

僱用肢體傷殘人士

給他們一個發揮工作能力的機會



勞工處 展能就業組



僱用肢體傷殘人士

引言

一般而言，僱主不願意僱用殘疾人士的情形並非罕見，因為有關殘疾人士的工作能力方面，有着許多誤解。如果僱主知道多些此方面的資料，這些誤解便不可以立足。這輯小冊子由勞工處展能就業組編製，是有關個別殘疾情況的叢書之一，目的是使社會人士正確認識殘疾人士在實際環境中的工作能力。

事實上，與一般人想法剛剛相反的是，僱用殘疾人士對僱主十分有利。根據外國多次廣泛研究所得的結論，殘疾僱員皆能盡忠職守，而在工作表現方面，與身體健全的同事比較，亦毫不遜色。至於很多的誤解，諸如意外發生率高、保險費用增加、缺勤多、流動性大以及生產力低等，亦已經證實為毫無根據。多宗經過研究的個案顯示，如果殘疾工人與其他工人擔任同樣的工作，大多數殘疾工人的生產率比較上稍高，而工傷事件的發生亦較少。其他研究結果則顯示，殘疾僱員的任職時間長，其或更長，而他們的值勤紀錄亦與一般僱員無異，甚至更佳。

雖然對大多數人而言，工作是獲得經濟獨立的途徑，但工作對個別生活的影響遠超於此。對殘疾人士而言，獲得一份工作尤具特別意義，這表示他們可以加入或重新投入社會行列，成為工作成員之一。而且，能夠得到担任某種工作的機會去證明他們的工作能力與其他人士一樣，不僅可使他們恢復自信心，同時亦是他們應有的權利。

在我們的社會裏，殘疾人士是比較少為人重視的人力資源。事實上，僱用殘疾人士，便可將有限的人手分派往處理其他急需應付的工作，從而為建設社會的財富及繁榮作出更大的貢獻。因此，正確認識殘疾人士的能力，並給予他們與身體健全人士公平競爭的機會，實在是社會中每一份子，尤其是僱主們所應負的責任。

肢體傷殘的種類

肢體傷殘是由於先天性因素、意外或患病所引起，而受影響的人士，不分性別、年齡和資歷。肢體傷殘可包括下列情況：

- 上肢或下肢受損或變形，其中包括損失數節手指、手指變形、手腕關節僵硬、上肢或下肢軟弱以至無力、局部至完全喪失上肢或下肢等。

● 因血液循環、呼吸、消化、腎機能或肌肉失調、激素紊亂、腦部受損等問題而引致身體的功能受損。

通常肢體受損或變形都是可以看得見的，但是身體功能受損則可能沒有那麼明顯。癲癇症、大腦麻痺症和脊髓受傷便是後一類的例子，現將這三種情況列述於後。

癲癇症是由於局部腦電波排出過量熱能所致，而癲癇症的發作形式也因人而異。在某些嚴重的發作情況下，患者會失去知覺和猛烈抽搐，但大多數的發作都較輕微，患者會作出重覆眨動眼瞼或做出非自願的動作。一般來說，適當的藥物治療可以控制癲癇症的發作，而百分之八十五的患者都能夠有效地控制癲癇症的發作，因此他們亦能夠從事大多數的工作。

大腦麻痺症是由於控制動作的大腦部份，在出生前，後或出生時受到破壞而引起的運動不協調。一些大腦麻痺症患者只有輕微程度的弱能，至於較嚴重的患者，則在說話、行動或手部控制方面發生困難，而腦部受損亦會引致失聰或感覺方面的困難。大腦麻痺症是非進性的，透過治療亦可以將一些大腦麻痺的影響減低至不同的程度。雖然一些患者亦是弱智人士，但是大部份的患者只是智力較正常人士為低，有些甚至擁有比正常人士較高的才智。大腦麻痺症與帶有侵略性或暴力的行為是完全無關的。

當脊髓因意外或患病而受到嚴重的損害，受傷部位以下的部份便會癱瘓。如果是頸部脊髓受傷，則上肢和下肢都會受到影響；假如是背部脊髓受傷，則只有下肢才會受到影響。此外，喪失感覺或癱瘓的程度都是與受傷部位和神經末梢所受的損壞程度有關。有一些損傷雖然不會引致癱瘓，患者仍然可能有肌肉僵硬和疼痛的情況出現，而在做某些動作，例如彎腰和蹲下時，便會發生困難。

教育及訓練

自本港實施九年強迫教育以來，經驗顯示，在學習方面應付裕如的肢體傷殘人士均有興趣繼續升讀中四或中五、大學預科或大學課程，且往往獲得成功。他們大多與健全人上一一起就讀。

部份肢體傷殘人士則完成技工及技術員程度的工業或商業課程。他們修讀的學科很廣，包括電子、設計、會計、秘書工作、製衣技術及工程等。他們與其他健全同學公平競爭，並取得本港及國際認可的文憑及證書。

此外，肢體傷殘人士亦可修讀工業教育及訓練署轄下兩所弱能人士技能訓練中心所開辦的全日制及部份時間制的訓練課程。這些課程包括成衣製造、商業儀器實務、電子設備修理、電氣裝置、薄片金屬、打磨及機床操作、工業工藝、印刷、木工、編織、油漆及裝修、包裝及裝配。

殘疾學員對本身的事業和學業，抱有非常熱誠的態度。在修讀合適的訓練課程後，他們更取得有關工作所需的技術、知識及資格。

肢體傷殘人士可以從事何種工作

「形形色色」一詞正好用來形容肢體傷殘人士所勝任的工作類別。根據經驗顯示，肢體傷殘人士可完全勝任多類工作，諸如受僱為裝配工、品質控制員、清潔工人、看更、電梯操作員、修理員、機床工、不同工作性質的文員、辦公室聽差、數據處理員、實驗室助理員、推銷員、設計師、經理、電腦程序編製員及其他職位等。除工作表現令僱主感到滿意外，他們更贏得其他同事的友誼和支持。

為何僱用肢體傷殘人士

- 已經適應工作環境的肢體傷殘人士，大多不會輕易轉職。他們在工作上所學得的知識和技能可用於同一公司。

- 接受有關訓練之後，肢體傷殘人士亦可受僱為技工和技術員。

- 根據海外研究所得，人腦麻痺症患者的出勤記錄良好。此外，有關研究亦顯示，患有癲癇症的人士不論在工作生產量、工作質素、工業安全、上進心、同事的接納或參與活動方面，較健全工人毫不遜色，甚至更勝一籌。

僱主指南

- 人不可以貌相，肢體傷殘人士的工作能力實在因人而異，各有不同。因此僱主應給予機會接見，並就工作的實際要求作出考慮。

- 會見肢體傷殘人士時，不妨要求他試做有關職位的某些特有序，並觀察其表現。如發現該名人士勝任公司的其他工作，可與他討論該工作的特點。

● 某些肢體傷殘人士在說話時欠缺暢順，但加以耐心、了解，及工作示範，溝通上的困難便可以減少。言語不清和歪口等現象純屬身體的徵狀，與智力無關。

● 工作主管如果能夠清楚認識某位殘疾工友的情況，可免引起尷尬及對殘疾僱員造成不必要的壓力。勞工處展能就業組的人員樂於提供有關資料。

● 各類輔助設施如具有特別用途的夾具及裝置、工作枱椅、電動打字機、電話擴音器及電話托架均對就業的肢體傷殘人士有所幫助。大多數情形下，這些設施並不昂貴，且不會對其他工人造成不便。任何僱主若因僱用肢體傷殘人士而需要購買某些輔助設施或更改有關設施，均可向復康職業用具基金申請發還所支付的款項。

● 不妨向肢體傷殘人士解釋公司對他在工作上的要求，並就其工作表現作出評估。然而，僱主應當緊記，肢體傷殘僱員一如其他健全的新僱員一樣，需要時間適應新的工作及工作環境。

如何招聘肢體傷殘人士

勞工處轄下的展能就業組為擬僱用合適的肢體傷殘人士上的僱主，免費提供有關招聘服務。凡有空缺的僱主可致電與該組職員聯絡，或直接駕臨該組轄下任何一間辦事處查詢。

遇有任何職位空缺，展能就業組會先行作出審慎的工作選配安排，以確保有關工作是在應徵者的工作能力範圍之內，然後才向有關僱主引荐合適人選接受面試，以供選錄。其中過程包括為有關人選進行就業潛能的評估。是項評估工作是由該組的就業輔導主任負責，或透過觀塘弱能人士技能訓練中心提供的各科綜合職業評估服務而予以進行。後者會就與工作能力有關的社會、醫學、心理及教育等角度，對有關人選進行全面評估。

工作選配完成後，該組的就業輔導主任會陪同合適人選與僱主會晤。該名人士若被取錄，就業輔導主任當樂於提供入職輔導，並會在他上任後的最初三個月內繼續留意他的工作進度，在有需要時作出適當的輔導。

展能就業組轄下各辦事處的地址和電話號碼

勞工處

展能就業組（港島區）

香港灣仔皇后大道東四十三至四十九號東美中心地下鋪位第五、六、七及八號
電話：五二九六六七二

勞工處

展能就業組（九龍區）

九龍牛頭角道七十七號淘大商場第一期地下鋪位第十三至第三十號
電話：三二七五五四八三五

勞工處

展能就業組（荃灣區）

新界荃灣德士古道東亞商場地下鋪位第G一壹四至一貳六及G一九七至G一九九號
電話：〇一四九八八四四四

香港政府印務局印

Employing someone who is physically disabled

Introduction

It is not uncommon to find employers reluctant to engage disabled persons. The situation is understandable as there are many misconceptions surrounding their working ability. The misconceptions can be dispelled if employers are better informed. This pamphlet is one of a series on individual disabilities prepared by the Selective Placement Service of the Labour Department to put into proper perspective the stand of a disabled person in a working environment.

Contrary to popular belief, employing disabled persons is to the advantage of employers. Comprehensive overseas researches on the performance of disabled persons in work situations have repeatedly concluded that disabled employees are loyal and stable workers, handling a wide variety of jobs equally effective as, if not better than, their able-bodied counterparts. Misconceptions such as higher accident rate, increased insurance premium, greater absenteeism and turnover as well as low productivity have been proved unfounded. Among the many cases studied, most disabled workers produced at a slightly better rate and had relatively fewer disabling work injuries than other workers on identical jobs. Other findings indicated that the length of stay and attendance records of disabled employees are equal or better than regular employees.

Although for most people, work is a means of gaining economic independence, the effect of work on an individual's life goes far beyond this. In the case of disabled persons, having a job takes on a very special meaning—it means becoming part of or re-entering the main stream. An opportunity to demonstrate that they are capable of holding a job and be as productive as others not only restores their self-esteem but is also a right to which they are entitled.

In our community, disabled persons are still a relatively untapped manpower reserve. Employment of disabled persons releases our limited resources for other needy projects and contributes to the building up of wealth and prosperity within the community. Hence, it is our social responsibility and particularly so for those who are employers to give the right recognition to the ability of disabled persons and to provide them with opportunities to compete equally with non-disabled persons.

Types of physical disability

Physical disabilities which arise for congenital reasons, accident or illness can affect persons of either sex, all ages and qualifications and include impairments of the following nature:

- impairment or deformity of limb(s) ranging from loss of a few phalanges of fingers, deformed fingers, rigid wrist, weakness to complete loss of strength, partial loss to complete loss of upper or lower limb, etc.
- impairment of body functions arising from problems of blood circulation, respiration, digestion, kidney dysfunction, muscle incoordination, hormone disorders, brain damages etc.

While impairment or deformity of limbs is generally observable, impairment of body functions may not be so apparent. Epilepsy, cerebral palsy, and spinal cord injury are examples of the latter category and brief descriptions are given.

Epileptic seizures are thought to occur when there is a sudden disorganised discharge of electrical activity in the brain and such seizures can have various patterns. Some are major attacks with loss of consciousness and convulsions, but many are less severe with momentary loss of awareness, repetitive eyeblinks or involuntary behaviour such as chewing or twitching in a part of the body. Generally speaking, 85% of people with epilepsy can keep good control of their attacks, and this should allow people with epilepsy to do most jobs. With appropriate medication, epileptic seizures can be controlled.

Cerebral palsy is a disorder of movement and posture that arises from damage to a small part of the brain which controls movement. Such damage to the brain may occur before, during or after birth and is non-progressive. Some cerebral palsied persons are so lightly handicapped that they have no obvious disability. Others who are more seriously affected have difficulty in speech, in the movement of limbs or manipulation of hands. Sometimes brain damage also results in deafness or perceptual difficulties. However, through therapies and special programmes some of the effects of spasticity can be reduced in various degrees. Although some cerebral palsied person are also mentally retarded, there are many who are only mentally subnormal or even have average or higher than normal intelligence. Cerebral palsy is not associated with aggression or violence.

When the spinal cord is severely damaged through accident or disease, the person becomes paralysed below the level of the injury. If the injury is to the neck, both the upper and lower limbs would be affected; if the injury is to the back, only the lower extremities are affected. There are also differences in the degree of paralysis and in the amount of sensation lost, both being related to the amount of damage to the spinal cord and the nerve roots at the point of injury. For injuries that do not lead to paralysis, the person may still have muscle stiffness and pain such that certain body postures such as stooping and squatting may present difficulties.

Education and Training

With the nine-year compulsory education in Hong Kong, experience has shown that physically disabled students who can cope with their studies are interested and do succeed in pursuing further studies in Form 4 or 5, matriculation or university courses, mostly in an integrated educational setting.

A proportion have completed technical or commercial courses at technician and craft levels in many areas such as electronics, design, accounting, secretarial work, clothing technology and engineering. They compete on equal basis with their non-disabled counterparts and qualify for Diploma and Certificate awards at both local and international levels.

Physically disabled persons can also attend full-time and part-time training programmes offered by the two skill centres for the disabled of the Technical Education and Industrial Training Department. Such programmes include garment making, office machine practice, electronic servicing, electrical installation, fabrica-

tion, bench-fitting and machining, industrial arts, printing, carpentry, knitwear manufacture, painting and decorating as well as packaging and assembly.

Disabled students and trainees demonstrate an enthusiastic attitude towards their careers and studies and by following a suitable course of training acquire skills, knowledge and qualification required for specific employment.

What can physically disabled persons do

'Diversity' is the word that describes the range of working ability of physically disabled persons. Experience has shown that physically disabled persons are fully capable of working as assemblers, quality controllers, cleaners, watchmen, lift operators, repairmen, machinists, clerks of various nature, office attendants, data processors, laboratory attendants, salesmen, designers, managers, computer programmers and many others. They have worked to the satisfaction of their employers and won the friendship and support of their fellow workers.

Why employ physically disabled persons

- Physically disabled persons who are well-adjusted to the work environment tend to be stable employees and what is learned on-the-job can be retained in the company.
- Physically disabled persons with relevant training can also be employed as qualified craftsman and technician.
- Researches conducted overseas suggest that people with cerebral palsy have a good attendance record. They also suggest that in production, quality, safety, advancement, acceptance by fellow workers, and participation in activities, epileptic persons are found to be the same or better than non-disabled workers.

Guidance to employer

- Since appearances can be deceptive and the working ability of physically disabled persons varies so much from person to person, physically disabled persons need a chance to be interviewed and considered on the actual requirements of the job.
- During the interview, do not hesitate to ask the disabled person to perform some typical tasks of the job and observe his performance. If the disabled person is found to be able to perform other jobs in your company, do discuss the duties with the disabled person.
- Some physically disabled persons have speech defects but a little patience, understanding and work demonstrations will help to minimise communication difficulties. Slurred speech and twitching mouth are purely physical symptoms and are not indicative of their intellectual capability.
- To avoid embarrassment and unnecessary stress to the disabled employee, it is helpful if the foreman is well-informed of the type of disability which affects the person he or she is going to work with. Officers of the Selective Placement Service of the Labour Department are most willing to provide relevant information.

- A variety of assistive devices such as special purpose jigs and fixture, work desks and seats, electric typewriters, telephone amplifiers and telephone holders are useful to physically disabled persons in employment. The majority of these devices are inexpensive and do not create any inconvenience to other workers. An employer who is interested in employing a physically disabled person and sees a need in having some aids or adaptations to machinery or premises can apply for a reimbursement from the Employaid Fund.
- Do not hesitate to explain to a disabled person the work performance that is expected of him and give your assessment of his strengths and weaknesses. However, there is also a need to bear in mind that a physically disabled employee like any other new non-disabled employee requires time to adjust to a new job and a new work environment.

How can physically disabled persons be recruited

The Selective Placement Service of the Labour Department offers free recruitment assistance to employers who are looking for suitable physically disabled employees. Any employer who has an opening may either contact the officers of the Service by telephone or visit one of its offices.

The Service will refer suitable candidates to any interested employer for a selection interview after careful job matching to ensure that the employment is within their performance capacity. This involves a process of assessment and evaluation of their employment potential, either conducted by placement officers of the Service or through the Multi-disciplinary Assessment Service at the Kwun Tong Skills Centre for the Disabled. For the latter, a comprehensive assessment will be made on their related social, medical, psychological and educational factors which may have a bearing on working capacity.

The placement officer of the Service will accompany a suitable candidate to attend an employment interview with the employer. If the candidate secures the job, the placement officer will be glad to advise on how he should be introduced to the job and may follow up his progress at work during his first three months of employment.

Addresses and telephone numbers of Selective Placement Service offices

Selective Placement Service (Hong Kong)
Labour Department
Dominion Centre,
Shops 5, 6, 7 and 8,
43-49 Queen's Road East, G/F.,
Wan Chai,
Hong Kong.
Tel. No.: 5-296672

Selective Placement Service (Kowloon)
Labour Department
Amoy Plaza, Phase I,
Shops 13-30, G/F.,
77 Ngau Tau Kok Road,
Kowloon.
Tel. No.: 3-7554835

Selective Placement Service (Tsuen Wan)
Labour Department
East Asia Commercial Centre,
Shops G114-G126, G197-G199, G/F.,
Texaco Road,
Tsuen Wan,
New Territories.
Tel No.: 0-4988444

EMPLOYING SOMEONE WHO IS PHYSICALLY DISABLED

Give them a chance to prove themselves



SELECTIVE PLACEMENT SERVICE
LABOUR DEPARTMENT

