

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。

課程大綱

本教材乃針對在臺工作之外籍看護工之中文學習需求，以零起點之外籍看護工為對象，整部教材共三十課，分為兩部份。第一部份為日常生活相關主題，羅列各種常見生活主題，使外籍看護工在從事日常生活事務時更為順利；第二部份則為看護專業相關主題，幫助看護工加強專業詞語及語言運用，以提升醫療照護品質。兩部份共 30 課。

本教材每課學習時數為 6 小時，總學習時數共 180 小時。每課之課程架構大致為對話與譯文、生詞、句型練習、小叮嚀、練習、及補充生詞。以下為每部份之簡要說明，並提供各部份之授課時數做為參考：

1. 對話與課文譯文：每課提供各主題之對話與譯文。授課時數為 2 小時。
2. 生詞表：生詞列出三種拼音，包括注音符號、漢語拼音、通用拼音，並附翻譯。授課時數為 2 小時。
3. 句型練習：提供句型及例句，並可由學習者造句練習。授課時數為 30 分鐘。
4. 小叮嚀：部分課文提供文化、生活、照護各方面之小叮嚀，並列譯文，以幫助外籍看護了解文化與生活上之差異，以及一些照護上之注意事項。可由教師解說或學習者自行閱讀。
5. 練習：包含生詞認讀、對話練習、句子重組、任務練習、重要句子複。授課時數為 1 小時 30 分。
6. 補充生詞：部份章節提供補充生詞，以增加學習者之詞彙量。教學者可彈性運用此生詞表。

本教材之課文乃依據各種情境所編寫，但實際之運用仍須以專業醫護人員之指示為準。

Notes on the Edition

Due to the increasing need for foreign caregivers in Taiwan, The Workforce Development Agency designated the Mandarin Training Center, National Taiwan Normal University as the primary agency to compile and edit the teaching material. Mandarin Training Center completed the mission, in collaboration with Department of Chinese as a Second Language, National Taiwan Normal University and Global Workers' Organization, Taiwan. The material is published in four languages: Chinese-Thai, Chinese-Indonesia, Chinese-Vietnamese, and English version. In every version, the translation is when necessary.

SYLLABUS

This book focuses on the needs of foreign caregivers in Taiwan to learn Chinese, especially those who are novice to Chinese language. The book contains two parts and thirty lessons in total. The first part is related to the daily lives, which helps the learners to communicate effectively when doing the daily chores. The second part is related to the professional, medical themes, which help the caregivers become more familiar with the usage of the medial and health-related vocabulary in order to improve the quality of the health care

In general, it takes 6 hours each lesson, and thus 180 hours in total. The main structure of every lesson is: Conversations and Translations, Vocabulary, Pattern-drill, For You to Know, Exercises, and Supplementary Vocabulary. The explanation of every part and the suggested learning hours will be provided in the following:

1. Conversations and Translations: Different conversational topic is covered.
The recommended teaching time is 2 hours.
2. Vocabulary: In the part, Mandarin Phonetic Symbols, Hanyu Pinyin, and Tongyong Pinyin are included, as well as the translation. The recommended teaching time is 2 hours.
3. Pattern-drill: Sentence patterns and examples are provided, so that the learners can practice in advance or after class. The recommended teaching time is half an hour.
4. For You to Know: This part provides various kinds of notes, such as in culture, life, care-giving, etc, which help the caregivers to understand some precaution of care-giving and the cross-cultural

differences. This part could be explain by teachers or read by learners themselves.

5. Exercises: This part includes vocabulary practice, conversation practice, sentence re-construction, tasks, and key sentence practice. The recommended teaching time is one and half an hours.
6. Supplementary Vocabulary: Some of the lessons provide supplementary vocabulary to enlarge learners' vocabulary capacity. Teachers could use this part with flexibility.

The lessons of the material are written based on certain situations, and for reference. Therefore, it is suggested that the learners still have to follow the professional medical guides provided by medical staffs.

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華語拼音系統介紹

An Introduction to the Chinese Alphabetic System

華語拼音系統基本上由**聲母**、**韻母**和**聲調**組成，為一個音節。例如，注音符號「ㄇㄩˇ」的聲母是「ㄇ」，韻母是「ㄩ」，聲調是「ˇ」；漢語拼音「mǎ」的聲母是「m」，韻母是「a」，聲調是「ˇ」；通用拼音「mǎ」的聲母是「m」，韻母是「a」，聲調是「ˇ」。

In Mandarin alphabetic system, each syllable is composed of three elements: initials, finals, and tone. For example, in Zhuyin Fuhao or Zhuyin “ㄇㄩˇ”, “ㄇ” is the initial, “ㄩ” is the final, and “ˇ” is the tone. In Hanyu Pinyin mǎ, “m” is the initial, “a” is the final, and “ˇ” is the tone. In Common Pinyin “mǎ”, “m” is the initial, “a” is the final, and “ˇ” is the tone.

一、 **聲母**：聲母有 22 個，其中 21 個是輔音；

另外，還包括零聲母。

Initials: There are 22 initials, of which 21 are consonants.

There are also some Zero initials.

1. 注音符號 Zhuyin Fuhao

ㄅ	ㄆ	ㄇ	ㄏ	ㄏ	ㄏ	ㄏ	ㄏ
ㄏ	ㄏ	ㄏ		ㄏ	ㄏ	ㄏ	

出	彳	尸	囧	冫	ㄣ	厶	
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2. 漢語拼音 Hanyu Pinyin

b	p	m	f	d	t	n	l
g	k	h		j	q	x	
zh	ch	sh	r	z	c	s	

3. 通用拼音 Common Pinyin

b	p	m	f	d	t	n	l
g	k	h		j	c	s	
jh	ch	sh	r	z	c	s	

二、零聲母：華語零聲母有兩類，開口呼和非開口呼

Zero initials: there are two kinds of Zero initials, open-mouth vowels and non-open-mouth vowels

1. 開口呼零聲母 open-mouth Zero initials

a. 注音符號 Zhuyin Fuhao

ㄩ	ㄛ	ㄜ	ㄝ
ㄨ	ㄨ	ㄨ	

b. 漢語拼音 Hanyu Pinyin

a	o	e	ê
ai	ou	ei	

c. 通用拼音 Common Pinyin

a	o	e	ê
ai	ou	ei	

2. 非開口呼零聲母 non-open-mouth Zero initials

a. 注音符號 Zhuyin Fuhao

ㄨ	ㄨ	ㄩ
ㄨㄚ	ㄨㄚ	ㄩㄝ
ㄨㄝ	ㄨㄝ	ㄩㄛ
ㄨㄛ	ㄨㄛ	ㄩㄨ
ㄨㄨ	ㄨㄨ	
ㄨㄩ	ㄨㄩ	

b. 漢語拼音 Hanyu Pinyin

漢語拼音拼寫時, 以「y」代替「i、ü」, 以「w」代替[u]。

When writing in Hanyu Pinyin, substitute 「y」 for 「i、ü」, and

「w」 for 「u」.

yi	wu	yu
ya	wa	yue
ye	wo	yuan
yao	wai	yun
you	wei	
yan	wan	

c. 通用拼音 Common Pinyin

yi	wu	yu
ya	wa	yue
ye	wo	yuan
yao	wai	yun
you	wuei	
yan	wan	

三、 韻母: 華語韻母一共有 39 個。

Vowels: there are 39 vowels in Chinese.

1. 注音符號 Zhuyin

	一	ㄨ	ㄩ
ㄚ	一ㄚ	ㄨㄚ	
ㄛ		ㄨㄛ	
ㄜ	一ㄜ		ㄩㄜ
ㄝ			
ㄞ		ㄨㄞ	
ㄟ		ㄨㄟ	
ㄚ	一ㄚ		
ㄛ	一ㄛ		
ㄜ	一ㄜ	ㄨㄜ	ㄩㄜ
ㄝ	一ㄝ	ㄨㄝ	ㄩㄝ
ㄞ	一ㄞ	ㄨㄞ	
ㄟ	一ㄟ	ㄨㄟ	

ㄨㄥ	ㄩㄥ		
儿			

2. 漢語拼音 Hanyu Pinyin

	i	u	ü
a	ia	ua	
o		uo	
e	ie		üe
ê			
ai		uai	
ei		ui(uei)	
ao	iao		
ou	iu(iou)		
an	ian	uan	üan
en	in	un(uen)	ün
ang	iang	uang	
eng	ing	ong(ueng)	
ong	iong		
er			

此外，漢語拼音還有「-i 前」如，「zi、ci、si」，「-i 後」如，「zhi、chi、shi」。

Besides, there are “-i Fronts” such as zi, ci, and si, and “-i Backs” such as zhi, chi, and shi.

3. 通用拼音 Common Pinyin

	i	u	ue
a	ia	ua	
o		uo	
e	ie		yue
ê			
ai		uai	
ei		uei	
ao	iao		
ou	iou		
an	ian	uan	yuan
en	in	un	yun
ang	iang	uang	
eng	ing	ong	
ong	yong		
er			

四、聲調：華語有五個聲調，由不同的四個聲調符號來標示。

Tone: there are 5 tones in Chinese, represented by 4 different markers.

1. 注音符號調號 tone markers for Zhuyin Fuhao

第一聲	第二聲	第三聲	第四聲	輕聲
無標示	ˊ	ˇ	ˋ	●

2. 漢語拼音調號 tone markers for Hanyu Pinyin

第一聲	第二聲	第三聲	第四聲	輕聲
—	ˊ	ˇ	ˋ	無標示

3. 通用拼音調號 tone markers for Common Pinyin

第一聲	第二聲	第三聲	第四聲	輕聲
無標示	ˊ	ˇ	ˋ	●

ㄅ	ㄅˊ	ㄅˇ	ㄅˋ	
ㄆ	ㄆˊ	ㄆˇ	ㄆˋ	
ㄇ	ㄇˊ	ㄇˇ	ㄇˋ	
ㄏ	ㄏˊ	ㄏˇ	ㄏˋ	
ㄏ	ㄏˊ	ㄏˇ	ㄏˋ	
ㄏ	ㄏˊ	ㄏˇ	ㄏˋ	
ㄏ	ㄏˊ	ㄏˇ	ㄏˋ	
ㄏ	ㄏˊ	ㄏˇ	ㄏˋ	

2. 漢語拼音 拼音練習 Hanyu Pinyin

bā	bá	bǎ	bà	ba
pō	pó	pǒ	pò	
mā	má	mǎ	mà	ma
fū	fú	fǔ	fù	
dī	dí	dǐ	dì	
tiān	tián	tiǎn	tiàn	
niū	niú	niǔ	niù	
lēng	léng	lěng	lèng	
guō	guó	guǒ	guò	

kuī	kuí	kuǐ	kuì	
hē	hé	hě	hè	
jū	jú	jǔ	jù	
quān	quán	quǎn	quàn	
xiē	xié	xiě	xiè	
zhān	zhán	zhǎn	zhàn	
chuī	chuí	chuǐ	chuì	
shī	shí	shǐ	shì	
rū	rú	rǔ	rù	
zuō	zuó	zuǒ	zuò	
cān	cán	cǎn	càn	
suī	suí	suǐ	suì	

3. 通用拼音 拼音練習 Common Pinyin

ba	bá	bǎ	bà	bà
po	pó	pǒ	pò	
ma	má	mǎ	mà	mà
fu	fú	fǔ	fù	
dī	dí	dǐ	dì	
tian	tián	tiǎn	tiàn	
niou	noiú	niouǔ	niou`	
leng	léng	lěng	lèng	

guo	guó	guǒ	guò	
kuai	kuái	kuǎi	kuài	
he	hé	hě	hè	
ju	jú	jǔ	jù	
cyuan	cyuán	cyuǎn	cyuàn	
sie	sié	siě	siè	
jhan	jhán	jhǎn	jhàn	
chuei	chueí	chueǐ	chuei	
shih	shí	shǐ	shì	
ru	rú	rǔ	rù	
zuo	zuó	zuǒ	zuò	
can	cán	cǎn	càn	
sueī	sueí	sueǐ	suei	