

序

隨著台灣邁入高齡化社會，照護工作的需求日益增加，社福產業亦逐漸興起。外籍看護工為臺灣長照體系中之重要成員，付出頗多，但往往因語言不通、文化差異、年齡代溝等問題，使受照護的老人難以適應，甚至造成另一種難以紓解的心理壓力，對於外籍看護工本身來說，壓力亦是不小。以上種種的隔閡與不適應，可透過語言與專業的培訓，增進溝通機會並減少摩擦。

綜觀現況，外籍看護工在來臺就業前，並未接受足夠的中文和看護方面的專業培訓。外籍看護工雖來臺前均受過一定時數的中文訓練，但由於訓練時間短促，又缺乏系統性的規劃，導致外籍看護工來臺後往往有相當大的學用落差問題。

看護工是一項以人際互動為基礎的服務工作，良好的服務品質及溝通能力乃不可或缺。本單位希望透過這套教材的誕生，使外籍看護工具備基本的中文能力，如此不僅能使雇主與外籍看護工之間的溝通更順暢，更能提高照護的品質。我們肯定無數在臺打拚的外籍看護工，感謝其努力與辛勞，也期待這套教材能幫助外籍看護工適應臺灣的生活，以熱誠的心貢獻工作，用溫柔的手編織夢想。

Preface

As there are more and more senior population in Taiwan, it is inevitable that the demand for caregiving will increase, and the industry of social welfare services will thrive. Though foreign caregivers serve an important role in the system of caregiving for Taiwanese elders, many problems remain unsolved, such as language barrier, cultural differences, and generation gap. These problems affect the elders' mental health and bring pressure to the caregivers as well. However, with language and professional training, there can be improvement in mutual communication, and conflicts can be limited.

It is generally observed that foreign caregivers do not undergo enough Chinese language and professional training before coming to Taiwan. Even though foreign caregivers have had some Chinese language, the time is too short and the courses provided is lacking in systematic planning, which results in the huge gap between what they learn and how it is used in reality.

Caregiving is a service-oriented career based on interpersonal communication. Therefore, quality service and effective communication skills are indispensable. Through the publication of the material, we wish to strengthen foreign caregivers' Chinese abilities, improve the communication between employers and caregivers, and enhance the quality of caregiving. We appreciate the numerous foreign caregivers working in Taiwan for their hard work and labor, and we hope that the teaching material can help them get used to the lives in Taiwan, devote themselves to their job cordially, and weave their dreams with their hand of tenderness.

編輯大要與課程大綱

編輯大要

中文為在臺外籍看護工必需之溝通工具，有鑑於臺灣社會對於外籍看護工之需求日增，勞動部勞動力發展署委託國立臺灣師範大學國語教學中心編纂本教材。本教材在國立臺灣師範大學國語中心、國立臺灣師範大學華語文教學系暨研究所、及臺灣外籍勞動者發展協會的通力合作下完成。教材分為四種語言版本，分別為中泰語版、中印尼文版、中越語版、及中英文版。每一版本中，在必要時均列出譯文。

課