



## FAMILY RESPONSIBILITY LEAVE

### PURPOSE

This policy aims to ensure that family responsibility leave is processed according to the standards and guidelines specified in this policy.

### SCOPE

This policy applies to:

- MHR Management and Personnel
- MHR Panel Members
- MHR Clients

### DEFINITIONS

Terms	Definition / Description for the purpose of this policy
CRS	MHR Payroll system
HPCSA	Health Professions Council of South Africa
MHRM	MHR Management system
ML007 report	CRS Report - MHRM audit on PM booked 7 days back
ML305 report	CRS Report - MHRM employee history with pay rate
SANC	South African Nursing Council

### POLICY STATEMENT

- 1) Family responsibility leave **only applies to MHR Employees** (A panel member who works shifts through MHR and is not permanently employed elsewhere).
- 2) The panel member must work for MHR for **longer than 4 (four) months** and **must also currently work for MHR on a regular basis (an average of approximately 4 (four) shifts per week over a 4 (four) month period)**.
- 3) The panel member is entitled to **24 (twenty-four) hours paid leave per work year from the date of registration with MHR**, e.g. if the panel member registered on 01/09/2017, the year will end on 31/08/2018.
- 4) A panel member's unused entitlement lapses at the end of the work year in which it accrues.
- 5) The panel member must apply for the family responsibility leave benefit at the applicable MHR office within **1 (one) month** and submit the appropriate proof specified in **section 6** on the following page.

6) Family responsibility leave is **granted at the MHR Regional Manager's discretion** in the event of:

**6.1) Birth of a panel member's child** (paternity leave).

- A certified copy of the **birth certificate** is required.

**6.2) Death of a panel member's** spouse/life partner, parent, adoptive parent, parent-in-law, grandparent, child, adopted child, grandchild or sibling.

- **Reasonable proof is required**, e.g. a certified copy of the death certificate, a letter from the medical examiner, etc.

**6.3) Illness of a panel member's child/adopted child (18 years or younger)**

- **Original medical certificate** and a **certified copy of the child's birth certificate, ID or declaration (affidavit) of guardianship** are required.
  - MHR accepts original medical certificates issued by the following practitioners:
    - Medical Practitioner (GP or Specialist) registered with HPCSA
    - Dental Practitioner/Dental Specialist registered with HPCSA
    - Homeopath
    - Chiropractor
  - MHR also accepts medical certificates from registered clinics issued by a Professional Nurse who possesses an additional qualification in Clinical Nursing Science, Health Assessment, Treatment and Care **and** an additional qualification in Occupational Health Nursing.
    - Professional Nurses who do not have these additional qualifications may only issue certificates of attendance as per SANC's position statement.
    - The SANC number must be specified on the medical certificate and MHR to check the SANC eRegister to confirm the Professional Nurse's qualification.
    - The recommended period for Professional Nurse Practitioners to issue a sick note is a maximum of 2 (two) days.
  - A medical certificate must clearly state the following:
    - Date certificate was issued
    - Examination date
    - Exact period of recommended sick leave
    - Name and surname of the patient
    - Doctor's name and surname/Professional Nurse's name and surname (Clinics)
    - Practice number/SANC number of Professional Nurse (Clinics)
    - Address and contact number of the practice/clinic
    - Doctor's signature/Professional Nurse's signature (Clinics)
    - Doctor's qualification and/or hospital/clinic reference
    - Generic diagnosis and description of illness (This is not mandatory). It must also be indicated whether the certificate was issued as a result of personal observations by the practitioner during an examination or as a result of information received from the patient which was based on acceptable medical grounds.
  - The panel member is responsible for checking the certificate when issued to ensure all the required information is specified on the certificate before submitting it to MHR.

- **Panel members are reminded to be aware of the following insofar as medical certificates are concerned:**
  - Where an adjustment is made to a medical certificate (which is not signed by the applicable medical practitioner); **OR**
  - Where MHR has any reason to believe there has been inappropriate use of the certificate; **OR**
  - Where there is evidence to suggest that the certificate is not authentic, **the following may apply:**
    - i. Payment of family responsibility leave may be withheld pending an investigation. Such investigation shall, wherever possible, be completed within 5 (five) working days.
    - ii. The outcome of the investigation may result in disciplinary action being taken against the panel member and/or the period of absence not being paid.

7) Original-, photo of- or scanned proof can be submitted as follow:

- Photo or scanned proof can be emailed to:
  - **MHR Central Region** (*Free State, KwaZulu-Natal and Northern Cape*)  
[admin.central@mhr.co.za](mailto:admin.central@mhr.co.za)
  - **MHR Northern Region** (*Johannesburg, Potchefstroom, Mpumalanga and Vaal Triangle*)  
[admin.north@mhr.co.za](mailto:admin.north@mhr.co.za)
  - **MHR Tshwane Region** (*Brits, Pretoria and Limpopo*)  
[admin.north@mhr.co.za](mailto:admin.north@mhr.co.za)
  - **MHR Western Cape Region** (*Southern and Western Cape locations*)  
[admin.wc@mhr.co.za](mailto:admin.wc@mhr.co.za)
- Original proof must be handed in at the nearest MHR office.

8) When a panel member submits a medical certificate following the standards specified in **section 6** above, the applicable shifts are paid according to the number of family responsibility leave hours available.

9) Panel members may be scheduled for shifts in advance, but family responsibility leave is only granted if the MHR representative **CONFIRMED** the panel member for the specific shift before the commencement of the shift:

- **Weekdays/nights:** Panel member must be **confirmed** not earlier than **24 hours** before the shift commences.
- **Weekend confirmation:** Panel member must be **confirmed** no earlier than **36 hours** before the shift commences (on a Friday).

10) All shifts scheduled in advance must be cancelled.

11) No payment is granted if the family responsibility leave benefit is exhausted.

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Please refer to the following page for the family responsibility leave application guidelines and payment procedure.

## PROCEDURE

The procedure below provides further guidelines regarding the family responsibility leave application and payment procedure.

Step	Action
1	The panel member applies for the family responsibility leave benefit at the local MHR office by submitting the applicable required proof as specified in <b>Section 6</b> above.
2	<p>Upon receipt of the request and applicable proof, the authorised MHR representative (nominated by the MHR Regional Manager in writing) continues with the following:</p> <ul style="list-style-type: none"> <li>• If the panel member submitted a medical certificate for a child - check the validity of the medical certificate as per the guidelines specified in <b>Section 6.3</b>.</li> <li>• Enters the panel member's ID/passport number on MHRM to obtain the panel member's MHR number(s), as the panel member may have more than one MHR number due to a tax change during the work year.</li> <li>• Checks whether the panel member is a <b>MHR employee</b>.</li> <li>• Runs, saves and checks the <b>ML007 report</b> on CRS to confirm whether the panel member was scheduled to work on the date(s) leave is claimed for. <ul style="list-style-type: none"> <li>○ If the family responsibility leave request was submitted via an MHR coordinator, the MHR coordinator should include a screenshot of the MHRM booking and the cancellation to confirm that the panel member was scheduled to work on the specific date(s).</li> </ul> </li> <li>• Runs, saves and checks the ML305 report(s) on CRS to: <ul style="list-style-type: none"> <li>○ Confirm whether the panel member has not been paid for shift(s) for which leave is applied for on both profiles (If the panel member has two profiles due to a tax change during the work year).</li> <li>○ Identify whether the panel member has been working for MHR <b>for longer than 4 (four) months and on a regular basis</b>.</li> <li>○ The shift must also adhere to the confirmation guidelines in <b>Sections 9 and 10</b> above.</li> </ul> </li> <li>• Emails the ML305 report(s) to the payroll clerk to check whether the panel member qualifies for family responsibility leave.</li> <li>• The payroll clerk confirms the number of hours family responsibility leave available according to the current work year for both profiles (If the panel member has a second profile due to a tax change during the work year).</li> <li>• Upon the payroll clerk's confirmation, complete an MHR attendance register for the date(s) the panel member is claiming, deducting lunch according to the job description and shift arrangements with the client. Checks the panel member tariff for the specific job description at the specific client on MHRM. <b>Watch out for weekend and public holiday tariffs (if applicable)</b>.</li> <li>• Signs the attendance register next to the family responsibility leave entries.</li> <li>• Emails the ML305/ML007 reports, and submits the completed register and supporting documentation to the Regional Manager/Administration Manager for final approval.</li> </ul>

<b>3</b>	<p>The Regional Manager/Administration Manager:</p> <ul style="list-style-type: none"> <li>• Checks whether the attendance register was completed accurately and checks all the applicable supporting documentation to determine whether the panel member qualifies for family responsibility leave.</li> <li>• Signs the attendance register as final approval of payment (If the above is in order and if the request is approved).</li> </ul>
<b>4</b>	The region forwards the approved attendance register and supporting documents to the MHR Payroll Officer to process accordingly.
<b>5</b>	The payroll clerk ensures that the pre-payrun reflects the correct payment and signs off for payment. <b>NB:</b> The MHR office informs the panel member if fewer hours are paid than claimed.
<b>6</b>	The region files the family responsibility leave documentation in the panel member's file.

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## ASSOCIATED DOCUMENTS

Acts	
Basic Conditions of Employment Act	Act no 75 of 1997
Basic Conditions of Employment Amendment Act	Act no 11 of 2002
Health Professions Act ( <b>Former title:</b> Medical, Dental and Supplementary Health Service Professions Act)	Act no 56 of 1974
MHR Documents	
MHR Attendance Register	MHR Intranet
MHR Event Action Report	MHR Intranet
MHR Event Management Report	MHR Intranet
MHR Attendance register policy	MHR Intranet
CRS ML305 report	CRS
CRS ML007 report	CRS

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