Quote Matrix

	Document group=MOL Taiwan & Country Attaches (N=5)	Document group=NGO/Unions/CBO (N=6)	Document group=Workers (N=46)
health check up	The companies have the limted quota for the amount of foreign workers. For instance, if they have a quota of 10 Thai workers, then they ought to hand in the documentation per worker. This is the reason why they choose to select the employment agencies in Thailand such as KS Manpower to run the errands and handle the permits for them including taking the workers to health check at the hospital. The employment agencies in Taiwan only act as the receivers of the workers. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 52 - 52 (0) But according to the rates set by the agencies, if they use their services, they will need to pay. If the workers do their own processing, health check, they should not have to pay the monthly fee. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 56 - 56 (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 It's alright.. 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.	I pay for my health insurance for 325. But I think I don't have any Insurance. My medical examination is 2000 per year. Workers\F01- Caretaker_9July2019: 25 - 25 (0) Our medical is done yearly. Workers\F05- Factory_3Aug2019: 14 - 14 (0) There are deductions in my salary aside from the regular deductions that I see in my payslip just like when I first arrived in 2015, 65,000nt was deducted and which I paid for 10 months and in 2018, I was deducted 10,000nt which I paid for 2 months. I do not know if it’s for the placement fee because I personally paid all expenses including medical incurred in the Philippines and I do not have loans. The problem is I do not know what I signed maybe that’s the reason why I was obligated to pay otherwise, they will file a case against me because they said that I have debt in the Philippines. My first time in Taiwan I really don’t know anything about my rights. Workers\F12-Inshore Fisherman_3Aug2019: 19 - 19 (0) Q: So, you mentioned that everytime you go to medical check you need to pay 2000 NTD, so do you consider the fee reasonable or should it be reduced?

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.

A. And then there are those who need dialysis, it's like acute kidney failure or something.
Q2 kidney problem, like... kidney failure.

Q1 Not enough drinking water?

Q2 Was it because they didn't drink enough water, or what?

A: If that's the rules so no problem because it's for our own health. I think it's reasonable.
Q: You also mentioned about language barrier earlier, do you consider it's very important to provide any service in your native language in hospital or governmental office?
A: I think it's important to help new workers. I think it is needed.

Workers\IW4 factory_July2019: 297 - 300 (0)

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

A I don't think so. If it were because they didn't drink enough water, everyone on the boat would be. It's probably because that person was already physically weak.
Q2 Just some case?
Q1 Lack of clean water disease?
Q1 Stomachache, dissipation,constipation...
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)

B
That's not written correctly
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
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

Workers\IW5 factory (w/6, 7)_ July2019: 560 - 616 (0)

Quotes below are from Migrant workers only:

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,

Workers\IW5 factory (w/6, 7)_ July2019: 560 - 616 (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.
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)

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, ….. 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
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
A: It's important.
Interviewer This looks very much like what migrants said.
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
How about the Physical examination, do you pay it yourself?
A: Yes, I pay it myself.
Interviewer
How much is it each time?
A: It's 2,000 NTD.
Interviewer
Why that expensive? Did the hospital give you a receipt?
A: The agent (dealt with it.)
Interpreter
A: (summary) The agent would deal with it. She just needs to pay the agent 2,000 NTD, and the agent would handle it. As for how much the agent pay the hospital, we don't know.
Interviewer
So how long a Physical examination need? A: It's needed once in a year.
Interviewer
Right, I mean how long it would take. A: It depends on situations. Sometimes there are a lot of people, and sometimes no.
Interviewer
So, basically?
A: It seems that one hour is enough.
Interviewer
I want to know that whether it is reasonable that it costs 2,000 NTD.
A: It is not, actually.
Interpreter
A: They probably just draw some blood and then…
Interviewer
Just something basic.
Interpreter
A: (summary) And urinalysis. Those just take a short time.
Interviewer

Workers\IW10_ July2019: 892 - 919 (0)

The first month of the second contract I received 21,000, 22,000 for the second and 23,000 from the third month onwards. In the beginning, after all agreement was made with the employers, I had to also pay for the health check, passport and visa insurance fees atop the broker fees. The visa insurance was 10,000 and would be deducted off from the fees I had to pay to the agency. For health check, I had to pay about 1,400 at Rajavithi hospital. The flight expense was covered in the agency fees of approximately over 100,000. I also had to pay for the CI fees of approximately 2,000 but I am not certain if I still have the receipt for that.

Workers\TW4 Factory Worker_28July2019: 11 - 11 (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)

Then they took us to the clinic for a health check, followed by the job trainings. Everything here is quite standardized despite having to pay for all the fees.

Workers\TW5 Factory Worker_4Aug2019: 31 - 31 (0)

So the first thing they did when we arrived is they took us? To get a health check and there were all sorts of people. This is chai speaking. There are all sorts of people. They were Filipinos. They were people from Thailand. We're all crowded in there was no air conditioning. It was very hot. There was one fan and there was another fan in another room. There wasn't any food. And there was there was no room to even lay down to sleep. We had to kind of Crouch when we laid down because they're just too many people in that room where we first when we first arrived.

Workers\TW7 Factory Worker(w/TW6)_28July2020: 40 - 40 (0)

They said that if I wanted to go back to work at the same company, I would have to wait eight to nine months. But I had already had my health check and I already put in a deposit to go and work in Taiwan as soon as possible. I can't wait. So they found me this company.

Workers\TW7 Factory Worker(w/TW6)_28July2020: 64 - 64 (0)

Q: Did the agency take you to have a health examination?
A: Yes, once a year.
Q: Did you have to pay for it?
A: Yes. I paid 2000 NTD for once.
Q: Did the agency come to pick you up to the hospital?
A: Yes. The agency would hire a car to take us to the hospital.

Workers\VW3 Factory Worker_29Sept2019: 72 - 77 (0)

Q: Does the factory require you to take a health examination once or twice a year?
A: Once every six months. But typically, there is a schedule for everyone to take the examination. Sometimes, I took the heath examination twice in only five months.

Q: Did you pay for the examination?
A: Yes, I paid for it by myself.
Q: How much?
A: Approximately 2000 NTD.
Workers\VW4 factory Worker_28Sept2019: 92 - 97 (0)