

## **PCMH DRESS CODE: MINIMUM STANDARDS OF PROFESSIONAL DRESS AND APPEARANCE**

All Organization employees and contract employees will comply with these guidelines, which are minimum standards for professional dress and appearance, appropriate for today's quality health care workplace environment. Employees will also adhere to dress standards established by their respective departments as appropriate for their job duties and profession. The Organization reserves the right to determine at its discretion what is and is not appropriate workplace attire and to address issues as they arise.

### **A. PURPOSE**

To define the image of professionalism required for Organization employees. To promote employee and patient safety, comfort, and a professional impression on our customers and the public by portraying a positive image of our organization and mission. This policy balances our customers' expectations of professionalism with employee desires for comfort and individual expression.

### **B. GUIDELINES**

These guidelines are designed to assist employees in making appropriate and professional choices regarding workplace attire. The guidelines are not meant to be all-inclusive and therefore, employees who have questions or seek clarification should consult their Manager or supervisor.

#### **1. Identification Badges**

- a. The Hospital Police Department will issue Organizational ID badges to all employees. If you do not wear your ID badges, you may be challenged by Hospital Police personnel. The badge must be worn so that the information it contains is readily visible to those who come in contact with the employee. Employees are required to wear their ID badges at all times while on duty.
- b. Employee identification badges are essential to dress as they identify staff members to patients, patient family members, visitors, and other staff. The Organizational identification badge is the property of University Health Systems and is multi functional. In addition to providing identification, the badge is necessary for access control and time and attendance.
- c. Badges must be worn above the waist and displayed front-side-out (not covered or reversed) so that the name and photo are always visible.
- d. Badges are not to be covered with pins, ornaments, stickers, or any other objects. The front face of the badge is to be clean and clearly visible at all times.

- e. Any lost, misplaced, stolen, or worn out badges must be replaced at the earliest possible date that the Hospital Police department can provide a replacement. Replacement fee for badges is ten dollars (\$10).
  - f. Managers and supervisors may prohibit those employees reporting to work without their ID Badge from working until their badge is present.
2. Appropriate grooming and hygiene
- a. Personal hygiene is critical to the professional appearance and perception of a health care professional. Particular attention should be given to skin, fingernails, hair, bathing, proper oral hygiene, and use of deodorant as needed. Employees must keep their hair clean, well groomed, and away from the face in an orderly fashion that does not present a safety hazard. Beards, mustaches, and sideburns are to be neatly trimmed and groomed.
  - b. The use of excessive makeup should be avoided and strong fragrances are prohibited.
  - c. Offensive or inappropriate tattoos must be covered. For the purposes of this policy, inappropriate means any tattoo deemed by management to be inconsistent with the standards of a professional, quality health care workplace.
3. Appropriate personal behaviors
- a. Gum chewing is prohibited in direct patient care areas and other specified areas.
  - b. Employees are not permitted to wear sunglasses indoors unless for medical reasons.
  - c. The use of earphones, headphones or Walkman are not permitted, unless a necessary part of the job, such as dictation/transcription.
4. Uniforms
- Department Managers may require staff to wear uniforms as appropriate for the department, position, or work duties. When reporting to work, the uniform should be complete and consistent with the individual department standard. Uniform short pants and uniform hats may be appropriate for some departments and positions if part of an overall approved uniform.
5. Appropriate attire

All clothing should be clean, fit properly, be in good repair, and pressed or ironed as needed. Employees must wear appropriate undergarments to avoid an unprofessional appearance. Leather (other than shoes and dress coats) and sheer garments should be avoided.

a. Dresses, skirts, and split skirts should not be too revealing and should be professional in appearance, length, and fit. Some examples of inappropriate attire:

- (1) Mini skirts
- (2) Dresses or skirts with excessively high slits
- (3) Excessively tight or loose clothing
- (4) Revealing clothing and dresses with cut out backs, unless worn with a jacket.

b. Shirts/tops should be comfortable and professional in appearance. Casual beach or athletic wear should be avoided. Revealing shirts and tops should be avoided. Sleeveless blouses and dresses that are professional in appearance are acceptable. Shirts/tops with large printed messages or offensive messages are not permitted. Shirts with tails should be tucked into pants. Some examples of inappropriate attire:

- (1) T-shirts (unless approved by the administration for special occasions, such as United Way or Children's Hospital promotional days), tank tops, halter tops, and spaghetti strap blouses
- (2) Shirts/tops with large printing or pictures that are not appropriate to the professional work environment
- (3) Tops/blouses with a revealing neckline or bare midriff

c. Slacks and pants should be clean, pressed as needed, and professional in appearance and fit. Casual beach or athletic wear should be avoided. Denim jeans and all other jeans are not permitted. Some examples of inappropriate attire:

- (1) Denim jeans and all other jeans
- (2) Sweat pants, stretch pants/warm up pants, tights (when worn as pants), and leggings

d. Shoes should be clean, in good repair, and coordinated with the dress attire. Very casual footwear and beach footwear is not permitted. Heel height must not be so high as to pose a threat to the individual's safety or ability to maneuver freely as required by the job. Socks or non-decorative hosiery may be required in certain areas or departments. Some examples of inappropriate footwear:

- (1) Slippers

- (2) Thongs or beach shoes
- (3) Excessively high spiked heels

e. Jewelry and accessories should be kept to a minimum. Excessive jewelry and accessories can create an unsafe working environment and be a distraction. Jewelry and accessories that are distracting in size and number are to be avoided. Offensive jewelry and accessories are not permitted. Visible body piercing, except for earrings, is not permitted (exceptions must be approved by Human Resources), Coordinated belts should be worn with pants designed for belts. Fashion headwear should be avoided. Some examples of inappropriate jewelry and accessories:

- (1) Excessively large or heavy earrings or an excessive number of earrings in one ear
- (2) Visible facial body piercing i.e. nose, tongue, eyebrows (exceptions must be approved by Human Resources)
- (3) Wearing several heavy visible necklaces
- (4) Sweat bands, visors, berets, or other fashion headgear
- (5) Hats worn inside. Although uniform hats are permitted if part of an approved overall work uniform.

6. Special requirements for staff working in Patient Care Services or other clinical areas

Additional standards are necessary for staff working in patient care services or other clinical areas. Refer to Patient Care Services # A60-1, Dress Code & Employee I.D. Badges.

7. Application of policy to circumstances and occasions

The Minimum Standards of Professional Dress and Appearance policy is intended to be a guideline for all staff at all times. These standards are to be maintained in the following circumstances:

- a. When traveling on work time in public areas of the facility to and from work. Public areas include: lobbies, cafeteria, coffee shop, and public corridors.
- b. When working in the office on weekends or holidays.
- c. When participating in meetings, educational seminars, in services, or any time an employee is officially representing the Organization. Certain educational seminars and in services may permit more comfortable attire; appropriate attire to be indicated on the agenda.
- d. When called back to the facility during times of on-call status.
- e. When participating in any authorized departmental casual dress day.
- f. Exception: Department Managers will exercise judgment and discretion to permit exceptions when appropriate, such as celebration costumes, department

moving/relocation, special inventory occasions, snow days, hurricanes, or other emergencies, including emergency call back.

### C. COMMUNICATION AND COMPLIANCE

1. Standards of dress and appearance are communicated to position applicants during the interview process and to newly hired employees as a part of the PCMH orientation program and as a part of the specific department orientation program. Failure to comply with these standards or specific department dress codes will result in progressive disciplinary action.
2. All levels of management, including Department Managers and supervisors are responsible for teaching, role modeling, and enforcing the Standards of Professional Dress and Appearance through consistent application of progressive corrective action. Managers and supervisors will evaluate staff compliance with dress and appearance standards in the Work Habits section of the Performance Appraisal.
3. Managers and supervisors may prohibit staff members from working until they change into appropriate attire or make other adjustments necessary to comply with standards. The employee may be required to leave the hospital without pay until returning in appropriate attire.
4. Department Managers have the right to establish more stringent guidelines as appropriate for their respective departments.