

KB0055930

Professional Appearance Policy

Santa Rosa Memorial Hospital (“ministry”)

Department: Human Resources

Approved by: Chief Human Resources Officer

Date Last Reviewed: 11/17/2020

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Date Adopted: 3/13/2017

Policy Name: Professional Appearance

Purpose:

Personal appearance is important to our interactions with patients, visitors, and each other.

Consistent with our desire to develop the ideal patient experience, we adhere to an image that considers the environment and the personal appearance standards/expectations for all who work in the ministry. Our dress code standards establish confidence and respect for the institution, while maintaining the health and safety of patients, visitors and caregivers at the ministry.

The following are primary factors taken into consideration in defining the dress code policy:

- Patient safety
- Patient Comfort
- Caregiver safety
- Public safety
- Job responsibilities
- Fragrance Control
- Professional image
- Cultural needs
- Resource Stewardship
- Infection control
- Personal Hygiene

Responsibility: This policy applies to all caregivers, volunteers, healthcare students, contracted management and non-management staff, independent contractors, nursing and non-nursing registry staff.

Policy:

Caregivers are expected to maintain an appropriate appearance that is professional, neat, and clean as determined by the requirements of the area in which the caregiver works. The following general guidelines apply to all personnel. Due to considerations regarding safety, infection control, professionalism and general business practices, department core leaders retain discretion to establish and administer department specific policies and make case-specific decisions regarding the specific appropriate attire and grooming of department staff. Guidelines for dress, within the limits of this policy, may be prescribed by individual unit/department policy. Caregivers are requested to ask their core leader for specific dress standards that pertain to their individual work unit. Attire and grooming requirements that are required include:

Attire:

1. While on duty, all caregivers, volunteers, healthcare students, contracted management and non-management staff, independent contractors, nursing and non-nursing registry staff must wear ministry-issued, or approved, identification cards and appropriate clips and/or lanyards. Badges must be worn at chest level.
2. Caregivers are expected to wear clothing of a type considered appropriate for the position held. Clothing must be clean and pressed. Caregivers are allowed to appear or dress consistently with their gender identity.
3. Dress and skirt length should be of a professional length and style appropriate for a healthcare environment. Skirts should not be shorter than a length that hits at 3 inches above the top of the knee when standing.
4. Undergarments must be worn, fit appropriately, and should not be seen through, above or below clothing.
5. Shoes are to be cleaned and polished. Tennis shoes and other types of athletic shoes may be permitted by unit/department policy where consistent with that unit/department's work and when reviewed and approved by ministry Human Resources. Sandals and flip flops are not permitted. Open toe shoes are not permitted when working in a clinical setting.
6. Jeans may be permitted by unit/department policy where consistent with that unit/department's work and when reviewed and approved by ministry Human Resources. Shirts or hats displaying advertising or writing are not allowed. Hats without a logo or have the St. Joseph Health logo may be permitted for caregivers working outdoors.
7. Overalls, sweatshirts/sweatpants, jogging suits, shorts, or non-professional sleeveless attire are not permitted. Acceptable sleeveless attire for women would include business professional dresses and tops customarily accepted in a professional business environment.
8. Any clothing with spaghetti straps; any clothing that reveals bare backs, cleavage, midriffs, or any revealing or provocative clothing is not permitted.
9. Jewelry is to be kept to a minimum. Visible body piercings, other than earrings worn in ears, are inappropriate.
10. Caregivers will not wear buttons other than those developed by a St. Joseph Health ministry and/or those permitted by law.
11. Visible tattoos must be covered where possible.

Appropriate variations to this policy may be applied at the core leader's discretion, i.e., holiday celebrations such as Halloween and Christmas. Specific variations will be specified with specific approved occasions. If a variation is not specified it is not considered approved for the occasion.

Personal Grooming:

The following general guidelines apply to all personnel.

1. Make up may be worn in appropriate moderation as would be customarily accepted in a professional work environment.
2. Perfume and after-shave should not be used due to potential allergies that co-workers, patients and visitors may have.
3. Personal cleanliness is mandatory. Body odor issues will be addressed.
4. Hair should be clean and neatly combed. Extreme hairstyles are to be avoided.

When performing patient care activities, the following applies:

1. Hair that falls below shoulder length must be pulled back and secured. No artificial fingernails may be worn when performing patient care activities. All staff will have clean and trimmed nails not exceeding the fingertip. Perfume and after-shave should not be worn.
2. Beards and mustaches should be neat and trimmed.
3. Supervisors are responsible for informing caregivers during unit/department orientation about specific grooming standards that pertain to the individual work units.

Discipline Process:

Policy Violations: Core leaders are expected to use a system of progressive discipline for each

“Policy Violation”. Under this system, the caregiver is coached/counselled, verbal warning with a Corrective Action Plan (CAP), written warning and then suspension prior to involuntary termination. This system monitoring includes the following steps:

1. Coaching/Counselling
2. Verbal Warning with Corrective Action Plan (CAP)
3. Written Warning
4. Final Written Warning or Suspension without pay
5. Involuntary Termination

The statements of this policy document are not to be construed as a contract or covenant of employment. They are not promises of specific treatment in specific situations and are subject to change at the sole discretion of the ministry.

This policy does not modify the express terms of any collective bargaining agreement. In the event of a conflict between this policy and the terms of a collective bargaining agreement, the collective bargaining agreement will prevail.