

因應嚴重特殊傳染性肺炎（武漢肺炎）職場安全衛生防護措施指引

Guidelines for workplace safety and health protection measures in response to Coronavirus

Disease-2019(COVID-19)

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壹、前言(preface)

新型冠狀病毒（SARS-CoV-2）是造成嚴重特殊傳染性肺炎（COVID-19，俗稱武漢肺炎）的病原體，大部分的人類冠狀病毒以直接接觸帶有病毒的分泌物或飛沫為主要傳染途徑，而人類感染冠狀病毒則以呼吸道症狀為主。面對疫情造成的全球大流行，已經對各行各業產生全面性的影響，為確保勞工有安全衛生的工作環境，雇主使勞工從事工作，對於工作環境或作業應辨識可能之危害、實施風險評估，並依評估結果採取適當的控制措施。

As the SARS-CoV-2 virus has caused an outbreak of COVID-19 (Coronavirus Disease-2019), most of the human infections are spread by direct contact with secretions or droplets, and mostly affect the respiratory system. The global pandemic caused by the coronavirus outbreak has had a comprehensive impact on all walks of life. To ensure that workers have a safe and hygienic working environment, when employers enable workers to work, they should identify possible hazards and implement risk assessments of the working environment or operations. They should also take appropriate control measures based on the evaluation results.

鑑於武漢肺炎疫情仍在持續，勞動部職業安全衛生署為協助事業單位依職場感染風險等級採取對應防疫措施，特修訂本指引作為行政指導文件，事業單位可依工作環境或作業（包含人員、製程、活動或服務）的規模與特性等因素，參考中央流行疫情指揮中心發布之「企業因應嚴重特殊傳染性肺炎（COVID-19）疫情持續營運指引」與各類相關指引

及國際相關職場防疫資訊，並因應該中心發布之最新疫情訊息，滾動式調整防疫管理對策，以提升事業單位對職場生物病原體暴露危害之辨識能力，有效防止疫情於職場傳播。

In view of the continuing COVID-19 epidemic, the Occupational Safety and Health Administration, the Ministry of Labor assists has especially revised these guidelines as an administrative guidance document in order to assist institutions in taking corresponding epidemic prevention measures according to the risk level of workplace infection. Businesses can refer to the "Guidelines for Enterprises to Continue Operation in Response to Serious Special Infectious Pneumonia (COVID-19) Epidemic" issued by the Central Epidemic Command Center according to the scale and characteristics of the working environment or operations (including personnel, production process, activities or services). They can also refer to various relevant guidelines and international relevant workplace epidemic prevention information and respond to the latest epidemic situation information released by the center by adjusting the epidemic prevention management strategy in a rolling manner to enhance the ability of the business unit to recognize the hazards of exposure to biological pathogens in the workplace and effectively prevent the spread of the epidemic in that workplace.

貳、暴露風險等級劃分

職場中感染武漢肺炎之暴露風險高低與職業特性及作業型態密切相關，例如是否需要與確診或疑似感染個案近距離、重複或長期接觸，依工作場所或作業型態可大致分為以下四個暴露風險等級，雇主可參考運用並採取適當的預防措施：

The exposure risk of COVID-19 infection in the workplace is closely

related to occupational characteristics and work patterns, such as whether close, repeated or long-term contact with confirmed or suspected infection cases is required, and can be roughly divided into the following four levels according to the workplace or work pattern. For the exposure risk level, employers can take appropriate preventive measures:

一、特殊暴露風險等級(Very high exposure risk level)

執行疑似或確診武漢肺炎病人之插管、支氣管鏡檢查及侵入性採集檢體等可能產生飛沫或氣膠 (aerosol) 的醫療處置之醫護人員及技術人員、處理疑似或確診個案檢體或相關實驗室之人員。

Medical staff and technicians who perform medical treatments such as intubation, bronchoscopies, and invasive specimen collection of samples from suspected or confirmed COVID-19 patients that may produce droplets or aerosol, staff who handle samples from suspected or confirmed cases and related laboratory staff.

二、高度暴露風險等級(High exposure risk level)

為暴露或極可能暴露於 SARS-CoV-2 的工作，例如確診武漢肺炎個案或已有症狀的疑似感染個案之醫療照護人員，及進出該等工作場所之承攬商勞工或派遣勞工（如清潔人員、傳送人員等）、載運確診或已有症狀的疑似感染個案車輛之司機與隨車人員。

Work that is exposed or highly likely to be exposed to SARS-CoV-2, such as medical care workers who have been diagnosed with COVID-19 or suspected infection cases with symptoms, and contract laborers or dispatched laborers (such as cleaning staff, delivery personnel) who enter or leave such workplaces, the driver and the occupants of the vehicle carrying the confirmed COVID-19 patient or the suspected infection case who is showing the relevant symptoms.

三、中度暴露風險等級(Medium exposure risk level)

需要近距離頻繁接觸不特定對象之人員或可能感染 SARS-CoV-2 但尚無症狀的人員，包括交通站場、運輸工具、商場、百貨公司等人潮較密集之場所或從事食品外送、防疫旅館等第一線服務人員。
People who need to come into close and frequent contact with unspecified objects or people who may be infected with SARS-CoV-2 but are asymptomatic, including first-line service staff at locations with dense crowds such as public transportation stations and vehicles, shopping malls, department stores, as well as food delivery staff and the personnel at quarantine hotels.

四、低度暴露風險等級(Low exposure risk level)

指不需要與確診或疑似感染個案接觸，也不需要與一般大眾近距離頻繁接觸的工作，例如於一般室內工作場所或戶外地區之工作人員。

Work that does not require contact with confirmed or suspected infection cases or frequent close contact with the general public, such as workers in general indoor workplaces or outdoor areas.

參、工作場所危害控制及管理措施(Workplace hazard control and management measures)

雇主應考量勞工的工作內容及型態，鑑別哪些工作場所、人員可能透過何種管道暴露 SARS-CoV-2，評估其暴露風險等級，配合中央流行疫情指揮中心之防疫措施及勞工防護需求，採行危害控制及管理措施，指定適當組織及人員，訂定職場防疫相關應變計畫據以推動。依職業衛生危害控制方法之效能，其優先順序依序為工程控制、行政管理及個人防護裝備，建議事業單位可考量有效性、簡便性，或依實際狀況同時採取多種控制措施，以保護勞工免於受到感染，各種控制方法分述如下：

Employers should consider the work content and type of labor, identify which workplaces and personnel may be exposed to SARS-CoV-2 through which channels, and assess their exposure risk levels, and follow the epidemic prevention measures and labor protection requirements of the Central Epidemic Command Center. Employers should also carry out hazard control and management measures, designate appropriate organizations and personnel, and formulate plans for workplace epidemic prevention to promote. According to the effectiveness of occupational health hazard control methods, the order of priority is engineering control, administrative management and personal protective equipment. It is recommended that institutions should consider the effectiveness and simplicity, or take multiple control measures at the same time according to the actual situation in order to protect workers from infection. Various control methods are described as follows:

一、工程控制(engineering control)

為減少勞工暴露 SARS-CoV-2 的風險，可依工作性質適當的採取以下控制措施：

In order to reduce the risk of workers being exposed to SARS-CoV-2, the following control measures can be taken according to the nature of the work:

- (一) 安裝高效率空氣濾網，並提高更換或清潔空氣濾網之頻率。

Install high-efficiency air filters and increase the frequency of replacing or cleaning the air filters

- (二) 保持室內空氣流通，中央空調應提高室外新鮮空氣比例。

To maintain indoor air circulation, the proportion of outdoor fresh air in the central air conditioning system should be increased

(三) 安裝物理屏障 (如透明塑膠隔板) 等措施。

Install physical barriers (such as transparent plastic partitions) and other measures

(四) 安裝用於客戶服務的通行窗口，如得來速 (Drive-through)。

Install an access window for customer service, such as drive-through windows.

二、行政管理(Administrative Controls)

對於工作場所環境衛生與人員健康管理，可採取以下適當防護對策或程序，並請人員配合辦理：

For workplace sanitation and personnel health management, the following appropriate protective countermeasures or procedures may be adopted, and personnel are required to cooperate:

(一) 對有發燒或有急性呼吸道症狀之勞工進行管理並留存紀錄，主動鼓勵勞工在家休息。

Manage and maintain records of workers with fever or acute respiratory symptoms, and actively encourage workers to rest at home

(二) 調整辦公時間或出勤方式，通過視訊方式採取線上會議，以減少工作人員或客戶之間面對面的接觸。

Adjust office hours or attendance, and use online meetings via video to reduce face-to-face contact between staff or customers

(三) 勞工工作時間、地點及出差採彈性及分流措施，並採空間區隔及調整。

Adopt flexibility and separation measures for labor working hours, locations and business trips, and adopt spatial division and adjustment.

- (四) 置備必要的防疫物資並提供正確的使用方式，定期清潔或消毒工作環境及場所物件。

Prepare necessary anti-epidemic materials and provide correct information about their use, regularly clean or disinfect the working environment and objects in the workplace.

- (五) 建立體溫量測及篩檢等出勤管制措施，並實施訪客或承攬商等門禁管制措施。

Establish attendance control measures such as temperature measurement and screening, and implement access control measures for visitors or contractors.

- (六) 對於確診個案近期從事工作或進出之工作場所，應加強地板、牆壁、器具及物品等之消毒。

For the workplace where confirmed cases recently engaged in work or which they visited, the disinfection of floors, walls, appliances and articles should be strengthened.

- (七) 辦理職場防疫相關安全衛生措施之宣導或教育訓練，並留存紀錄，宣導勞工自我防護並遵守社交禮節及保持社交距離。

Handle the promotion or education and training of safety and health measures related to epidemic prevention in the workplace, and keep records to promote worker self-protection, the observance of social etiquette and the maintaining of social distance.

- (八) 如有近期曾從疫區出差或旅遊返回職場之勞工，應密切留意其個人健康狀況，採取必要之追蹤及管理措施。

Workers who have recently returned to the workplace from an epidemic area on business trips or travel should pay close

attention to their personal health conditions and take necessary tracking and management measures.

- (九) 避免指派勞工赴衛生福利部疾病管制署列為國際旅遊疫情建議等級第三級之國家或地區出差。如確有必要並經勞工同意，應確實評估疫情狀況、感染風險與勞工個人健康狀況，強化感染預防措施之教育訓練、提供勞工充足之防疫物資並加強其工作場域清潔、消毒及保持通風等必要之防護措施。

Avoid assigning workers to travel to countries or regions listed as level 3 of the international epidemic by the Taiwan Centers for Disease Control. If it is really necessary and with the consent of the workers, the following necessary protective measures should be taken: the epidemic situation, infection risk and the personal health status of the workers should be accurately assessed, education and training on infection prevention measures should be strengthened, workers should be provided with adequate anti-epidemic materials and their workplaces should be cleaned, disinfected frequently, and keep well ventilated.

三、個人防護裝備 (Personal Protective Equipment, PPE)

雖然工程控制和行政管理可以有效地減少 SARS-CoV-2 的暴露，但有些情況仍需使用個人防護裝備，以確保工作時的安全。防疫期間所需的個人防護裝備類型，應視疫情及勞工從事作業或指派之任務可能暴露 SARS-CoV-2 的風險而定，可依據作業暴露風險等級類別選用包括呼吸防護具、髮帽、護目裝備、面罩、手套和隔離衣等裝備，選擇及使用須注意以下事項並有查核機制：

Although engineering control and administrative control can effectively reduce the exposure to SARS-CoV-2, in some cases,

personal protective equipment is still required to ensure safety during work. The type of personal protective equipment required during the epidemic prevention period should be determined by the epidemic situation and by the level of risk that the workers engaged in the operation or the assigned tasks may be exposed to SARS-CoV-2. In the selection and use of the types of respiratory protection, hair caps, goggles, faceshield, gloves and isolation clothing, one must pay attention to the following items and follow a verification mechanism:

(一) 根據個別勞工的危害進行選擇。

Choose according to the hazards of individual workers.

(二) 呼吸防護具應有適當的密合度。

Respiratory protective equipment should have appropriate tightness.

(三) 必須全程正確配戴。

It must be worn correctly throughout the journey.

(四) 應定期檢查、保養和更換。

It should be regularly inspected, maintained and replaced.

(五) 於脫除、清潔、保存或拋棄時，應避免污染自身、他人或環境。

When removing, cleaning, storing or throwing away, you should avoid polluting yourself, others or the environment.

肆、勞工自主防護及權益保障事項(Labor self-protection and rights protection matters)

一、如有發燒或急性呼吸道症狀，應留在家中休息。

If you have a fever or acute respiratory symptoms, you should stay at home and rest.

二、勞工應做好自主管理，保持手部清潔消毒，落實使用肥皂勤洗手、

呼吸道衛生與咳嗽禮節、遵守社交禮節及保持社交距離，避免前往列為國際旅遊疫情建議等級第三級之地區旅遊、避免接觸野生動物。若出現發燒、咳嗽等身體不適，請速就醫，告知醫師旅遊史、職業史、接觸史及是否群聚，並主動告知雇主及配合各項防疫管制措施。

Workers should take good care of themselves and keep their hands clean and disinfected. Use soap to wash hands, pay attention to respiratory hygiene and cough etiquette, observe social etiquette and maintain social distance. Avoid travel to countries and areas designated with a Level 3 epidemic warning and avoid contact with wild animals. If you have a fever, a cough or experience any other physical discomfort, please consult a doctor immediately, inform the doctor about your travel history, occupation history, contact history and cluster history, and actively inform the employer and follow various epidemic prevention control measures.

三、如非必要，應避免前往室內聚集及人潮擁擠之處所。

If not necessary, you should avoid going to indoor ~~gathering~~ gatherings and crowded places.

四、雇主如未能提供必要之預防設備或措施，勞工得拒絕指派前往疫區提供勞務。雇主如強行要求，且未提供必要之預防設備或措施致勞工有權益受損之虞，勞工得終止勞動契約，並要求雇主給付資遣費。

If the employer fails to provide the necessary preventive equipment or measures, the worker may refuse to be assigned to the epidemic area to provide labor services. If the employer forcibly requests the assignment and fails to provide the necessary preventive equipment or measures causing the laborer's rights and interests to be damaged, the laborer

may terminate the labor contract and require the employer to pay the severance payment.

五、勞工於工作場所或公出途中感染武漢肺炎，經個案事實認定屬職業災害者，其相關權益如下：

When workers are infected with COVID-19 in the workplace or on the road, and the case is determined to be a professional injury, the related rights and interests are as follows:

(一) 有加勞保者，除可依勞工保險條例規定申請各項職業災害給付，如有不足部分，應由雇主依勞動基準法規定補足相關職業災害補償。

Those with additional labor insurance can apply for various occupational disaster benefits in accordance with the provisions of the Labor Insurance Regulations. If there is a shortage, the employer shall make up for the relevant occupational disaster compensation in accordance with the Labor Standards Act.

(二) 未參加勞保者，雇主應依勞動基準法規定給予工資、醫療、失能及死亡之職業災害補償。

For those who are not covered by labor insurance, the employer shall provide compensation for occupational disasters including wages, medical treatment, disability, and death in accordance with the Labor Standards Act.

(三) 不論有無參加勞保，職業災害勞工均可依職業災害勞工保護法申請職業疾病生活津貼、看護、器具、家屬等補助。

Regardless of whether or not they participate in labor insurance, occupational disaster workers can apply for an occupational disease living allowance, nursing care, appliances, family members

and other subsidies according to the Occupational Accident Labor Protection Act.

六、勞工如有對勞動場所之安全衛生防護相關規定及勞工權益保障之相關疑慮，可透過手機或市話直接撥打 1955 免付費專線尋求協助。

Workers who have any doubts about the safety and health protection regulations of the workplace and the protection of labor rights can directly call the 1955 toll-free dedicated line for assistance through mobile phones or local calls.

伍、其他注意事項

一、中央流行疫情指揮中心及衛生福利部疾病管制署針對特定場所或作業人員，已訂有多種防疫指引(如附錄)，事業單位可依風險等級採取之控制措施，並對應附錄中各種適用之指引，據以推動。

The Central Epidemic Command Center and the Taiwan Centers for Disease Control have formulated a variety of epidemic prevention guidelines (see appendixes) for specific locations or operators. The control measures that institutions can take according to the risk level correspond to the various applicable guidelines in the appendix and should be promoted accordingly.

二、防疫期間所需的個人防護裝備（PPE）類型應視疫情及勞工從事作業及任務所可能導致暴露風險而定，可依勞工之暴露風險等級，提供適當之個人防護裝備。

The types of personal protective equipment (PPE) required during the epidemic prevention period should be determined by the epidemic situation and by the risks that workers may be exposed to during their operations and tasks. Appropriate personal protective equipment can be provided according to the worker's exposure risk level.

三、本指引提供職場防疫一般參考性原則，有關武漢肺炎之防疫管理機制應

依循中央流行疫情指揮中心之防疫對策及相關指引、公告等辦理，建立職場防疫計畫或措施，可參閱衛生福利部疾病管制署全球資訊網（<https://www.cdc.gov.tw>），或撥打免付費防疫專線 1922（或 0800-001922）洽詢。

This guide provides general reference principles for workplace epidemic prevention. The epidemic prevention management mechanism of COVID-19 should follow the epidemic prevention countermeasures of the Central Epidemic Command Center and related guidelines and announcements. For the setting up of workplace epidemic prevention plans or measures, please refer to the Taiwan Centers for Disease Control's website (<https://www.cdc.gov.tw>), or call the free epidemic prevention line 1922 (or 0800-001922) for inquiries.