



International
Labour
Office
Geneva

Working around the clock?

A manual for trainers
to help live-in domestic workers
count their working time



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Preface

It is often said that domestic workers, especially those who live in the homes of their employers, work around the clock; and indeed, statistics show that domestic workers work extremely long hours. Yet, the actual working time of live-in domestic workers remains difficult to assess, which hampers policy dialogues that aim to limit the working time of domestic workers. The ILO Convention concerning decent work for domestic workers, 2011 (No. 189) and its accompanying Recommendation (No. 201) provide guidance to Member States to safeguard the human rights of domestic workers to rest and leisure. To make decent work a reality for domestic workers though, these guidelines must also be accompanied by practical measures to help limit the working hours of live-in domestic workers.

This manual for trainers presents a working time tool to help live-in domestic workers assess, calculate and record their working time. Based on pilot tests conducted in Bolivia, Thailand, Tanzania and the Philippines, the manual provides a template of a working time tool and explains to trainers how to teach live-in domestic workers how to use it. To assist trainers, the guide also contains modules for a training, ideas for how to use the information collected through the tool, and provides definitions of working time concepts, explaining how they can be applied to a domestic workers' schedule. It is hoped that this information will be useful to live-in domestic workers, organizations, and policy makers to better understand the reality of live-in domestic workers, and how to limit their working time.

The publication is the result of a project conducted by the Inclusive Labour Markets, Working Conditions and Labour Relations Branch (INWORK) of the International Labour Office, in collaboration with live-in domestic workers and their organizations. The project and this manual were prepared by Claire Hobden (INWORK), with contributions by Vicky Kanyoka, Diana Taborge Montes, CJ Meagon, and Poonsap Tulaphan, and comments provided by Amelita King Dejardin, Martin Oelz, Jon Messenger, Leena Ksaifi, Ip Pui Yu, and Elizabeth Tang.

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PART 1 Introduction

1. Background

This manual presents and explains how to use a working time tool that was designed for live-in domestic workers to record and calculate their working time and rest periods. The working time tool was originally designed as a response to the concern that live-in domestic workers work extremely long hours, while their employers often feel that domestic workers are rarely really working, but are rather on standby.

Indeed, domestic workers are known to work extremely long hours. Among domestic workers, those who live-in the homes of their employers are by far in the most vulnerable situations, working in isolated conditions, mostly out of reach of labour law enforcement, and expected to be available up to 24 hours a day, 7 days a week. Working excessively long hours with little to no rest has well-documented impacts on health, and constitutes a violation of the human right “to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.” (UDHR, Art. 24)

Limiting the working time of live-in domestic workers is therefore a priority to ensure their human rights. The Domestic Work Convention, 2011 (no. 189) and its accompanying Recommendation (no. 201) provide guidance on the regulation of working time by establishing that domestic workers should enjoy equal treatment with workers generally in relation to normal hours of work, overtime compensation, periods of daily and weekly rest, and paid annual leave. Moreover, it establishes that periods during which domestic workers are not free to dispose of their time as they please and remain at the disposal of the household in order to respond to possible calls (known as standby or on call time) shall be regarded as hours of work to the extent determined by national laws, regulations or collective agreements, or any other means consistent with national practice.

Recommendation 201 goes further still to suggest that Member states should regulate standby periods, night work, rest during the working day, weekly rest, compensatory rest, and annual leave. Last, but not least, it recommends to Member States that hours of work, including overtime and periods of standby, **be accurately recorded, and that the information should be freely accessible to the domestic worker.**



Working Time Rights of Domestic Workers: ILO Domestic Workers Convention and Recommendation, 2011

ILO Convention 189, Article 10

1. Each Member shall take measures towards ensuring equal treatment between domestic workers and workers generally in relation to normal hours of work, overtime compensation, periods of daily and weekly rest and paid annual leave in accordance with national laws, regulations or collective agreements, taking into account the special characteristics of domestic work.
2. Weekly rest shall be at least 24 consecutive hours.
3. Periods during which domestic workers are not free to dispose of their time as they please and remain at the disposal of the household in order to respond to possible calls shall be regarded as hours of work to the extent determined by national laws, regulations or collective agreements, or any other means consistent with national practice.

ILO Recommendation 201, Para 8-13:

8.(1) Hours of work, including overtime and periods of standby consistent with Article 10(3) of the Convention, should be accurately recorded, and this information should be freely accessible to the domestic worker.

(2) Members should consider developing practical guidance in this respect, in consultation with the most representative organizations of employers and workers and, where they exist, with organizations representative of domestic workers and those representative of employers of domestic workers.

9.(1) With respect to periods during which domestic workers are not free to dispose of their time as they please and remain at the disposal of the household in order to respond to possible calls (standby or on-call periods), Members, to the extent determined by national laws, regulations or collective agreements, should regulate:

(a) the maximum number of hours per week, month or year that a domestic worker may be required to be on standby, and the ways they might be measured;

(b) the compensatory rest period to which a domestic worker is entitled if the normal period of rest is interrupted by standby; and

(c) the rate at which standby hours should be remunerated.

(2) With regard to domestic workers whose normal duties are performed at night, and taking into account the constraints of night work, Members should consider measures comparable to those specified in subparagraph 9(1).

10. Members should take measures to ensure that domestic workers are entitled to suitable periods of rest during the working day, which allow for meals and breaks to be taken.

11.(1) Weekly rest should be at least 24 consecutive hours.

(2) The fixed day of weekly rest should be determined by agreement of the parties, in accordance with national laws, regulations or collective agreements, taking into account work exigencies and the cultural, religious and social requirements of the domestic worker.

(3) Where national laws, regulations or collective agreements provide for weekly rest to be accumulated over a period longer than seven days for workers generally, such a period should not exceed 14 days for domestic workers.

12. National laws, regulations or collective agreements should define the grounds on which domestic workers may be required to work during the period of daily or weekly rest and provide for adequate compensatory rest, irrespective of any financial compensation.

13. Time spent by domestic workers accompanying the household members on holiday should not be counted as part of their paid annual leave

While many countries do not yet have legislation in place regulating working time, many do already provide partial or comprehensive national laws and policies that regulate the sector. In these situations, countries are looking for ways to effectively implement and enforce the laws in place, and formalize the sector. Written contracts, while still scarce, are increasingly in use in the sector in many countries, setting, inter alia, the maximum number of working hours per day or per week, limits on overtime and standby, and how these working hours are to be compensated.

A right to reasonable working hours though is arguably still one of the more difficult rights to implement and enforce, even if legislated and included in a contract, in part because the domestic employment relationship is still not fully formed in the minds and practices of domestic workers and employers. The home is still not viewed as a workplace in which workers' rights should be respected and enforced. The low prevalence of written contracts and record-keeping tools are clear indicators of this reality.

Indeed, although contracts are slowly becoming more common, and while record-keeping is common practice in many sectors, domestic workers and employers alike lack the tools and awareness of how to count and record time worked, and remuneration received. Employers in particular have concerns with regards to how to estimate the time spent by domestic workers on performing their assigned tasks. Time spent on call, or on standby also remains challenging to qualify, assess and record. The lack of concrete agreements and tools with regards to working time frequently leads to tensions and disputes among domestic workers and employers regarding what work was really performed, when the work was performed, and how it should be remunerated.

The working time tool was therefore developed for domestic workers to record and measure their working and rest time, with the ultimate goal of capturing information responding to the following questions:

- What does the day of a live-in domestic worker really look like?
- From when does the day of a domestic worker start, and when does it end?
- What work do they perform during those hours?
- What constitutes working time, standby time and rest time in domestic work?
- Is the right to rest respected?
- Are domestic workers genuinely able to influence their rest periods, working time, and working arrangements with their employers?

- What are the primary concerns of employers?
- And what are the most pressing needs of domestic workers with respect to working time regulation?

The working time tool was developed and tested with live-in domestic workers in four countries: Tanzania, Bolivia, Thailand and the Philippines. In each country, 20 live-in domestic workers were trained to use the tool and tested it for two weeks, after which the domestic workers were reconvened to discuss their experience, share lessons learned, and provide feedback on the format of the tool.

Through the pilots, a variety of lessons were learned about the nature of live-in domestic work, the tasks performed by domestic workers on an average day, and the arguably grey areas between working time, breaks, and on-call or standby time. The lessons learned shed light on some of the most common challenges in regulating the working time of domestic workers, including how to limit working time, how to think of on-call or standby time, and what issues must be addressed to alleviate the burden of long working hours on domestic workers and ensure their human right to rest and leisure.

Taking into account these lessons and the feedback of the domestic workers, the ILO produced a final version of the timekeeping tool, which is now presented and explained in this manual.

2. Purpose

The purpose of the manual is to help organizations (domestic workers' organizations, trade union centres, NGOs, etc.) build the capacity of live-in domestic workers to monitor and record their working time. The manual presents the working time tool and explains working time concepts as they apply to live-in domestic workers. It also explains to organizers or trainers how to use and adapt the tool for use with live-in domestic workers in particular legal settings. Finally, it provides a detailed set of modules, materials and resources to assist trainers in organizing and delivering a training for live-in domestic workers, accompanying them as they try out the tool, and helping them understand the implications of the hours they record.



To achieve these ends, the manual includes the following components:

- The working time tool in its generic form
- How to adapt the tool to a specific national context
- Proposed training modules for trainers and educators to transfer this knowledge to domestic workers
- Resources for the trainer on working time concepts and how they are applied to live-in domestic work
- Hand-outs to be used during the training explaining in detail how to complete the various parts of the working time tool.
- Tips for trainers as they prepare, deliver and accompany domestic workers in recording their working time

It is hoped that domestic workers and organizations who use this tool will gain new insights with respect to the working conditions of live-in domestic workers. The training and practice of recording working time should empower domestic workers to know their rights, organize their working day, and ensure they are getting sufficient rest. It is also hoped that the exercise would help organizations develop effective campaigns to regulate working time; help domestic workers and their employers discuss, negotiate and come to agreement on reasonable working schedules; and provide trade unions with a new tool to organize domestic workers and raise their awareness about their rights with respect to working time.

3. Who should use this manual?



While any entity working with live-in domestic workers may find this manual and tool useful, it has been compiled with the following audience in mind:

- Domestic workers' organizations
- Trade unions looking to organize domestic workers
- Women's organizations
- Educational organizations
- Other advocacy organizations looking to empower live-in domestic workers

Agencies that are interested in supporting the empowerment of domestic workers by developing their own knowledge and capacity with respect to working time, and who wish to nurture strong and equitable employment relationship practices may also be interested in training both domestic workers and householders in how to use this tool.

4. Why record the working time of live-in domestic workers?

The working time tool presented in this manual has a number of uses and potential long term benefits. Its most immediate objective is to empower live-in domestic workers to better understand their working time rights, and their contributions as workers to the household. Training domestic workers to complete the tool would:



- **Raise consciousness of domestic workers on their identity as workers and on the value of the work they perform.** Domestic workers may work long hours, feel fatigued from their work, and lose connection to family and friends because of their endless working days. Nonetheless, many domestic workers have low consciousness of their own work being real work, and have not always thought to count how many hours they are actually working to receive a usually meagre salary. Record keeping is therefore one entry point for domestic workers to gain consciousness of their working time, of the tasks they perform in a day, and of their overall contribution to the household.
- **Help domestic workers develop a better understanding of their workflow and work organization** on a given day, or in a given week, to distil information on how they spend their time: actively working, on standby, or on break.
- **Train domestic workers to track, compute and record their working time, tasks and pay.** While many domestic workers do keep a record of the salary they receive, it is quite rare, and rarer still that they record the number of hours they worked. However, recording pay along with working hours helps to create an association between the hours worked, and the wages paid, a relationship of critical importance to ensuring the rights of domestic workers.



The information collected by the working time tool can also be an important resource for organizations advocating for working time rights for domestic workers, such as a day of rest, inclusion in overtime compensation protections, or limits on daily or weekly hours.

In the longer term perspective, it can be a tool around which to concretize the domestic employment relationship by acting as a tool for negotiation between domestic workers and employers, helping them to clarify and take up their respective roles and responsibilities by recording, observing and discussing tasks performed and hours worked. Looking even further to the future, a finalized version of the working time tool, based on existing working time regulations and a legitimate contract that is enforceable by law, ideally negotiated and agreed upon in tripartite settings, can then be used as a formal record of employment, serving as important tools for labour inspectors and judges to establish facts and ensure compliance and enforcement.

PART 2

The working time tool



“This tool is useful especially for those who are abused, who really need that. At least if they cannot report, this tool can serve as an indication.”

(Domestic worker from the Philippines)



The weekly diary tool translated into swahili and drawn on poster paper for the training of live-in domestic workers in Tanzania

The working time tool that was developed aims to help domestic workers keep a basic overview of their working time and tasks. It consists of two pages: a timekeeping tool and a task check list. In this part of the manual, you will find an explanation of the different concepts and parts of the timekeeping tool and the task check list.

1. Timekeeping tool

The timekeeping tool, or timesheet, serves to record and calculate **working hours, breaks, daily rest, weekly rest, and wages** (see figure 1). It contains the following fields:

1. Basic information

As with any official record, it is desirable to include on the timesheet the name and address of the domestic worker, and the name and address of the employer. As each timesheet refers to a specific week, the start and end dates of that week are also to be completed on each form.



2. Working hours

The core function of the timesheet is to calculate working hours, including normal hours and overtime (if protected by national legislation). For live-in domestic workers, it is important to identify the difference between working time and stand-by time. In the design of the working time tool, **working time refers to “periods during which a domestic worker is scheduled to perform tasks for the household”**. Conversely, ILO Convention 189 defines stand-by time as “periods during which domestic workers are not free to dispose of time as they please and remain at the disposal of the household in order to respond to possible calls” (Art 10(3)). The first section of the timesheet is designed to capture those hours during which a domestic worker is scheduled to perform tasks for the household, meaning, working time. The table requires that domestic workers complete the start time and end time of each day. The concepts of start time and end time are typically difficult for live-in domestic workers to identify. The resources in Part 5 provide more information on how to assess when the work day starts and ends.



3. Breaks



A work day should include reasonable short breaks during the day so a worker can rest and take a meal during meal time. In fact, **the ILO defines breaks as a suitable period of rest during the workday, which allows for meals and breaks to be taken.** The timesheet was therefore designed to reflect such breaks. The concept of breaks for live-in domestic workers is highly contested, as domestic workers typically feel that the moment they sit or take a rest, the employer asks them to perform additional tasks. As a result, identifying start and end time of each break can prove challenging. The resources in Part 5 provide information on how to assess whether the domestic worker is on break or not.

4. Total hours



In most countries, most workers are protected by working time limits per day, per week or per month. In some countries, domestic workers too are protected by such limits, after which they also sometimes benefit from overtime pay. While this is not the case in all countries, the generic timesheet was designed to include columns to capture total hours worked per day, including normal hours and overtime hours. To complete this section of the table, domestic workers should add up the number of hours they worked each day. Then, if there is a legal maximum number of working hours per day or per week, the domestic worker should subtract this number from the total hours worked per day or per week. The result is the number of hours for which the domestic worker should benefit from overtime pay, if they are protected by such laws. The “Normal Hours” and “Overtime Hours” columns can be removed if live-in domestic workers do not benefit from such protection.

5. Daily rest and sleep



Live-in domestic workers are often required to work long hours, extending into the night. Sometimes, this work also interrupts or disrupts their sleep. However, according to ILO Convention 189, domestic workers are entitled to daily rest. In many countries, live-in domestic workers are covered by legislation protecting their right to rest for a minimum number of hours per day. For this reason, the timesheet was designed to capture the total number of hours of rest per day. The timesheet requires domestic workers to put the start and end time of their daily rest. The resources in Part 5 provide additional information to help domestic workers define when their daily rest period begins and ends. The domestic workers should

then add up the number of hours of rest. In the final column of the section, domestic workers should record any interruptions of their sleep on a given night. This way, the timesheet provides a clearer picture of the demands on domestic workers and how this might impact their health and wellbeing.

6. Weekly rest

ILO Convention 189 states that domestic workers should benefit from 24 hours consecutive weekly rest. Such a “day of rest” should allow domestic workers to leave the household and attend to their own needs. Domestic workers in many countries have the right to such a day of rest, but in practice, they are not always able to implement this right. The timesheet therefore provides a space for domestic workers to record when their period of consecutive weekly rest begins and ends.



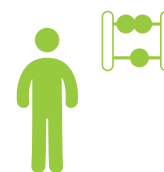
7. Wages

Working time is closely associated with wages. Many domestic workers receive a monthly wage. When this wage is divided by the actual number of hours worked, it is found that the wage received is much lower per hour than for many other workers. Domestic workers are also often not paid regularly, and do not keep records of their payments. To better track their payments and approximate rate of pay, the timesheet includes a field for them to record the salary they receive.



8. Tools

It is understood that some domestic workers may have difficulty with the calculations involved in completing the timesheet tool. To help them with the mathematics, a number line was included on the timesheet.



9. Information on rights

Finally, the timekeeping tool should provide information on the working time rights of domestic workers, like daily or weekly limits on working time, overtime provisions, night work, etc. This information can be included on the back side of the timesheet, or on a separate palm card or leaflet that the domestic worker can easily access. For more information on what information to include to adapt the tool to your context, please see Part 3 below. An example of information to include can also be found in the resources section of the manual.



TIMEKEEPING TOOL (Figure 1)

Name of employer:

Address:

Name of domestic worker:

Address:

Week starting:

Week end:

Salary (per hour/week/month):

Date paid:

Day	Working hours		Breaks		Total Hours			Daily rest (sleep)			Weekly rest			
	A. Start time	B. End time	Start time	End time	C. Total daily hrs.	D. Normal hrs.	E. Overtime hrs.	Start time	End time	Total sleep	Interruptions	Start time	End time	
Monday	7:00	20:00	12:00	12:30	13	8	5	22:00	6:00					
			16:30	16:45										
			19:00	19:30										
Tuesday														
Wednesday														
Thursday														
Friday														
Saturday												20:00		
Sunday													20:00	
Total Weekly Hrs.			F. 13			G. 8		H. 5						

Domestic workers signature

Householder signature

Date:

Date:

5a

6a

7a

8a

9a

10a

11a

1p

2p

3p

4p

5p

6p

7p

8p

9p

10p

11p

12a

1a

2a

3a

4a

2. Task check list

Domestic workers perform many tasks each day, but there is rarely a record kept of all the tasks accomplished. Such a “to do list” can help domestic workers monitor their own work, as well as demonstrate to employers what tasks have performed in what period of time. At the beginning of each day, domestic workers should list in the central column the tasks to be performed that day. In the left column, they simply place a check mark next to the task performed to show it has been accomplished. In the far right column, the domestic workers should note any additional tasks that came up unexpectedly. This way, a complete picture of work performed will be achieved.

TASK CHECK LIST (Figure 2)

Task check list		Date:
DONE	TASK	NOTES / UNEXPECTED WORK
x	Prepare breakfast	
	Go to market	
	Prepare lunch	
	Wash clothes	
	Iron clothes	
	Fold clothes	
	Sweep or mop floor	
	Clean bathrooms	
	Wash windows	
	Tidy bedroom	
	Tidy living-room	
	Do dishes	
	Fetch child from school	
	Feed baby, child, elderly or disabled	
	Bathe baby, child, elderly or disabled	
	Assist child with homework	
	Accompany baby, child, elderly or disabled	
	Wash car	
	Water plants	
	Cut grass	
	Clean Patio	
	Open house	
	Close house	
	Fetch water	
	Feed animals	
	Tend to animals	
	Other	



PART 3

Legal research and adapting the tool



"I have never thought before that I work hard unless and until I recorded my working time."

(Domestic worker in Thailand)



AREAS Semana de: Nombre: *Felipa Vargas Pillco*

	Lunes	Martes	Miércoles	Jueves	Viernes	Sábado	Domingo
Mañana (de 5am al medio día)	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:00 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar	07:30 Levantarse Desayunar Preparar desayuno Lavar ropa Cocinar Almuerzo y limpiar
Tarde (del medio día hasta las 8pm)	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar
Noche (de 8pm a 5am)	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar	08:00 Lavar ropa Cocinar Almuerzo y limpiar

Domestic workers in Bolivia in training; a weekly diary log completed by a live-in domestic worker in Bolivia.

The timekeeping tool that is attached to this manual (*see Handout 3 in Part 5*) is provided as a generic model. While it can be used as is, it is advisable to adapt the tool so that it is 1) in a language understood by the domestic workers; 2) reflects national laws applying to domestic workers; and 3) in a format that is understandable to domestic workers.

This part of the manual will help trainers and organizers through the process of translation, adaptation, and formatting. Before starting, trainers and organizers should first study carefully the generic timekeeping tool, using the information provided in this manual. Once the timekeeping tool is well understood, the organizers and trainers can begin with the legal research necessary to adapt the tool to the local context.

This work will also serve to develop the material for the training on rights awareness, as explained in Part 4 of this manual. Finally, the tool would be ready for translation into the appropriate languages.

1. Legal adaptations

The tool should accurately reflect national laws and regulations on working time as they apply to domestic workers. The first step to take is therefore to collect this information. To gather this information, trainers and/or organizers should identify a national legal expert who can provide a clear interpretation of the relevant labour laws and how they apply to domestic workers. If there is a union or ILO office in the country, these might also be good sources of information.



It is also important to keep in mind that sometimes there are separate and different laws protecting live-in domestic workers. In this case, the trainer or organizer should refer to those laws and regulations protecting live-in domestic workers specifically.

The information collected should include the following rights:

- Limits on normal working hours (per day or per week)
- Periods of daily and weekly rest
- When working hours become overtime, and how they should be compensated
- When working hours become night work
- Any definitions that exist with respect to working hours, rest periods, stand-by time.



What to do if there are no laws on working time for domestic workers?

In some countries, there are no laws protecting the working time of domestic workers. In these cases, the timekeeping tool can be adapted to reflect the laws on working time pertaining to workers generally. Although the law may not recognize the working hours, overtime and night work performed by domestic workers, the tool will still serve to illustrate the legal gap between the rights of workers generally, and the lack of rights of domestic workers.

Two areas in particular will need close attention and will most likely need to be edited: overtime and night work.

a. Overtime

As formatted, the timekeeping tool provides columns that would allow domestic workers to assess their overtime hours. To do so, domestic workers should input into column D (Normal Hrs.) the legal limit on working hours per day. An organizer or trainer should identify if such a law exists and integrate the information into the training. If such a daily or weekly limit exists, the applicable limit on daily working hours should be input into column D (Normal Hrs.).

Conversely, if there is no law ensuring overtime compensation for live-in domestic workers, columns D and E can be omitted from the timekeeping tool.

b. Night work

In some cases, domestic workers are required to work nights on a regular basis; where night work is included in working time regulations and where it applies to domestic workers it would therefore be captured on the timesheet to ensure fair remuneration

To make this adaptation, the trainer should first review the legislation to see what constitutes night hours, i.e., between which hour of the night and which hour of the morning, and how many consecutive hours must be worked to count as night work. This information should be provided to the domestic workers, and section of the module on calculations should show domestic workers how to assess their night hours by counting those hours worked during the night.

2. Translation

It goes without saying that this timekeeping tool and its guides must be translated into a language that is easily understood by domestic workers. It is important to keep in mind that the language spoken by domestic workers is not necessarily an official or major national language. In Tanzania, the tool was translated into Kiswahili; in Bolivia, the tool was translated into Spanish; however, domestic workers felt more comfortable with their native language, Aymara. A similar challenge was faced in the Philippines, where many different languages are spoken. It is important for trainers and organizers to think carefully about which language they wish to use.



3. Format

Once the tool is translated, it may not fit into the same format as presented in the generic tool included in this manual. This was the case in Tanzania, where Kiswahili words are much longer than English words. To respond to this problem, the trainers transferred the table onto a much larger piece of paper. They also provided lined booklets to the domestic workers for them to keep a detailed, minute to minute journal recording how they spent their day. In the Philippines, they altered the timesheet so that a single page reflected only a single day, instead of a full week. This provided domestic workers with far more space to complete the required information. Making such changes is at the discretion of the trainer or organizer, so long as the concepts included in the generic working time tool as presented above are included one way or another.



4. Know your rights box



The information on working time rights can also be included on the working time tool (see for example Figure 3). Having access to this information will help domestic workers analyse and understand the implications of the hours they are working, whether they are working overtime, and if the hours they work in the evening count as night work.



KNOW YOUR RIGHTS (Figure 3)

Relevant national laws on working time:

Length of maximum working day/week:

Do I have the right to overtime pay?

When does it start?

Do I have the right to special compensation for night work?

If so, how is night work defined in law? What hours constitute night work?

PART 4
Training domestic workers to use the tool

“Through this exercise we have come to learn that we have too many tasks relative to what we are being paid.”

(Domestic worker in Tanzania)



A small group discussing how to register their daily tasks

This Part of the manual will help organizers and trainers organize and conduct a training for domestic workers on how to assess and record their working time. The section includes information on:

- How to organize the training
- What preparation is necessary to develop the training modules
- A sample training outline
- The model training modules
- How to follow up with participants after the training
- What to do with the information gathered on working time

1. Organizing the training

Time:

- Preparation: 5 days
- Training: 1-2 days
- Using the tool: 2 weeks +
- Revisiting the tool with domestic workers: periodically (ie, 1x per month, 2x per month, etc.)

Trainers:

The training will require 1-2 trainers and/or organizer. At least one of the trainers/organizers should be very familiar with working time laws and regulations, and the rights of domestic workers in the country. This is especially important because one of the goals of providing working time training to domestic workers is also to raise their awareness about their rights, including with respect to working time. A session of the training is therefore dedicated to raising awareness about their rights as workers.

The trainers should also be native or fluent speakers of the language spoken by the participating domestic workers. Finally, they should have experience working with domestic workers, some of which will have faced exploitative situations, have low literacy levels, or might be very young. The trainers should therefore be sensitive to the life stories of the participating domestic workers.

Specifically, the trainers will be required to:

- Collect information on relevant laws governing the working time of live-in domestic workers
- Arrange for the translation of the tool and its adaptation to relevant national laws
- Develop and tailor the training to the local context
- Reach out to domestic workers
- Provide the training
- Support domestic workers when they fill out their forms, as needed
- Help domestic workers analyze and understand their actual working time and rights

Materials:

- Hand-outs (included in this manual)
- Information on domestic workers' rights
- Sufficient printed copies of the task checklist tool and the timekeeping tool, along with their respective guides, for the domestic workers to use on their own

Budget:

When budgeting for the activity, organizers should take into account the following costs:

- Costs of trainer/organizer/lawyer, if no volunteers
- Printing and copying of the tool for domestic workers
- Training materials such as flipcharts and markers
- Fee for renting the training space
- Per diem for domestic workers to cover travel and food costs associated with the training
- Translation and interpretation costs, if working with a multilingual group
- Optional: provision of notebooks to domestic workers for them to record their experiences at work

2. Sample training outline

SAMPLE TRAINING OUTLINE

I. Introduction (15 min)

1. Welcome to the participants, introduction of trainer
2. Learn each other's names, get to know one another.

II. Domestic workers' rights (1 hour)

1. Trainer presents objectives of the training.
2. Trainer asks domestic workers if they know what rights they have
3. Presentation of information on their labour rights according to national law
4. Presentation of principles of C189

III. Recording daily tasks (1 hour +)

1. A day in the life of a domestic worker: sharing stories, breaking the ice. (25 min)
2. What are tasks? How should they be recorded? (35 min)

Step 1. Brainstorm on different tasks they perform at their workplace, hours worked and challenges they face.

Step 2. Practice filling out the task sheet.

IV. Defining terms (1 hour)

- What is start time and end time? When is it?
- What is standby time?
- What is rest time?

V. How to complete the tool (about 2 hours)

1. Practice in groups
2. Debrief

VI. Practical questions (1 hour)

1. Discussing practical challenges and fears.
2. Hand out working time tool copies.
3. Agree on the date to send back the tool

VII. Conclusion (15 min)

Remind the Domestic workers on basic issues in filling the sheet, such as :

- i. Choosing the appropriate time to fill the sheet
- ii. Keeping track of the tasks performed and working hours
- iii. Proper recording of actual working time
- iv. Record on sleep, interruptions, breaks.

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3. Training Modules

INTRODUCTION

Suggested time: 15 min

Materials needed:

- ✓ Name tags and pens.
- ✓ Flip chart, black board or white board.

Objectives:

- i. Welcome the participants.
- ii. Trainers introduce themselves.
- iii. Domestic workers introduce themselves, giving their name, how long they have been a domestic worker, and what they hope to achieve during the workshop.

Proposed session plan:

1. Trainers welcome the participants, introduce themselves (5 min)
2. Participant introductions (10 min)

Domestic workers introduce themselves, giving their name, how long they have been a domestic worker, and what they hope to achieve during the workshop.

DOMESTIC WORKERS' RIGHTS

Suggested time: 1 hour

Materials needed:

- ✓ If available, informational materials on rights of domestic workers
- ✓ Informational materials on ILO Convention 189
- ✓ A blackboard and chalk, white board and marker, or flipchart.

Objectives:

- i. Domestic workers are informed of their rights as workers
- ii. Domestic workers are informed about ILO Convention 189

Proposed session plan:

1. Trainer presents objectives of the training (5 min)
Explaining the value and benefits of recording working time, encouraging participants that it is possible, and can be empowering.
2. What is the group's level of rights awareness? (15 min)
In this segment, the trainer should ask domestic workers to say one right that they believe they have as workers.

The statements of the participants should then be recorded on the blackboard, white board, or flipchart.
3. Actual rights (30 min)
During this segment, the trainer will present information to domestic workers about their actual labour rights under national law, with a particular emphasis on their rights with respect to working time. If materials are available on these rights, this would be a good opportunity to distribute these.

This is also a good session during which to briefly introduce to them the ILO Convention 189 on decent work for domestic workers, explaining broadly its goal to ensure that domestic work is like any other work, and that domestic workers deserve the same rights and protections as any other workers.
4. Q&A (10 min)

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RECORDING DAILY TASKS

Suggested time: 1 hour

Materials needed:

- ✓ The guide provided in this manual, explaining step by step how to use the task checklist tool.
- ✓ As many copies of the task checklist tool in a language spoken by the participating domestic workers.
- ✓ Enough pencils for each participant
- ✓ A blackboard and chalk, white board and marker, or just a large piece of paper.

Objectives:

- i. Domestic workers understand what tasks are, and why it is important to record them.
- ii. Domestic workers are comfortable completing the task checklist by themselves.

Proposed session plan:

1. Participatory brainstorming (25 min)

In this segment, the trainer should ask domestic workers to share what a typical work day looks like for them, from start to finish. The trainer can either ask domestic workers to first take a few minutes to think about it and, if they can, write it down; OR, the information can be shared orally. On the board or flipchart, the trainer should note down tasks that are mentioned by the domestic workers as they come up.

2. How to define tasks (15 min)

Once the domestic workers have shared their stories, the trainer should use the information that was shared to explain what a task is. The model task check list provides numerous examples for the trainer to draw on. The key message is that all of these tasks **count as work performed for the employer**.

Once the definition of tasks is well understood by the participants, the trainer should allow them the opportunity to add more tasks they may have forgotten.

3. How to record tasks (20 min)

Once the definition is well understood, the trainer should distribute the model task checklist. Using the “guide to completing the task checklist” at the back of this manual, the trainer should explain to participants how to complete the checklist (5 min). To do this, the trainer can ask each of the participants to note what their **next working day** will look like (10 min). Afterwards, participants can be invited to share their work with their neighbour, and ask the trainer questions (5 min).

DEFINING WORKING TIME CONCEPTS

Suggested time: 1 hour +

Materials needed:

- ✓ The “Working time concepts” guide provided in Part 5 of this manual, explaining the definitions of working time and how they apply to domestic work
- ✓ A large copy of the timekeeping tool
- ✓ Enough pencils for each participant
- ✓ A blackboard and chalk, white board and marker, or just a large piece of paper.

Objectives:

Domestic workers understand:

- a. When their work day starts and ends
- b. The definition of breaks, periods of daily rest, and of weekly rest
- c. The difference between normal hours and overtime
- d. The difference between time working, on break/rest, and on standby.
- e. The meaning of night work, if applicable.

Proposed session plan:

Now that domestic workers have thought about what work they do in the day, the trainer must guide them into learning when the day starts and ends; the difference between working time, standby time, or a break; and when to count overtime and night work (if provided for in national law).

To do this, the trainer should put on the board or flip chart an enlarged version of the timekeeping tool. Each heading of the timekeeping tool presents a working time concept. For each concept, the trainer should:

1. Stimulate a discussion among domestic workers about what they think it means.
2. After some discussion, provide the ILO definition of the concept.
3. Test their understanding of the concept by providing typical ambiguous scenarios to the domestic workers for them to interpret. Important concepts to distinguish are, for example:
 - a. Distinguishing start time from the time they wake up, and end time from the time they go to bed.
 - b. Distinguishing between working hours, standby time, and breaks.
 - c. Understanding when to count overtime (if applicable)
 - d. Understanding when to count night work

For this session, the trainer should study the “Working time concepts” and “Troubleshooting” resources in Part 5 to help domestic workers understand the differences between these concepts. The resource also includes indicators that help identify working time/standby/rest, and contain examples that might help the trainer develop scenarios to test the domestic workers.

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HOW TO COMPLETE THE TOOL

Suggested time: About 2 hours

Materials needed:

- ✓ The “guide to completing the timekeeping tool” provided with this manual.
- ✓ As many copies of the blank timekeeping tool in a language spoken by the participating domestic workers.
- ✓ Enough pencils for each participant
- ✓ A blackboard and chalk, white board and marker, or just a large piece of paper for the trainer to show examples.

Objectives:

- i. Domestic workers are comfortable completing the timekeeping tool by themselves.
- ii. Domestic workers are able to calculate total hours worked, and total hours of sleep

Proposed session plan:

1. **Introduce the session** (5 min), explaining the value and benefits of recording working time, encouraging participants that it is possible, and can be empowering.
2. **Explain the different sections of the tool and how to complete them** (30-60 min).
In this segment, the trainer should be sure to explain slowly and carefully, illustrating with numerous examples, and being sure that no participants feel left behind. The resources in Part 5 of this manual should provide sufficient material to further develop this section.
3. **Practice session** (40 min)
During this segment, domestic workers should first take 20 minutes to try to fill out the tool by themselves, using their own daily work schedules as a reference.
After 20 minutes, domestic workers should join together into small groups to discuss what they did, check each other’s work, and assist one another to get a correct answer.
Throughout this period, the trainer should walk around the room, checking on how the participants are doing, asking them if they have any questions or difficulties, and helping them complete the activity.
TIP: If the domestic workers are having difficulty inventing a schedule to put into the timesheet, the trainer can provide examples based on which domestic workers should be asked to make the calculations.
4. **Debrief** (30-45 min)
Once the domestic workers have had sufficient time to work on their own and in small groups, the trainer should bring them back together again in a large group. The trainer can ask domestic workers to present their work, encouraging participants to ask questions

PRACTICAL CHALLENGES

Suggested time: 1 hour

Materials needed:

- ✓ “Lessons learned” provided in this manual, as a resource for the trainer.
- ✓ A blackboard and chalk, white board and marker, or just a large piece of paper for the trainer to show examples.

Objectives:

- i. Domestic workers know when and where they can complete the exercise.
- ii. Domestic workers concerns, fears, and anticipated practical barriers are discussed and possible solutions identified.

04

Proposed session plan:

1. **When and how to complete the exercise**

In this segment, the trainer should ask domestic workers if they have a good time and place during which they can complete the tool. The trainer should remind them that it is best to make it a daily practice.

2. **Identifying possible challenges and fears**

During this segment, the trainer should ask domestic workers if they:

- have specific concerns in completing the tool
- are afraid of completing this tool at the workplace
- are able to access a watch, cell phone, clock, or other way of telling time
- have other concerns or practical questions

For each of the issues raised in this segment, the trainer should encourage other participants to share ideas of how to overcome challenges raised. The trainer should also make use of the resources in Parts 5 and 6 for ideas of how to address common concerns of domestic workers.

CONCLUSION

Suggested time: 15 min

Materials needed:

- ✓ Copies of all the hand outs included in this manual, explaining step by step how to use the timekeeping and task checklist tools.
- ✓ As many copies of the blank timekeeping and task check list tools in a language spoken by the participating domestic workers.
- ✓ Enough pencils for each participant
- ✓ A blackboard and chalk, white board and marker, or just a large piece of paper for the trainer to show examples.

Objectives:

- i. Domestic workers have all the necessary information and materials to complete the tool for a pre-determined period of time (for example, 2 weeks).
- ii. Domestic workers are informed of how to reach the trainers and organizers for help, and when the following session will be.

Handouts:

1. Each domestic worker should receive enough copies of the BLANK timekeeping tool and task check list to last them until the following session.
2. A copy of the “guide to completing the task check list”
3. A copy of the “guide to completing the time keeping tool”
4. A know your rights pamphlet, if it exists
5. Contact information for trainer and/or organization

Proposed session plan:

1. Final go-around asking domestic workers to share the most important thing they learned during the training
2. Distribute all the hand outs listed above
3. Thank domestic workers for participation

During this closing session, the trainer should remind domestic workers on basic issues in completing the sheets, such as:

- i. Choosing the appropriate time to complete the sheets
- ii. Keeping track of the tasks performed and the working hours
- iii. How to properly calculate working time
- iv. The importance of breaks, daily and weekly rest

4. After the training

✓ Monitoring the trial period

After the training, domestic workers will practice filling in the tool for some weeks. During this period, the trainers and organizers should be sure to remain available to the workers in case they need support.

✓ Debrief workshop

After 2 or 3 weeks, it is a good idea to reconvene the domestic workers to receive their feedback on the tool, and give them an opportunity to exchange experiences, share realizations, and ask questions to the trainer. This is a great opportunity for consciousness raising, and the trainer should be prepared to support domestic workers as they develop a better awareness of themselves as workers.

✓ Developing advocacy campaigns

If used broadly, information gathered could be helpful to shape policy and advocacy demands and argumentation to improve working time regulations.

✓ Facilitate dialogue

If such a tool were to be used by both domestic workers and their employers, it is anticipated that such a tool could help facilitate dialogue between domestic workers and employers on working time, working arrangements, and wages. A written record of tasks performed and time spent working provides both parties with a concrete document around which to discuss and negotiate working time arrangements. This also works towards a more distant goal of formalizing the employment relationship, when developed on the basis of a legal, enforceable contract, and negotiated terms of reference.

✓ Empower domestic workers to play an assertive role as employees

Providing the training on recording working time starts domestic workers on a path towards empowerment. The effect of the record-keeping tool as a tool for empowerment would reach its fullest potential though if domestic workers and their employers were adequately represented by formal organizations, and if they had a platform for negotiating issues of working time. Unions and NGOs



have played this role in some countries, bringing domestic workers together with employers to negotiate hours, wages and other working conditions.

✓ Enforce compliance

In countries where there are relevant laws in place to resolve disputes around wages and hours, by providing pay slips and records of hours worked that could be used by labour.



PART 5 Resources

“When my employers find out I am already awake, they immediately call me. When they see me sitting, they will also call me. It is like they do not want to see me taking a break.”

(Domestic worker from the Philippines)



Teaching domestic workers how to calculate their hours at the training in Thailand

1. Working time concepts in theory and practice

This section is a supplement to the information contained in Part 2 presenting the working time tool and its concepts. It should serve as the primary resources for module 4 of the training

I. Keeping time throughout history

The practice of recording working time goes back at the very least to the era of the industrial revolution, when factory workers famously punched their timecards when they arrived at work and again when they left. Since then, the recording of working time has evolved somewhat. For employees of enterprises, normal hours of work are set in the contract or in the enterprise's rules and regulations. Employees are then expected to be at work during those normal hours of work, and not necessarily required to keep a record of their working time. In other cases, employees are required to complete a timesheet either manually or electronically, registering start-time and end-time, and any breaks taken during their working hours. Overtime hours, where relevant, are also captured in this way. The time sheet is then signed by the employee and the employer, and kept on record. For hourly workers, this is also sometimes the system that is used for an administrator to determine how much salary they must be paid in a given pay period. Except in situations where enterprises use electronic timekeeping, for all intents and purposes, the calculation of hours functions according to the honour system, with varying levels of supervision depending on the employer.

In the ILO's research, no time sheets were found that record the hours of live-in domestic workers. However, a number of private home care service agencies have developed paper timesheets for the caregivers they place to complete and submit back to the agency. Usually, these timesheets are designed for caregivers who are visiting numerous homes in a given day or week. The home caregiver timesheets typically include fields for them to record their name, the name of the client, the dates of the week in question, the start and end time of each day, and the total hours worked (either including or excluding meals). In some examples, they were also required to tick boxes indicating which standard services they had provided during those hours. Some sheets had separate sections for personal care services provided, and household duties performed.

Like home caregivers, live-in domestic workers are responsible for a variety of tasks, including household duties and usually personal care for children, pets, the elderly, and the disabled, as well as providing meals and basic care for their adult, able-bodied employers. Unlike live-out home caregivers, however, live-in domestic workers face additional possible ambiguities on their working hours, due to the fact that they

reside in the homes of their employers and are therefore physically available to work at any moment of the day. The fact of living in the place of employment also produces ambiguities in defining some of the traditional concepts of working time.

Taking all of the above into consideration, the working time tool for live-in domestic workers came to include aspects of working time that are specific to the working time of live-in domestic workers. Following is a list of these aspects, each of which corresponds to a field of the tool. The trainer should use these definitions as a guide in the training.

II. Defining key concepts

Start time and end time

The most apparent characteristic of live-in domestic work is the difficulty in identifying start and end time. “Live-ins” are considered to be available for work around the clock, from the moment they wake up, to the time they go to sleep, and beyond. A typical scenario that illustrates the difficulty in registering end time is, for example, when the domestic worker is told she is free to retire to her room, and then called on 20 minutes later to fetch the employer a drink or snack. In this case, when would the accurate end time be placed? This also implies that the start time and end time can vary from day to day.

Another nuance with regards to start and end time was to differentiate start and end time from waking time and the time at which they went to bed. In some cases, these are one and the same; however, it was deemed important to capture whatever time they might have to themselves, not working, between the time they wake up and start work, and between the time they finish working and go to bed. Differentiating between the “waking time” and the “starting time” – and by extension between “ending time” and “bed time” – is too cumbersome to include on the time sheet. Instead, it should form a core part of the training (session on working time concepts), encouraging discussions among domestic workers on how to identify start time and end time.

After encouraging discussions among domestic workers about some of these nuances, the trainer can provide the following definitions, which have been tested and validated as effective:

- **Start time:** the time at which the domestic worker starts her first task, or is called on for the first time in the day.
- **End time:** the time at which the last task had ended, and/or when the domestic worker was no longer available to perform tasks at the request of the employer.



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It is also good to note that variations by minute intervals should not matter. If the domestic worker wakes up at 6am, gets ready for work, prepares breakfast for the employer for 30 minutes, and then takes a break for 5 minutes before starting her daily chores, the working day still begins when the domestic worker first starts the first task. Similarly, if in the evening the domestic worker is dismissed, but then called upon 20 minutes later to bring the employer some tea, the end of the working day should still be noted after the domestic worker has delivered the tea and returned to her room.

If, on the other hand, a domestic worker has gone to bed, and must get up to respond to a call, this should be counted as an interruption during rest time, and recorded in the “interruptions” column of the timekeeping tool.

Working time, standby, breaks, rest periods

Recording and measuring the working time of live-in domestic workers also means clarifying the difference between working hours, standby hours, and breaks. Very often no distinction is made between working hours and non- working hours for live-in domestic workers, the notion of overtime and standby time does not exist, and work in excess of the normal hours is often not remunerated at all. This leads to long hours of somewhat unpredictable work flow that is not regularly punctuated by clear break periods.



To approach these issues and get a better understanding of a live-in domestic worker's working time patterns, the notions of working time, standby, break, and overtime can be understood as follows:

- **Working time:** periods during which a domestic worker is scheduled to perform tasks for the household.
- **Standby:** periods during which domestic workers are not free to dispose of time as they please and remain at the disposal of the household in order to respond to possible calls.
- **Break:** suitable period of rest during the workday, which allows for meals and breaks to be taken.

In practice, these definitions imply the following: the definition of “working time” means that an hour worked between 9am and 10am during which tasks were performed would be recorded and counted as a working hour.

“**Standby time**” in practice is difficult to define, and often disputed. Using the definition included in the ILO Domestic workers convention (No. 189), 2011 included above, in practical terms, it means that if domestic workers are present in the household, ready to work, but not actively performing or needing to perform any tasks, they are on standby. In accordance with article 10 of ILO Convention 189, these hours should be “counted as hours of work to the extent determined by national laws, regulations or collective agreements, or any other means consistent with national practice.”

The meaning of “**break**” is not very different from standby time in practice. For the purpose of this exercise, it is important for the domestic workers to reflect on whether they feel they are truly able to rest for a short period during this “break”. It is also helpful to use a **meal taken or ability to leave the household** as indicators of a break.

Defining standby time and breaks in reality though is more controversial: one of the main difficulties of live-in domestic work is precisely that there never is a real break, specifically because, as long as domestic workers are at the workplace, they must respond to calls whenever they are made. In other words, when they are not actively occupied with performing tasks, they are always on standby. **Therefore, trainers must work with the domestic workers and ask them: as long as they are in the household, are domestic workers really able to dispose of time as they please? Are the domestic workers allowed to leave the household during her breaks or rest days?**

Domestic workers can use the following indicators to decide if they are working or resting or on standby:

- Can they leave the household?
- Can they retire to their room without concern of being interrupted?
- Are they able to take a meal and not be interrupted?

If the answers to any of the above questions are “yes”, then the domestic worker is likely to be on break.



After some discussion around these topics, the trainer should make clear the following points:

1. If a domestic worker is able to dispose of her time as she pleases, including being able to leave the household, then this is a break, or daily or weekly rest. It does not count as working time.
2. If a domestic worker is not performing tasks, but must stay in the household “just in case” the employing family calls, then she is working. Depending on the laws in place, this could be counted either as standby time, or as normal working hours. In our time sheet, the distinction is not made, so it should simply be counted as working time, NOT as a break or other rest period.
3. If the domestic worker is ABLE to leave the household during a certain period for her own leisure or needs, this would count as a period of rest.
4. In some countries, the reality is that domestic workers are not able to leave the household because of cultural, religious or other norms imposed by the employer, even though it is their human right to do so. In such circumstances, it is unlikely that the domestic worker ever enjoy real rest; however, the participating domestic workers should decide together with guidance from the trainer what they would count as “rest”, given those circumstances.

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Overtime

There are very few countries in which domestic workers benefit from overtime protections. Where they do enjoy such protections, most employers (and the workers themselves) would find it inconceivable to calculate overtime hours and pay. However, live-in domestic workers especially are known to work for extremely long hours, and usually for a flat monthly fee that does not adequately remunerate those extra hours.

The ILO timekeeping tool provides a simple way of assessing overtime worked for domestic workers in countries where such rights are protected. If there is a limit on daily working hours, this number must simply be subtracted from the total hours worked in a given day. The rest are overtime, and should be remunerated according to the law.

The following simple definition can be used to help domestic workers determine if the concept applies to them:

- **Overtime:** Periods of working time or stand-by beyond the legal limits of normal hours of work.

Sleep, interruptions during sleep and night work

Live-in domestic workers, and especially those whose job requirements include caregiving of any kind, are often called upon to work at night, whether for long hours, or just to address punctual needs of their employers. Interruptions after a worker has gone to bed and during sleep can result in a lack of daily rest, which, as previously demonstrated, has a well-documented impact on health and therefore is an important occupational safety and health hazard in the sector. The timesheet therefore includes sections that would capture hours of sleep, and interruptions during those hours of sleep.

Domestic workers should be encouraged to document properly the hours worked at night, and how these interrupt their sleep. Sufficient time should be given during the training to help domestic workers identify what counts as an interruption, and the definition of night work according to national legislation.

2. Troubleshooting and other considerations

When working with live-in domestic workers on their working time, and encouraging them to measure and record it, a number of key considerations should be kept in mind. The trainings conducted during the pilot phase of this tool saw a number of issues come up that were of concern to domestic workers. Following are some of the most frequent questions and concerns, and how these were addressed by the trainers.

Access to information on rights.

The trainer may find very low awareness among domestic workers about their rights. This was the case in Tanzania, the Philippines and Bolivia even though there is a law in place regulating the sector. The trainer in Tanzania identified that one of the main reasons for this was that the labour law was in English, a language that is usually not spoken by domestic workers. It is therefore essential that trainers bring information on rights in the language spoken by the workers. It is therefore essential that trainers bring information on rights in the language spoken by the workers.

When there are no rights.

In many countries, domestic workers are not protected by the law. While this may reduce the power of the working time tool as a tool to enforce compliance, it remains an important tool for the empowerment of the domestic worker, who will gain consciousness as a worker through this exercise. With this in mind, in Thailand, where there is no law regulating the working time of domestic workers, the trainer still took time to explain what rights other workers have, and which are the rights of domestic workers, to draw the comparison between the two. Using ILO Convention 189 is another good way to illustrate to domestic workers that they are deserving of rights in the eyes of international law, even if they do not yet benefit from national protections.

Understanding “Tasks”.

Domestic workers in some countries needed help understanding their day as a series of tasks. Some of the domestic workers had not yet thought about separating their daily work into punctual tasks; rather, they had thought of their day as a continuous flow of work. The trainers helped them through this by getting the domestic workers to talk through the workday together, and they were soon able to understand

the division of tasks. The trainers helped them through this by getting the domestic workers to talk through the workday together, and they were soon able to understand the division of tasks. This step was a necessary prerequisite to understanding how to complete the tool.

Understanding the working time concepts.

The module on working time concepts is one during which any number of questions are likely to arise. The trainer should be well prepared and comfortable with the working time concepts and the use of the tool. Following are some examples of questions that have come up:

- **Start and end time.** In Bolivia, domestic workers were confused at first about when to identify their start time, since they often weave in their own needs and responsibilities with the tasks they are supposed to perform for the employer (for example, dropping their own children off at school and then the children of their employers). Such questions were usually brought back to the group for discussion. Together, and with the guidance of the trainer who was well informed on the working time concepts used in the training, the group decided that the appropriate start time was at the moment they are at the service of their employer, awake and available to work, or actually performing tasks. End time was also challenging, since they are frequently called upon to work after they have been excused for the night.
- **Night work or overtime?** In Bolivia, much discussion was held on how to calculate working time after they had gone beyond the 10 hour daily legal limit, and in doing so, had crossed into night work. Indeed, in this case, applying the national labour legislation becomes complex for domestic workers, although not impossible. Having a legal advisor available to respond to such questions is extremely helpful.
- **Rest and interruptions.** A core element of this curriculum revolves around the question, what counts as rest? Did it count as an interruption during sleep if they had not yet gone to bed? Or if the interruption was short? The trainer explained that the principle of recording the interruptions was to show how rest periods were being effected, and that they should therefore include any interruptions after retiring to bed on their timesheet.
- **Breaks.** In Tanzania, domestic workers were not sure how to complete the “breaks” column, since it is rare that they are left alone to rest as long as the employer was present. Acknowledging this concern, the trainers suggested that they include breaks only when they felt they were enjoying a real break. This way, the tool would reflect the lived experience of the domestic worker.

Calculations.

Overall, domestic workers found the activity to be feasible, but felt that the required calculations were either burdensome, or too difficult to compute on their own. They therefore strongly preferred recording their tasks to counting their hours. In Thailand, the most extreme case, it was decided to discard the calculation page, as it was deemed too difficult for the domestic workers to complete. Domestic workers in other countries had varying experiences.

In Bolivia, and for some workers in the Philippines, it appears domestic workers were able to do the calculations, but were not motivated enough to actually perform them. For example, one domestic worker in the Philippines claimed: “I was unable to fill [the total time]...because I do not really want to count...I really had no problem with computation. I was just too lazy to do it.” Another gave a more confused answer, stating that: “It is hard to compute. I am sorry because I do not really want to compute the time.”

If domestic workers are concerned about not being able to do the calculations on their own, it is particularly important for the trainer and/or organizers to make themselves available during the trial period, until the domestic workers become comfortable with the math. In the pilot, domestic workers sought help from a union organizer, the trainer, or friends or neighbours. This is nicely illustrated by a domestic worker in the Philippines who reported: “At first, I was not calculating the total. I finished first filling in the other parts. When I asked [for help], she told me this is just the total of the boxes, there were no more problems.” For domestic workers in Tanzania as well, calculating the working time was very difficult, and they frequently had to call the organizers or others to ask for help. Another key aspect to remember and convey to domestic workers is that it takes practice, practice, practice. In Bolivia, the trainer reported that domestic workers found the calculations became increasingly easier after some practice

Literacy and language.

Illiteracy was a problem for two participating domestic workers in Tanzania, and for many domestic workers in the Philippines and Bolivia. However, in most cases, this did not prevent them from using the tools.

In Tanzania, the domestic workers asked neighbours for help. In Thailand, domestic workers expressed that they welcomed the opportunity to practice what writing skills they had. In both Bolivia and the Philippines, the tool was not made available in enough local languages. In Bolivia, some domestic workers would have been better able to use it in their native Aymara, and in the Philippines, in Bisaya.

For this reason, it is particularly important to be familiar with the languages spoken by domestic workers in your country, region or city, and make sure to translate the tool and its guide into its appropriate languages.

Fear.

Many domestic workers at various stages of this exercise expressed that they felt somewhat uncomfortable filling out the tool while their employers were present. Domestic workers in Tanzania felt they needed to find time away from employers to complete the tool, out of fear that the employer would not approve, and even fire the domestic worker. One Filipina domestic worker voiced a similar fear: “I failed to fill in the tool because I am too nervous because my employer might ask about where we got this (tool). She is furious. Even if you move slow, she will get mad. I really want to show her, but she might say ‘why would you still go to that place (the trade union office).’” Other Filipina domestic workers were also reluctant to complete the tool because their employers might see the content and decide to assign them more work. Domestic workers in Bolivia were less fearful, but still shared concerns about how their employers might react if they were ‘caught’ completing the tool.

Interestingly, the domestic workers who participated suggested that they conduct the exercise openly, informing the employer, so that they do not feel they are hiding something from them. While in the better cases this approach may be very productive, not all domestic workers and employers will be comfortable with this. As with the domestic work employment relationship generally, domestic workers usually feel more empowered when they are part of an organization or union that can support them if the employer reacts badly.

Other practical barriers.

In some places, live-in domestic workers may have a hard time finding an instrument that tells time (like a watch, cell phone, clock, or other). This was the case in Tanzania, where domestic workers had to discuss during the training how to keep track of time.

In Tanzania, it was agreed that they could use their cell phones. For those who do not have cell phones, other options were discussed, such as using the rooster’s crow for the start of the day, measuring time with the sun, or by listening to the radio.

Time/space/motivation.

While for some domestic workers, finding time to complete the tool was not of concern, for others, it felt too time-consuming to do on a daily basis. One domestic worker in the Philippines said that, although she was able to use the tool, “it was just that I had no time to fill it”. Another domestic worker explained: “I sometimes let two days pass because we were busy. If I have free time in the evening or in the morning I fill it up.” A third explained that she filled it out “during breaks, sometimes in the morning, sometimes in the afternoon, sometimes at night.” In Tanzania, domestic workers reported having difficulty finding time to fill the form when the employer was not present. Domestic workers in Bolivia complained that they did not really have enough time to complete it because they work so much. Although they knew they would have the opportunity to complete it during their breaks, they usually preferred to rest during the few breaks they had. As such, they were not always motivated enough to complete the tool, choosing to rest instead.

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Domestic workers are indeed working under a lot of pressure, and so it may take time for them to integrate timekeeping into their schedule. For most domestic workers, it was reasonable to fill in the timesheets during breaks, just before going to bed or in the morning before starting work. In many ways, the key is to form a habit of completing the forms, such that it can be done quickly and without too much thought. During the training, the trainer should encourage the workers to try it for at least two weeks, to see if it can become a habit.



3. Hand out 1 and 2 - Task check list and guide

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GUIDE TO COMPLETING THE TASK CHECK LIST

The purpose of this exercise is for you to record what work is performed each day. In the example, you see a full task list for a single day. The tasks listed are just examples of what tasks a domestic worker might perform in a given day

Step 1. What are your daily tasks?

Think about your next work day. Do you already know what work you need to do? Think carefully about what needs to be done during the day. In the middle column of the task checklist, write down, one by one, the tasks that you expect to perform

Step 2. Monitor your progress

As your day goes on, and you accomplish your tasks, you can place a check mark in the box in the first column to show that it was completed.

Step 3. Unexpected work

Sometimes, an employer will ask for certain things at the last minute. When these unexpected chores occur, it is important for you to write down what the task was. This way, you will have a complete picture of all the services you provided to the household in one day.

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4. Hand out 3 and 4 - Weekly hours record and guide

Name of employer:	Name of domestic worker:
Address:	Address:
Salary (per hour/week/month):	Week starting:
Date paid:	Week end:

Day	Working hours			Breaks			Total Hours			Daily rest (sleep)			Weekly rest		
	A. Start time	B. End time		Start time	End time		C. Total daily hrs.	D. Normal hrs.	E. Overtime hrs.	Start time	End time	Total sleep	Interruptions	Start time	End time
Monday															
Tuesday															
Wednesday															
Thursday															
Friday															
Saturday															
Sunday															
Total Weekly Hrs.											F	G	H		

Domestic workers signature	Date:
Householder signature	Date:

5a	6a	7a	8a	9a	10a	11a	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a	2a	3a	4a
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GUIDE TO COMPLETING THE TIMEKEEPING TOOL

1. Introduction

Recording hours worked and tasks performed is a good way of keeping a harmonious work relationship and helps prevent misunderstandings between the worker and employer. By recording working time and tasks performed, employers can ensure that the domestic worker they hired is performing to satisfaction. Domestic workers on the other hand have a tool to discuss with their employer if their schedule is too heavy, and keep track of overtime hours worked.

Keeping track of a domestic worker's hours is critical to protect both the employer and the worker in case there is a disagreement in which one or the other claims that wages were not properly paid or working hours not respected. In some cases, legislation requires that employers document the hours worked by the worker, and that domestic workers must have access to these records. In some countries, a worker and employer must sign the work schedule each day or each week to show they have agreed on what work and what hours were performed.

Attached to this guide, you will find a sample timekeeping tool, known as a timesheet. Following is an explanation about how to use this timesheet.

2. How to complete the tool

This page is designed to record how many hours are worked per day and per week. It is divided into five sections: 1. Working hours ; 2. Breaks; 3. Total hours worked; 4. Daily rest; and 5. Weekly rest.

Before you start:

At the top of the sheet, please fill in your name and address, as well as the name and address of the employer. You will also see two fields where you should write down the date of the first day of the week, and the date of the last day of the week.

Name of employer:	_____
Address:	_____
_____	_____
_____	_____

Name of domestic worker:	_____
Address:	_____
_____	_____
Week starting:	_____
Week end:	_____

Math tools:

Also at the bottom of the page is a number line that you can use to help count how many hours you have worked. To use it, place your finger on the time at which you started working, and count each line until you land on the time at which you stopped working.

5a	6a	7a	8a	9a	10a	11a	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p	12a	1a	2a	3a	4a
----	----	----	----	----	-----	-----	----	----	----	----	----	----	----	----	----	-----	-----	-----	----	----	----	----

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Your working time rights:

Along with the timekeeping tool, you should receive information on your rights as a domestic worker, according to national law. If you are protected by law, this time sheet will help you see if you have worked overtime hours that should be paid extra, or if you are working night hours that should be compensated at a higher rate.

Step 1. Working hours: fill in the start time and end time in the appropriate day

In the column marked “start time”, please write down the time at which the first task was started. In the column marked “end time”, please write down the time at which the last task was finished, and daily rest began.

Day	Working hours	
	A. Start time	B. End time
Monday	7.00	20.00
Tuesday		



Step 2. Fill in the start and end time of your breaks

In the column marked “start time”, please write down the time at which the first break was taken. In the column marked “end time”, please write down the time at which the first break ended. Repeat for all other breaks taken during the day.

Day	Breaks	
	A. Start time	B. End time
Monday	12:00	12:30
	16:30	16:45
	19:00	19:30
Tuesday		



Step 3. Calculate total hours worked in one day

1. In column C, marked “total hours”, please count the number of hours worked. To do this, count the number of hours worked between the start time (column A) and the end time (column B). You can also do this by subtracting your start time from your finish time. For example, if you started work at 7:00 and you ended work at 20:00 (8pm), your total hours worked would be 13 hours.

If applicable:

2. In column D, marked “normal hours”, please write the legal maximum number of working hours per day, if such a maximum exists. For example, if, by law, the normal working hours of live-in domestic workers are not supposed to exceed 8 hours, please write the number 8.
3. In column E, “overtime hours”, subtract the number in “regular hours of work” from the number in “total hours of work”. In this example, the calculation would be: $13 - 8 = 5$.

Day	Working hours		Total hours		
	A. Start time	B. End time	C. Total daily hrs.	D. Normal hrs.	E. Overtime hrs.
Monday	7.00	20.00	13	8	5
Tuesday					



Step 4. Fill in your daily rest

In the column marked “start time”, please write down the time at which you stopped working for the day, and were available to dispose of time as you pleased. In the column marked “end time”, please write down the time at which you were no longer free to dispose of time as you pleased, and returned to work. In the final column, calculate your total hours of rest by subtracting the end time from the start time, or by using the number line.

Day	Daily rest (sleep)		
	Start time	End time	Total sleep
Monday	22.00	6.00	8
Tuesday			



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Step 5. Fill in your weekly rest

In the column marked “start time”, please mark the time at which you were free to take your day off, and dispose of time as you pleased. This period usually lasts at least one entire day per week. In the column marked “end time”, please write down the time at which you were no longer taking your weekly rest, and were once again available to respond to the employer’s needs.

Day	Weekly rest	
	Start time	End time
Monday		
Tuesday		



Step 6. End of Week Calculations of total weekly hours

At the bottom of the table, you will find **boxes F, G and H**. These serve to calculate the total hours, normal hours, and overtime hours worked per week. Add up all the numbers in the column titled “total daily hours” to get the total weekly hours worked in box F. Add up all the numbers in the column titled “total normal hours” to get the total weekly normal hours worked in box G. Add up all the numbers in the column titled “overtime hours” to get the total number of overtime hours worked in that week.

Day	Total hours		
	F. Total daily hrs.	G. Normal hrs.	H. Overtime hrs.
Monday	13	8	5
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
	F. 13	G. 8	H. 5

Step 7. Wages

Keeping track of the amount of money paid is very important. When you are supposed to be paid, take a moment to fill out the wages box to show how much your pay is per hour, per day, per week, or per month. If you have the right to overtime pay, or extra compensation for night work, discuss with the trainer how to include this on your sheet.

Salary (per hour/week/month):
Date paid:



3. Conclusion

If the exercise continues to be a challenge, it is also a good idea to ask for help from trusted family, friends, neighbours, community, religious or union leaders, as well as other organizations.

You can of course design your own format to keep track of your working time, tasks, and rest periods. Whatever the format used, the following must be recorded:

1. Name and address of the employer
2. Name and address of the live-in domestic worker
3. Dates for the week
4. Start and end time
5. Total normal hours of work per day or per week
6. Overtime hours worked
7. Night hours worked
8. Breaks
9. Daily rest
10. Pay
11. Tasks



Filling out a timesheet everyday may at first seem very demanding, but with practice, it will soon become part of a routine. Some may choose to fill it out throughout the day and others may opt to fill it out right before bed. The choice is yours. We recommend finding a convenient way to fill it out, which will enable you to easily recall what you did so that filling in the information will be easy and quick. This exercise may seem a bit overwhelming at first, but the benefits of keeping track of your working hours and tasks is very important, and you may be surprised to see how much you will learn when you reflect back on your time tool.

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This image shows a single sheet of white paper with horizontal green ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal green lines. The lines are evenly spaced and run across the width of the page, providing a guide for writing or drawing. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal green ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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Where to get more information

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More information on policies, legislation, research and good practices regarding the promotion of decent work for domestic workers can be found on the ILO global portal on domestic work at: www.ilo.org/domesticworkers



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