

# Personal Appearance Policy

**Policy Owner: Employee Relations**

## POLICY STATEMENT

AU Medical Center (AUMC) employees are expected to maintain a high standard of neatness and personal hygiene. Personal appearance must meet safety and cleanliness standards to ensure patient and staff protection. If an employee is uncertain about dress requirements in his/her department, the employee should consult with his/her immediate supervisor.

## AFFECTED STAKEHOLDERS

*Indicate all entities and persons within the Enterprise that are affected by this policy:*

- Hired Staff
- House staff, Residents, & Clinical Fellows
- Leased staff
- Medical Staff (includes Physicians, PAs, APNs)
- Vendors/Contractors
- Other: Volunteers

## DEFINITIONS

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## PROCESS & PROCEDURES

### I. GENERAL GUIDELINES

- A. Good Judgment- Employees are expected to exercise good judgment and common sense in regard to their personal appearance. Cleanliness and good hygiene is expected of all staff. Clothing and/or accessories that are extreme or may be distracting from productive work are not appropriate.
- B. Dress Code- Employees will wear neat, clean, conservative attire that is properly fitted.
  - Casual sport clothing, such as sweat pants, sweatshirts, exercise suits, blue jeans and denim clothing are not acceptable. Additionally, revealing clothing, i.e. tank tops, spaghetti strap tops, sun dresses, halters, bare midriff, tube tops, low cut necklines are not appropriate.

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*Printed copies are for reference only. Please refer to the electronic copy for the latest version.*

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- Shoes will be comfortable, in good repair and polished. Thong shoes, sandals, or flip flops are not acceptable. Open toed shoes are prohibited for employees who provide patient care or prepare products for patients, and for employees who supervise patient care providers. Clogs/croc shoes with holes are not permitted.
- C. Hair Care/Color- Hair is expected to be clean and neat. It will be secured away from the face and off the shoulders while working with patients. In non-patient care areas, hair will be worn in styles that are appropriate for a professional business environment. Due to safety issues, some areas may also require stringent facial hair policies. Hair color will be conservative, that is customary for human hair and not a decorative color such as, blue, pink, orange, green, bright red, etc.
- D. Fingernails- Fingernails will be short (1/4 inch or less), clean, well-manicured and appropriate for the work setting. Artificial nails have high potential for growth and transmission of bacteria and fungi. For employees who provide patient care or prepare products for patients, and for employees who supervise patient care providers, artificial fingernails are not allowed.
- E. Personal Accessories- Personal accessories will be worn in moderation, will not distract from a professional image, or pose a safety hazard for patients, families or employees.
- Piercings will be limited to ears with no more than two earrings in each ear and no longer than one inch below the ear lobe.
  - Hats/head coverings are not acceptable, except where required by weather or safety regulations, as part of a religious accommodation, or for approved medical reasons.
  - Tattoos displaying slogans or images that are demeaning or feature profanity or other messages that do not promote or enhance a safe and productive workplace will be covered. Based on the work environment, some areas may require tattoos be covered at all times. Employees are to check with their supervisor to determine expectations. When an employee works in more than one location of the medical center, the employee is expected to check with the supervisors of all locations to determine expectations regarding tattoos and then comply with those expectations.
  - Electronic communication devices, such as personal sound systems and non-AUMC pagers, cell phones, earphones, earbuds, Bluetooth<sup>®</sup> devices, or any other electronic equipment that could impede hearing are not allowed unless preapproved by employee's manager. Personal electronic communication devices will be limited during work hours and are not to interfere with an employee's work in any way. Electronic communication devices owned and/or approved by AUMC and issued to employees may be used for business purposes, with discretion, in common patient areas and when near or around patients such as physician, leaders and managers.
- F. Regulatory Standards- All Occupational Safety and Health Administration (OSHA) and other regulatory standards must be followed.
- G. Badges- Name badges will be worn with the picture facing out, clearly visible on collar/chest or on lanyard (neck band) at all times at work. Employees will keep the badge intact and free of pins or stickers.

- H. Colognes/Perfumes- The use of heavy colognes, perfumes, aftershave lotions or heavily-scented lotions is inappropriate for employees who have clinical contact. Perfume and cologne may be used in moderation for employees who do not have clinical contact.

## II. BUSINESS APPAREL

For all employees whose work includes public and customer contact, business or business casual dress is required. This helps to create an image of professionalism for AUMC. Business suits, business dress, jackets and business pant suits are preferable. Physical activity and the environmental demands for each position may be a factor in determining what is appropriate. Employees are to check with their immediate supervisor regarding appropriate attire.

## III. UNIFORMS, SCRUBS, AND OTHER CAREER APPAREL

Certain departments or work areas require prescribed uniforms or dress. Employees in these areas are required to wear the official uniform or dress at all times. The specific guidelines for uniform wear and appearance are outlined below for the following departments\*:

- A. Nursing, Epidemiology, and Patient Care Services (PCS) Leaders: (Director, Nurse Manager, Nurse Navigator, Practice Site Coordinator, ANM, COM, et al.) Business apparel or if wearing scrubs, solid navy scrub top and pants with solid white lab coat.
- B. Nurses: (SN, SSN, Float Pool-RN, LPN, CN, Core RN Educator, Nursing Supervisor, et al.) Solid navy scrub top and pants. Same color solid scrub jacket optional.
- C. Care Facilitation: (Care Coordinator, Social Worker, Clinical Documentation Specialist, Resource Specialist, et al.) Business casual with solid white lab coat.
- D. Respiratory Therapy: (RT, Pulmonary Function Technologist, RT Assistant, Chief Pulmonary Function Technologist, Transport Therapist, et al.) Solid black scrub top and pants. Same color solid scrub jacket optional.
- E. Radiology: (Radiographer, Medical Sonographer, SR Medical Echocardiograph, Radiology Assistants, et al.) Solid pewter scrub top and pants. Same color solid scrub jacket optional. (Chief Radiographer, Imaging Systems Specialist, Imaging Quality Coordinator, et al.) Business casual.
- F. Radiation Oncology: (Radiation Therapist, SR Radiation Therapist, SR Dosimetrist, et al.) Solid teal blue scrub top and pants. Same color solid scrub jacket optional. (Chief Radiation Therapist, Radiation Therapy Physicist and Assistant Radiation Therapy Physicist) Business casual with solid white lab coat.
- G. Rehabilitative Services: (PT, OT, Speech Pathologist, et al.) In-patient services will wear solid galaxy blue scrub top and pants. Same color solid scrub jacket or lab coat optional. Outpatient services will wear business casual with lab coat. (Rehab Tech) Solid galaxy blue scrub top and pants. Same color solid scrub jacket optional.
- H. Pharmacy: (Pharmacy Tech) Solid grape scrub top and pants. Same color solid scrub jacket or lab coat optional. (Pharmacist) Business casual with white lab coat.

- I. Patient Support Services: (PCT, UC, PCI, PCA, MA, ES Clerk, MHT, NA, et al.) Solid teal blue scrub top and pants. Same color solid scrub jacket optional.
- J. Patient Transport: Solid grey scrub top and pants. Same color solid scrub jacket optional.
- K. Pathology: (Med Tech, Phlebotomist, MLT, Medical Lab Assistant, Pathology Assistant, Histology Tech, Cytogenetics Tech, et al) Solid wine scrub top and pants. Solid white lab coat optional.
- L. Environmental Services: Solid royal blue scrub top and scrub pants if assigned to cleaning in patient rooms and/or patient care areas. Solid royal blue polo shirt and khaki work pants if assigned to floor work, trash duty, outside areas, and/or parking decks.
- M. Facilities Services: Solid navy work shirt and navy cargo pants.
- N. Enterprise Supply Chain: (Supply and Distribution Specialist, Receiving and Distribution Tech, Moving Tech, et al.) Solid wine work shirt and khaki work pants.
- O. Food & Nutrition: (Hospitality Specialist, Food Service Worker, Chef, Cashier, et al.) Black chef wear. (Dieticians) Solid eggplant scrub top and pants.
- P. Ambulatory Patient Access Services (APAS)/Patient Access Services (PAS): Solid French blue work shirt and black dress pants or black skirt.
- Q. Specialty Services: (Lead Orthopedic Techs and EMTs located in the ECC) Solid Caribbean blue scrub top and pants. Same color solid scrub jacket optional.
- R. Perioperative Services: (See the Surgical Attire Policy)
- S. Volunteer Services: Solid teal scrub top and pants if assigned to patient care areas. Uniform may also include white dress shirt, black pants, black sweater and blue jacket or designated teal t-shirt depending on area assigned to work.

\*(For an inclusive list of positions and uniform guidelines, please refer to the AU Health Uniform Branding Manual located on the employee intranet.)

All employees are expected to wear the scrub color designated by their area and the logo on the uniform must meet branding guidelines.

All shirts worn underneath scrubs will be white or matching the color of the scrub top. Lab coats or scrub jackets matching the color of the scrubs is allowed but hoodies, sweatshirts, or casual jackets are not permitted.

AUMC provides an on-site vendor, Scrubs & Beyond, to facilitate employees' ability to purchase uniforms in accordance with the specifications outlined in this policy. All AUMC employees are required to be uniformed in accordance with this policy to include approved uniform manufacturers, uniform colors, and uniform branding. Payroll deduction is available for health system employees purchasing new uniforms.

If a department or work area is considering adopting a designated uniform or is making a significant change in the prescribed uniform, that department director or designated individual will contact the Director of Employee Relations and/or the Vice President of Human Resources prior to implementation. The adoption of uniforms for an area not included in this policy is subject to the AUMC uniform branding guidelines.

Based on business need or specific customer contact for a particular event, the department has the discretion to require alternate dress guidelines (e.g. Athletic Trainers providing patient care at sporting events).

#### **IV. DEPARTMENT SPECIFIC POLICIES**

Departments or divisions may create more specific policies as required to meet their operational or safety needs. Such policies must not be contradictory to this organization-wide policy and require prior approval of the Director of Employee Relations and/or Vice President of Human Resources.

#### **V. APPROVED CASUAL DAYS OR OTHER SPECIAL EVENTS**

There may be occasions when the Organization or Department identifies specific days in which casual attire may be worn (i.e. T-shirts, jeans, costumes, etc.) or other deviations from normal policy (i.e. pink hair color for Breast Cancer week). Employees will consult with their supervisor for specific guidelines in regards to the designated casual days or other special events.

#### **VI. RELIGIOUS BELIEFS**

If an employee's religious beliefs conflict with AUMC's policy on personal appearance, the employee will submit a written request for a religious accommodation to his/her immediate supervisor. The written request will include the type of religious conflict that exists and the employee's suggested accommodation.

The immediate supervisor will evaluate the request considering whether a work conflict exists due to a sincerely held religious belief and whether an accommodation is available which is reasonable and which would not create an undue hardship on AUMC. An accommodation allowing an exception to the personal appearance policy must not impact safety or uniform requirements, or other aspects of employment. Depending on the type of conflict and suggested accommodation, the supervisor may confer with his/her manager and with the Vice President of Human Resources or designee.

Popular cultural dress does not apply to the request for accommodation statement above.

#### **VII. RESPONSIBILITY**

Management staff is responsible for communicating and enforcing these standards. Supervisors reserve the right to send an employee home to change clothes who violates any part of the personal appearance policy. Where an employee's clothing is questionable, the supervisor has first discretion and will follow the chain of command.

Employees whose attire does not meet personal appearance standards will be counseled by their immediate supervisor, sent home, and directed to return to work in the proper attire. Employees will not be compensated for time away from work and may be subject to the AUMC Attendance Policy. Failure to meet personal appearance standards after supervisory counseling will result in disciplinary action, up to, and including discharge of employment.

#### **REFERENCES, SUPPORTING DOCUMENTS, AND TOOLS**

[CDC Guidelines on Fingernails and Artificial Nails in Health-Care Settings](#)

[OSHA Standards for Healthcare Facilities](#)

#### **RELATED POLICIES**

[Performance Coaching Counseling and Discharge Policy](#)

[Rules of Conduct Policy](#)

#### **APPROVED BY**

Chief Executive Officer, AU Medical Center

**Date:** 01/01/2019