombok, West Nusa Tenggara, is different. So, that is our target that women working for DESBUMI. She does substitution parenting. I mean because mostly children are taken care by the grandmother and grandma gives signal of sick and getting older. So,

NGO/Unions/CBO\NGOI01MigrantCare31Jan2020: 204 - 204 (0)

Alcoholism, sudden death syndrome, extreme fatigue
I wanted to say the cons of Thai workers, so we should leave. Sometimes I do not want to have trouble with the workers, who are my temple friends and how it also is sensitive because I am not fully Thai and to say bad things about Thai people is not good. In terms of work- Thai people have good work ethic and work hard, but only when they are not drunk or hung over. Often times many workers party and drink on Sundays too much and cannot go to work the next day, so they have a bad reputation compared to the other nationalities. So it is true for me that employers and agencies have a love and tiresome relationship with Thai workers-

Brokers\TA1- recruiter Thai workers: 13 - 13 (0)

Or workers who were really bad at staying out of trouble. Meaning that you know Thai people, sometimes we like to gamble or have debts and cannot pay back the money. This happens a lot. Or we have those who have a drinking problem.

Brokers\TA1- recruiter Thai workers: 83 - 83 (0)

There were not so many Filipino workers who tried to flee. Most of which were Vietnamese. Very few amounts of Thais and Indonesians try to flee. You can see at the detention center where there is an overflow of Vietnamese workers who got arrested. Thai workers like to hang out having fun at the major problem that I had to deal with is Thais people getting drunk. There are Thai workers with good degrees coming to work in Taiwan but I think that they are not diligent and they expect to work in AC rooms. However, Taiwan mostly hires Thai workers to work in the factories in order to replace for the positions that the locals do not want to do anymore. If workers do not want to do the OTs as they are assigned to do sometimes, they would call the labor office via the hotline 1955. The Hotline would then ask them information about their agent and whether they have called the interpreter prior to calling the hotline. The requests should be referred to the interpreters prior to the hotline. This is the standard protocol for them. These group of workers called the hotline straight as they could speak English. When the hotline received the cases, they would then call back the employer and the employer or supervisor argued in contrast to what the workers acclaimed. The labor office would then suggest the workers to be patient with work and get in contacted with the interpreters before contacting the labor office.

Interpreters\TI2 Thai Interpreter_3Aug2019: 22 - 22 (0)

Accidents have also decreased as the work sites are indoor instead of outdoor with risk of buildings falling on the worker, or frequent mudslides or disasters in the past. There are mostly accidents occurred outside of the work places. There are a few incidents in which workers fell from a high ground or injured by machinery tool. In comparison, drowning from being drunk from obsessive drinking, fishing, illicit drug uses, personal arguments and death from suicide(hanging) were more likely than accidents occurred at the work places. Last year there was a case in which a worker died from a fire, but currently we are still unsure of the incident as we have to still correspond with the police for additional information. I would prefer to speak off the record about this.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 33 - 33 (0)

Thai workers are hard drinkers and it was found that 40% of all migrant workers were convicted of riding electric-powered bicycle under the influence of alcohol. If they were riding motorbikes they would be fined more if they do not have licenses. However, if the police see that their maneuvering skills are not steady, they would arrest them without giving the drunk test. Some of these workers are adored by their employers but in cases of drunk driving they would be fined heavily in Taiwan, of up to 70,000 baht. If they are able to pay the fines then they would not be imprisoned but if they do not have the bailing fees then their cases would be referred to the judge, then the ministry of labor would dismiss them from work and deported them back to Thailand without affecting the criminal status in Thailand. Some were arrested for three months and the employer hired him/her back and this was considered to be fortunate that their cases were not informed to the Taiwanese ministry of labor.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 5 - 5 (0)

From discussions with the workers it seemed that the drunk driving problem seems to be the major problems for Thai workers however employers love Thai workers for their hard working. The curfews were set in their accommodations at 10:00 pm or in some places 21:30 pm respectively. I have talked to some of them and tried to tell them not to stay in late at night getting drunk but I tried to be neutral as the workers might think that we are siding with the employers. The workers might think that the interpreters and us are taking the employers' sides but in actuality we try hard to help them out the best we could.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 6 - 6 (0)

It would be nice if there are lessons about drugs and alcohol because of the increasing number of violators. It would be nice if there's an APP where all the laws are written for easier access.

Workers\F01- Caretaker_9July2019: 77 - 77 (0)

28h) social issues- drug and alcohol addiction programs: YES

Workers\F12-Inshore Fisherman_3Aug2019: 61 - 61 (0)

Q: Do you think it is necessary to provide drug and alcohol addiction educational program?

A: I do not think so. Some people are addicted to drugs and alcohol, but just a few numbers. If you want to provide such a program, it is quite wasteful.

Workers\VW1 undocumendted worker_28July2019: 547 - 548 (0)

drug abuse

However, there had been no out of control situations in which I could not mediate. Some of the more severe cases involved me helping out the workers who got drunk or those using illicit drugs and got themselves into fights. I have got know the kind of problems I had to deal with on site and reflects the mediation based upon the situations occurred. I was working for 3 years as an interpreter for a company manufacturing vehicle parts such as doors, roofs, 24:29 kraba, tires… There are interpreters from different agencies therefore some of which had verbally scolded the workers for getting themselves into troubles. I have got to know which kind of problems I had to deal with prior to mediating for each situation. For instant, if the workers got into a situation because they were using illicit drugs then I had got to deal with it so that it does not escalate the situation.

Some of the agents were mean to the workers using verbal scolds but I was trying to be subtle and tried to ask the workers nicely what went wrong with them. For instance, there was a case in which a worker got sick so I asked him/her nicely on what went wrong with him and asked if he wanted some food. If you are subtle with them, they would tell you what was wrong. He said that he had been sick for the past 3 days so I took the time to mediate with him and the agent and told him to eat whatever he wanted to prior to escorting him to the doctor. 27:14-27:45: Interruption. There were also cases of the workers who got involved with illicit drugs but I had got to be as subtle with them as much as possible so that they are not feeling tense talking with me. For the guy aforementioned, I also told him to take stronger medication as the one he acquired was not efficient enough. People could get angry when they are hungry therefore, I told him to eat whatever he wanted first prior to telling me about what happened. I also suggested him to take a urine and blood test to ensure that there were not additional health issues which he might have gotten.
30:00

Interpreters\TI2 Thai Interpreter_3Aug2019: 24 - 26 (0)

There are many reasons why some of the younger workers come--- 1) some are bad kids at home. 2) some have drug addiction problems. 3) others really just want jobs only with overtime.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 44 - 44 (0)

Why do employers and agencies prefer Thai workers? Why is this?
It is because Thai people have a reputation that they do not fight. Even if they are suffering some kind of wrongdoing. And most of the employers know that Thai people just endure. They don't really complain, but the thing that Thai workers have a bad reputation for is using drugs. Now this, this year, you know, in 2019, there are less cases of drugs and Thai worker. There were used to be more cases. The drugs that they use are ya ba or the kind of amphetamines.

NGO/Unions/CBO\NGOT04Stella_30July2019: 69 - 70 (0)

Other places, construction workers can also be bad, but this particular sector, you know, sometimes you're going to see more drugs in the construction sector. And it's the interpreters who are bringing in the drugs.

Like for example, X construction got contracted by the government, or it's a government construction company, but the supervisors are, the interpreters are the ones selling drugs among the construction workers and the employer who's Taiwan does not know. Or if they do know or don't know, then they'll crack down on their supervisors. So a lot of the, um, the, the Thai interpreters that are working in this sector are Chinese Thai. They are KMT Haw Chinese Tai. You have to understand this group of people have two citizenships. They're not afraid. They, you know, I don't even know how they're bringing in drugs. Maybe they have their own network in Thailand who knows, for example, there was a Thai's store. They told me, come here, come here. You can see, you can see this, this person they're selling drugs nearby. Can you help? Can you please help take care of this? I feel like I walked there. I would, you know, they're smoking it. And they were smoking ice. And I felt like it was beyond my ability beyond my job. I was not able to take care of this kind of thing. Initially, the Taiwan police, they don't know what this is. And later on, they caught on and they try to work with the Thai government, our time ministry of labor to try to crack down on this kind of thing. It came back to us at this, you know, our social service center to like, how do we solve this problem? I had no idea.

Have there been any campaigns?

I have, I have worked with the Thai government to do some kind of anti-drug campaign.

And so there are various groups of work or others who are gamblers, or, you know, they, you know, are a separate group socially from me. It's really difficult to be able to work with this group of people. You know, they, um, they might do some of the gambling on a Sunday. I have to work, you know, on Sunday in the office to do our caseworks. And then the thing is, if I'm going there, um, during my working hours, that's actually not allowed for me to go, um, you know, outreach to these group of gamblers or, you know, crack down on them or those kinds of that kind of thing is too difficult. There's no time enough in the day for me to go around and try to embed myself among some gambling groups late at night.

NGO/Unions/CBO\NGOT04Stella_30July2019: 80 - 84 (0)

It would be nice if there are lessons about drugs and alcohol because of the increasing number of violators. It would be nice if there's an APP where all the laws are written for easier access.

Workers\F01- Caretaker_9July2019: 77 - 77 (0)

It would be better if there are clinics that will open on Sundays since the workers have their day offs on Sundays. It would be nice to have seminars regarding drugs and alcohol.

Workers\F03- Construction Worker_28July2019: 21 - 21 (0)

28h) social issues- drug and alcohol addiction programs: YES

Workers\F12-Inshore Fisherman_3Aug2019: 61 - 61 (0)

E:social program for rehabilition if you addictive on alcohol or drugs

A: i think it is good, because many of us if we are in the land, we go to that ones.

E: yes, everyone, not just from the ship. Alcohol is legal in Taiwan. Drugs is not legal.

Workers\ IW1 Fisherman Longshore_3Aug2019: 246 - 248 (0)

Q: Do you think it is necessary to provide drug and alcohol addiction educational program?

A: I do not think so. Some people are addicted to drugs and alcohol, but just a few numbers. If you want to provide such a program, it is quite wasteful.

Workers\VW1 undocumendted worker_28July2019: 547 - 548 (0)