



FAMILY RESPONSIBILITY LEAVE

PURPOSE

The purpose of this policy is to ensure that family responsibility leave is processed according to the standards and guidelines specified in this policy.

SCOPE

This policy applies to:

- MHR Clients
- MHR Coordinators
- MHR Management
- MHR Panel members
- MHR Payroll Officers
- MHR Payroll Clerks
- MHR Recruitment Consultants
- MHR Senior Coordinators

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
Shift	1 (one) shift equals 6 (six) hours . This definition only applies to the calculation of family responsibility leave.

POLICY STATEMENT

- 1) Family responsibility leave **only applies to MHR Employees** (A panel member who only works for MHR and is not permanently employed by another employer).
- 2) It is the panel member's responsibility to apply for the family responsibility leave benefit at the applicable MHR office.
- 3) Family responsibility leave **may be granted at management's discretion**, according to the following guidelines:

- a) **Death of next of kin** (spouse/life partner, parents, adoptive parents, grandparents, child, adopted child, grandchild or sibling).
- b) **Birth of a panel member's child** (paternity leave).
- c) **When a panel member's child (a person who is 18 years or younger) was sick** - the panel member is required to submit the original medical certificate, as well as a certified copy of the birth certificate, ID or declaration (affidavit) of guardianship. Please see **Section 5** below for more information.
- 4) Certified proof must be supplied of the event for which leave was required.
- 5) The following section applies to medical certificates if a medical certificate is submitted according to **Section 3 (c) above**:
- MHR only 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 original medical certificates from registered clinics issued by a Registered nurse with his/her SANC number clearly stipulated on the medical certificate.
 - **A medical certificate must clearly state the following:**
 - Date certificate was issued including date of examination
 - Name and surname of the patient
 - Doctor's name and surname/Registered nurse's name and surname (Clinics)
 - Practice number/SANC number of Registered nurse (Clinics)
 - Address and telephone number of the practice/clinic
 - Doctor's signature/Registered nurse's signature (Clinics)
 - Doctor's qualification and/or hospital/clinic reference
 - Generic diagnosis and description of illness (This is not mandatory)
 - Length of recommended sick leave
 - The panel member is responsible to check 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.
- 6) The panel member must **work for MHR for longer than 4 (four) months and on a regular basis (an average of approximately 4 (four) shifts per week over a 4 (four) month period)**. The Branch Manager to refer to the ML305 report(s) to determine the average amount of shifts worked per week over the 4 (four) month period and use discretion accordingly.

- 7) The panel member is entitled to **24 (twenty four) hours paid leave per work year from date of registration with MHR** e.g. If the panel member registered on 01/09/2017 then the year will end on 01/09/2018. As per the definition of a shift above - 1 (One) shift equals 6 (six) hours. Therefore 4 (four) x 6 (six) hour shifts = 24 (twenty-four) hours paid leave in total.
- 8) A panel member's unused entitlement lapses at the end of the work year in which it accrues.
- 9) No payment will be granted if family responsibility leave is exhausted.

PROCEDURE

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

Steps	Actions
1	<p>The panel member applies for the family responsibility leave benefit at the local MHR office, by submitting the following:</p> <ul style="list-style-type: none"> • Certified proof of the event for which leave was required. • When a panel member's child was sick - the panel member is required to submit: <ul style="list-style-type: none"> ○ The original medical certificate (as per section 5 above). ○ A certified copy of the birth certificate, ID or declaration (affidavit) of guardianship. • Note: Family responsibility leave will not be processed until the original medical certificate is received by the MHR office.
2	<p>Upon receipt of the above - the authorised MHR representative (nominated by the MHR Branch Manager in writing) continues with the following:</p> <ul style="list-style-type: none"> • If the panel member submitted a medical certificate for a child - Checks validity of the medical certificate as per Section 5 above. • 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. • Checks whether the panel member is a MHR employee. • Runs, saves and checks the ML007 report 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"> ○ If the family responsibility leave request is submitted via a MHR coordinator, the MHR coordinator is required to include a screenshot of the MHRM booking, as well as the cancellation as this serves as proof that the panel member was scheduled to work on the specific date(s). ○ If the panel member was scheduled by the client, a senior representative at the client must confirm in writing that the panel member was scheduled for the specific shift(s). Shift confirmations received from junior personnel at the client will not be accepted. • Runs, saves and checks the ML305 report(s) on CRS to: <ul style="list-style-type: none"> ○ 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). ○ Identify whether the panel member is working for MHR for longer than 4

	<p>(four) months and on a regular basis.</p> <ul style="list-style-type: none"> • Emails the ML305 report(s) to the payroll clerk to check whether the panel member qualifies for family responsibility leave. • 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 profiles due to a tax change during the work year). • Upon the payroll clerk's confirmation, completes a 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. Watch out for weekend and public holiday tariffs (When applicable). • Signs the attendance register next to the family responsibility leave entries. • Emails the ML305/ML007 reports, submits the completed register and supporting documentation to the Branch Manager/Assistant Branch Manager for final approval.
3	<p>The Branch Manager/Assistant Branch Manager continues with the following:</p> <ul style="list-style-type: none"> • Checks the validity of the medical certificate submitted as per section 5 of the policy statement (<i>If applicable</i>). • Checks the ML305 report to determine the average amount of shifts worked per week and use his/her discretion whether the panel member qualifies for family responsibility leave. • Checks the ML007 report to reconfirm the dates the panel member was scheduled to work. • Checks whether all the details stipulated on the MHR attendance register were recorded accurately. • If all of the above checks are in order, signs the attendance register as final approval of payment.
4	<p>The branch forwards the approved attendance register and supporting documents to the MHR Payroll Officer to process according to normal processing and checking procedures.</p>
5	<p>The payroll clerk ensures that the pre-payrun reflects the correct payment and sign off for payment. NB: The branch informs the panel member if fewer hours are paid than claimed.</p>
6	<p>Branch files the family responsibility leave documentation in the panel member's file.</p>

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 (Former title: Medical, Dental and Supplementary Health Service Professions Act)	Act no 56 of 1974
MHR documents	
MHR Attendance register	MHR Secured docs

MHR Event Investigation	MHR Secured docs
MHR Attendance register policy	MHR Secured docs
CRS ML305 report	CRS
CRS ML007 report	CRS