



COVID19 – FROM THE DESK OF MHR CEO – ANDRE FOURIE

Dear MHR Panel member

South Africa is experiencing the impact of a pandemic of the COVID-19 strain of the Coronavirus. The situation has unfolded at an extraordinary pace and the outbreak has rapidly shifted from China to Europe and has now reached our shores.

COVID-19 is now being confirmed in quite a few of the provinces within South Africa and the associated containment measures are starting to impact operations within many hospitals. The hospitals within which we provide care have been productive and implemented measures to ensure the safety of all healthcare staff.

We have been reassured by our clients that they are constantly assessing and re-evaluating their responses to this dynamic and evolving situation. Rest assured we are all determined to ensure each of you are best prepared and protected.

It is certain that in coming days and weeks, healthcare workers will face many challenges, many of them serious and unpredictable. But please remember that this is a vocation you have chosen – one dedicated to serving others in need. You may be required to give more than you have ever done before, but I truly believe that these moments will define us. We are required to be a solid, calming influence on our patients, our colleagues and our community.

Our faith in you is enormous and I am certain that each of you will understand the important role you have played when everything settles once more. I encourage you to be pro-active, to support your fellow colleagues and to maintain a positive attitude through this all. Your impact will be wider than you can even consider.

As per the announcement of the Honourable President Cyril Ramaphosa on 23 March 2020, South Africa will have a lock-down period of 21 days, from midnight Thursday 26 March 2020 until midnight Thursday 16 April 2020.

During this period MHR operations will conduct business as usual.

Please familiarise yourself with the below COVID-19 information:

- Social media:
 - Please refrain from posting any photos or information regarding your client or you working at a client. Posting of such information can lead to Disciplinary steps taken against you
- Payment:
 - For the interim we will pay “Daily payment” panel members on a one day delay e.g. if you have worked Monday day shift, you will be paid on Wednesday instead of Tuesday.
 - Please note that this interim arrangement will have no effect on weekly payments.
- Entrance guidelines at our clients
 - Please obey the Health and Safety rules and guidelines implemented at our clients. Your cooperation will be appreciated.
- Exposure to COVID-19
 - Please inform the MHR coordinator during office hours or the MHR Call centre (afterhours) if you were exposed to either a patient or a person for necessary steps to be taken.
 - Exposure to a patient during working hours will be handled as a WCA claim and the client’s protocol for their permanent staff will also be applicable to you as an agency worker.

We would like to thank Mediclinic for sharing their information with us:

- Please click on the below link to obtain the newest statistics and general guidelines
<https://www.mediclinic.co.za/en/corporate/corona-virus.html>
- Please click on the below link if you want to complete a COVID-19 Online assessment
<https://www.mediclinic.co.za/en/corporate/corona-virus/covid-19-risk-assessment-tool.html>

We will communicate further with you, as we feel information will provide value to you.

Thank you in advance for the essential role you play.